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Governor's Office of
Information Technology

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Joint Technology Committee

February 2, 2021

Anthony Neal-Graves,
Chief Information Officer &
Executive Director

Agenda

- Introduction
  - Organizational Update
  - 2020 Accomplishments
  - 2021 Legislative Priorities
- Audit Response
- IT Transformation
- Project Dashboard
- OIT Response to IT Capital Projects Appropriation Timeline

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Mission

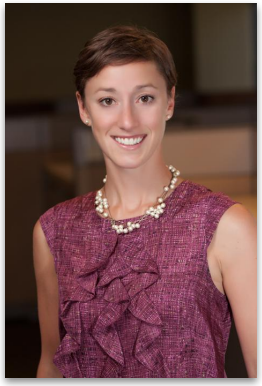
Together we enhance the lives of ALL Coloradans

Vision

Be the best public service organization innovating today for tomorrow

Goals

Chief Information Officer Direct Reports



Julia Richman

Deputy Executive Director

Alex Pettit

Chief Technology Officer

William Chumley

Chief Customer Officer

Debbi Blyth

Chief Information Security Officer

TBD

Vacant

Executive Director - Colorado Broadband Office

Organizational Structure

Functional Organizational Structure

12.07.20

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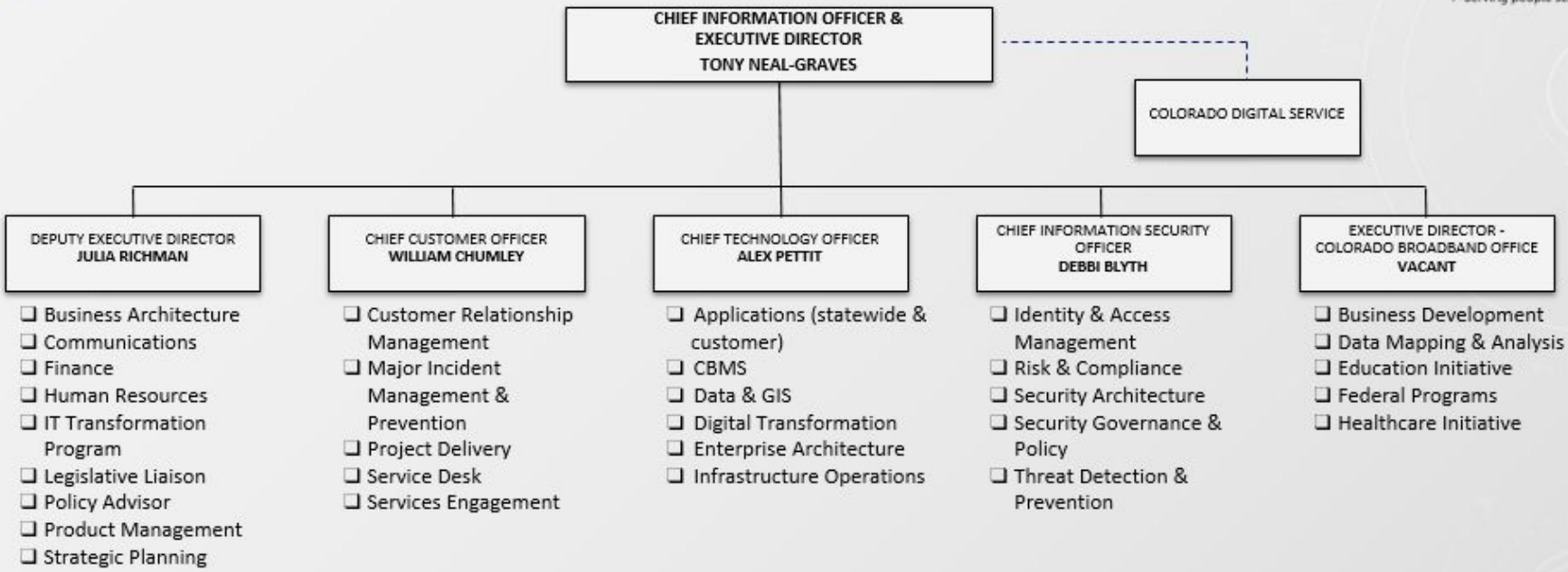

- ❑ Business Architecture
- ❑ Communications
- ❑ Finance
- ❑ Human Resources
- ❑ IT Transformation Program
- ❑ Legislative Liaison
- ❑ Policy Advisor
- ❑ Product Management
- ❑ Strategic Planning

- ❑ Customer Relationship Management
- ❑ Major Incident Management & Prevention
- ❑ Project Delivery
- ❑ Service Desk
- ❑ Services Engagement

- ❑ Applications (statewide & customer)
- ❑ CBMS
- ❑ Data & GIS
- ❑ Digital Transformation
- ❑ Enterprise Architecture
- ❑ Infrastructure Operations

