IT Modernization is Governor Little’s initiative to enhance cybersecurity and increase efficiency in IT services across agencies, enabling agencies to become IT consumers rather than IT providers.

The Case for IT Modernization

- State agencies duplicate efforts in manpower, services, and products; there are 550 IT personnel in the Executive Branch; however, service and skills vary greatly, adding unneeded complexity.
- Cybersecurity is a critical aspect of modernization; it reduces the number of systems exposed to attack, enables faster response to incidents, and promotes consistent security across agencies.
- Creating a Security Operations Center improves our defensive capability against all threats.
  - A 2018 study sponsored by IBM estimates the average breach cost at $3.6 million.
  - Breach costs do not include the value of a loss of citizen confidence.
- The State is not harnessing its purchasing power; individual agency purchases are costing more.
- A similar initiative has been successfully completed for the Department of Commerce, the Commission on Aging, the Divisions of Human Resources and Financial Management, the Bureau of Occupational Licensing, and most boards and commissions.

Phase I Benefits

- Savings realized through consolidating duplicated infrastructure and reductions in workforce.
- Reduced software costs by establishing standardized solutions and statewide licensing.
- 13 FTE were identified as excess of what is required (49-36=13); 13 FTE’s = $887,500.
  - 83 FTE in 8 agencies were evaluated for same or similar IT functions performed.
  - 49 FTE were identified as providing common IT functions; these FTE were removed.
  - 36 FTE were added to ITS to perform common IT functions for the 8 agencies.

Phases of IT Modernization

- IT Modernization could take 5-years (target 2023) and include all executive agencies except constitutional offices; some agencies may retain an embedded IT component.
- Agencies in Phase I were identified based on several criteria, including: pending moves to the new Chinden Campus; complexity, size, and common services; and single points of failure.
- Phase II and following phases will focus on adding needed functions, such as enterprise architecture, Chief Technology Officer, data analytics, project management, and software licensing.
- By achieving economies of scale, additional functions can be added while decreasing overall employee count.
Service Goals for Agencies

- Dedicated IT support with deep expertise for consistent service to agencies.
- Clear IT performance expectations, measurements, and accountability.

Professionalize the IT Workforce

- IT Modernization provides focused training, improving depth of knowledge and expertise.
- Creates clear career paths and opportunities within a single enterprise organization.

Evolving Customer Service

- Modern IT support leverages tools to personalize service using remote technicians.
- Agency staff will have access to an expanded service desk with direct access to subject matter experts for faster resolution of complex problems.

Addressing Compliance, Accreditation, and Audits

- IT Modernization enabled ITS to dedicate full-time personnel to compliance who ensure agencies meet regulatory frameworks.
- This is a new function; agencies’ IT staff are burdened with absorbing work related to IT compliance requirements for IRS data, payment card industry, medical and health data.

IT Modernization in other States

- Illinois: per December 2016 report, the state expects to save 5% ($30 million) of their IT budget.
- Utah: cost savings are estimated at $2.7 million upfront and $1.3 million annually.
- Ohio: saved $150 million through standardized tools and systems and online customer portals.
- Louisiana: saved $75 million through consolidation of data centers, services, and systems; elimination of vacant positions; and statewide software licensing.
- Michigan: saved an estimated $115.1 million and expects to save $36.3 million annually.