- ❑ Identity & Access Management
- ❑ Risk & Compliance
- ❑ Security Architecture
- ❑ Security Governance & Policy
- ❑ Threat Detection & Prevention

- ❑ Business Development
- ❑ Data Mapping & Analysis
- ❑ Education Initiative
- ❑ Federal Programs
- ❑ Healthcare Initiative

Executive Staff:
Chief Information Officer (CIO) & Executive Director (ED)
Deputy Executive Director
Chief Communications Officer & PIO
Chief Customer Officer (CCO)
Chief Financial Officer (CFO)
Chief Information Security Officer (CISO)
Chief People Officer (CPO)
Chief Technology Officer (CTO)
Executive Director – Colorado Broadband Office
Legislative Liaison

2020 Accomplishments

- Modernized Lakewood Data Center
- Excelled in COVID-19 response
- Launched digital ID with Colorado State Patrol
- Moved major programs out of red status
- Hired two executive team members and new CIO/ED

- Saved $3.66M in taxpayer dollars
- Effectively managed SolarWinds incident response
- Developed a staff-led “future of work” strategic framework

COVID-19 Response

OIT COVID-19 Task Force:

Keeping Colorado operational during crisis

As of May 31, 2020

36 NEW SOLUTIONS IMPLEMENTED

33 ENHANCEMENTS TO EXISTING SOLUTIONS

EXPANDED **myColorado™ app**

including
6 new features &
4 new services

10% ↑ in new users during COVID-19

EXPANDED **Unemployment Insurance claims system capacity to support**

48K AVG. CLAIMS PER WEEK DURING COVID *vs.* **1.7K** AVG. CLAIMS PER WEEK IN JAN/FEB 2020

SUPPORTED **employees able to work remotely**

OIT 95%

EXECUTIVE BRANCH 92%

OIT Workforce
98.0% have access to what they need at home.
99.5% have the guidance they need.
99.0% are able to effectively collaborate with their teams.

Stood up **5** Google Voice pilots & **3** Amazon Connect Virtual Call Centers

134% ↑ in virtual monthly meetings during COVID-19

Service Desk **78%** ↓ AVERAGE HOLD TIME

After a huge spike in remote service support, OIT improved processes and realigned staff to enable a significant drop in the average hold time between March and May.

1,795 LAPTOPS PURCHASED & DEPLOYED TO STATE EMPLOYEES

Additional 3,000 procured by CDHS for offices and counties across the state

DocuSign adoption during COVID-19 grew **21%,** increasing remote usage of forms and workflow processing

BUILT **the Colorado Community COVID Symptom Tracker** in collaboration with the Innovation Response Team, CDPHE, and others.

1,600 COLORADANS HAVE USED THE TRACKER

~50 NEW USERS ADDED DAILY

2021 Legislative Priorities

1) Statute Clean Up and IT Transformation
2) Re-establish the Technology Emergency Fund
3) Intradepartmental Transfers Between Appropriations
4) Broadband

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OIT Audit Update

OIT and Audit Recommendations

WIG2 (Security WIG) has set goals for the implementation of audit recommendations - measured and reported monthly

Highlights Over the Past Year

- OIT implemented 73% of the outstanding OSA audit recommendations
- Reduced High Priority Deficiencies from 13 to 6

OIT and Audit Recommendations

Typical Challenges Implementing Audit Recommendations:

It’s a large project spanning multiple years (such as a system upgrade)

It’s a vendor-managed system and the vendor is managed by the agency

Responsibilities / Authority are not well defined or appropriately assigned (OIT v. Agency)

2020 High Priority Specifics

2019-007B and **2019-007C - GenTax IT Controls**

Challenge: Vendor-managed system, Vendor managed by Agency

Status:

- The majority of these findings have been implemented with the exception of those related to database monitoring.
- Options are currently being evaluated.
- The expected implemented date is February 2021. (vendor managed)

2020 High Priority Specifics

2019-013C and **2019-013D - Information System Security Controls** (Data Center)

Challenge: Responsibilities aren't well defined

Status:

- OIT believes the these are *low risk* vulnerabilities as they are related to a lack of documented agreement between agencies.
- A Memorandum of Agreement (MOA) to document current data center roles and responsibilities is being drafted, and OIT will work with the appropriate agencies to ensure signoff.
- The anticipated implementation date is June 30, 2021.

2020 High Priority Specifics

2019-027D - CUBS, CATS & CLEAR IT Controls

Challenge: Progress on this work was impacted by the COVID-19 response and modernization efforts underway.

Status:

- The recommendation was implemented in two of the three systems.
- Work for the third and final system is underway.
- The anticipated implementation date is June 30, 2021.

2020 High Priority Specifics

Performance Evaluation 1A - Information System Security (Retirement of Legacy Systems)

Challenge: Authority belongs to the agency

Status:

- OIT has been successful at working with agencies to decommission or upgrade 760 of these legacy servers over the past year!
- 44 systems remain.
- The anticipated implementation (decommission/upgrade) date for the remaining is June 30, 2021.

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IT Transformation

WIG 1

Transform the delivery of IT in the state.

IT Transformation (ITT)

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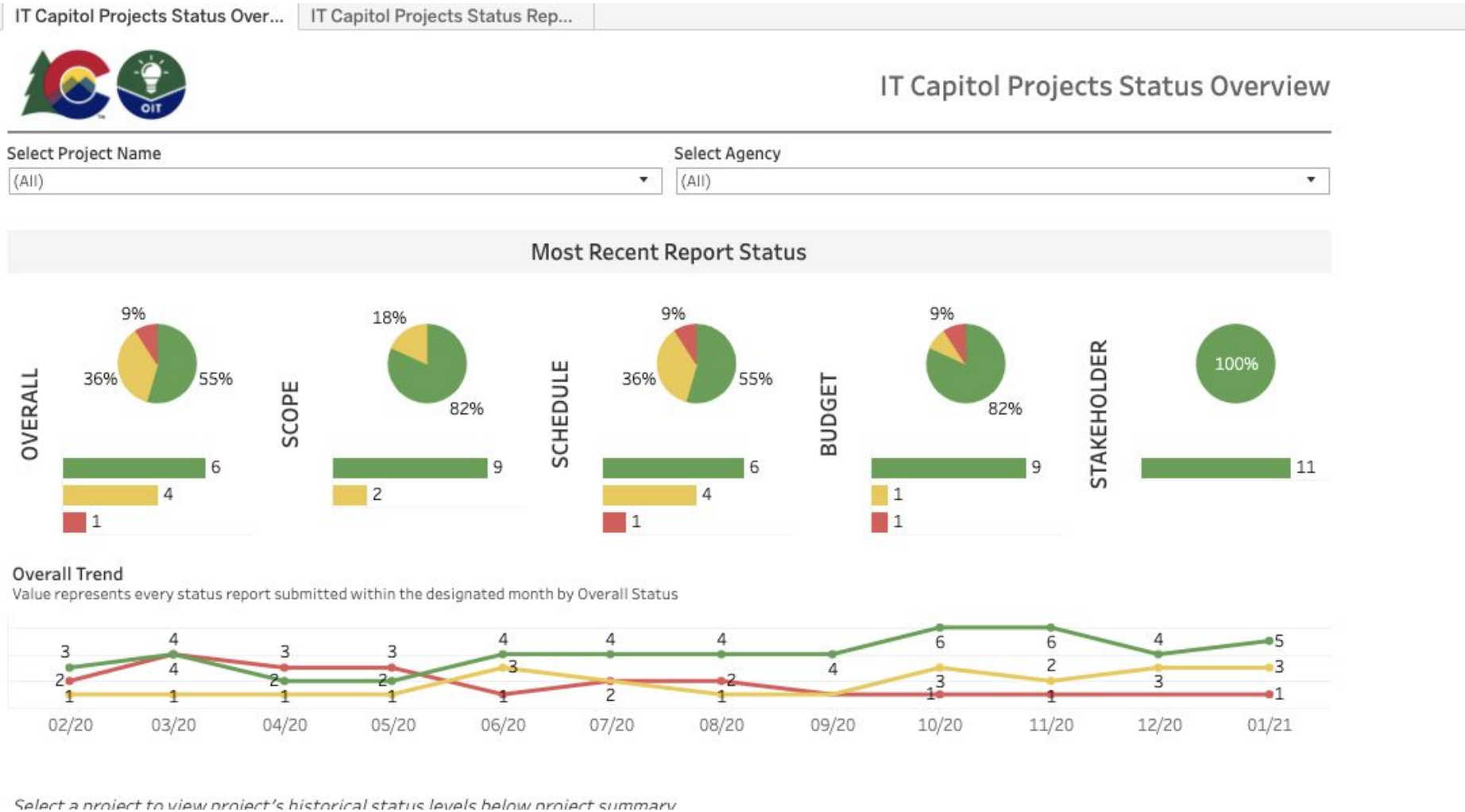
JTC Project Dashboard

IT Capital Project Dashboard



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OIT Response to IT Capital Projects Appropriation Timeline

OIT Response to IT Capital Projects Appropriation Timeline

Concerns:

- Increases costs and time
- Creates risks and uncertainty for vendors
- Creates a unique & unusual procurement environment

OIT focus:

- Alignment of financial accountability with the pace of the work being done
  - OIT, OSPB, and State Controller are developing internal financial controls based tied to milestone completion (agile sprints or others)