



**COLORADO**

**Governor's Office of  
Information Technology**

# **Joint Technology Committee - Interim Hearing**

**September 2022**

**Julia Richman, Deputy Executive Director**

**Michael McReynolds, Legislative Liaison**



# Agenda

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- Core Values & New WIGS
- Reimagine IT - IT Transformation Program 2 year mark
- Enterprise Project Management Office (EPMO) Launched
- Technical Debt Project Update on eFort Migration
- Future Updates
  - Questions
- Advance Colorado Broadband Updates
  - Questions

# Core Values



**COLORADO**  
Governor's Office of  
Information Technology  
Serving people serving Colorado

## INTEGRITY

We inspire trust by communicating with openness, honesty and authenticity.

## TEAMWORK

We achieve more together by collaborating in a flexible and inclusive way.

## INNOVATION

We challenge the status quo to identify new and better ways of doing things.

## SERVICE

We build collaborative and consultative partnerships to deliver optimal results.

FY 2022-23



# WILDLY IMPORTANT GOALS

## WIG 1



Transform  
Technology  
in the State

## WIG 2



Expand  
Broadband  
Access

## WIG 3



Advance  
Digital  
Government  
Services





## WIG 4



Increase  
Employee  
Engagement

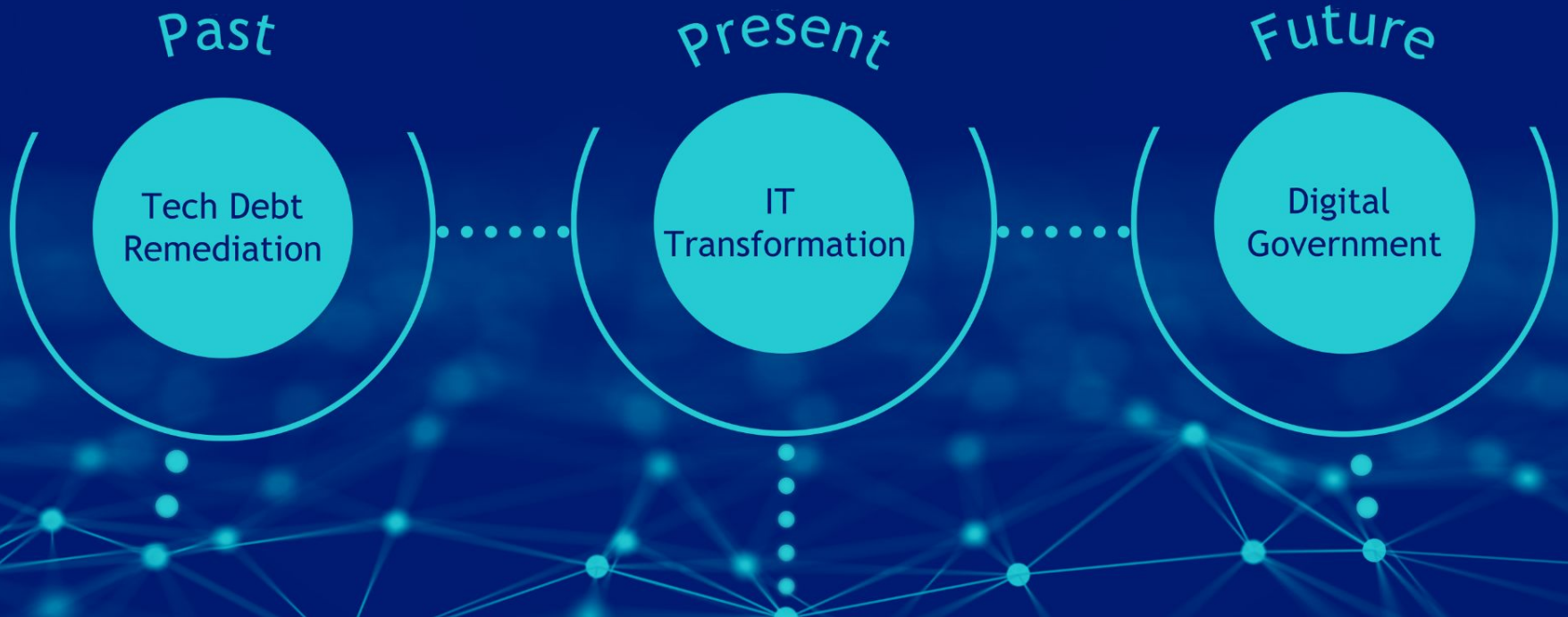


# FY 2022-23 Wildly Important Goals

WIG Summary				
WIG	Measure	Baseline	1-Year Goal	3-Year Goal
 <b>Transform Technology in the State</b>	Overall agency tech health scores- GPA Score	2.14(C+)	2.5(B-)	3.5(A-)
 <b>Expand Broadband Access</b>	% of Broadband Access for Coloradans	91.6%	92.1%	92.5%
 <b>Advance Digital Government Services [UNDER REVISION]</b>	% of services only offered in person (no online option)	28%	25%	18%
 <b>Increase Employee Engagement</b>	% of Employee Engagement	75%	76%	78%



# Connecting the Dots Between OIT's "Big Three" Initiatives





# Tech Debt Portfolio Updates

The following projects make up the tech debt portfolio. 17.9% spent includes the forecasted expenditure of the total funds.

- **Mainframe Decommission**

- State ID Module (SIDMOD) - Continued solutioning with stakeholders.
- Electronic Benefit Transfer (EBT) - A solutioning exercise is scheduled for 9/20.
- Automated Child Support Enforcement System (ACSES) Modernization - A solutioning exercise is scheduled for 9/13.
- Colorado Personnel Payroll System (CPPS) port application to server environment - Vendor selection is in progress.
- Replacement of Managed File Transfer (MFT) (Cyberfusion) - Discovery in progress.

- **IT Asset Management (ITAM)**

- 92% hardware assets recorded and are on track for most agencies. Software asset mgmt in early stages of discovery.

- **Security Vulnerabilities Refactoring**

- Work started on vulnerabilities and establishing priorities for other agencies.

- **Exit eFORT and Cloud Migration**

- Cloud Migration - On-boarded the Project Manager, identifying and staffing additional resources.
- Windows 2008 retirement - Scoping in progress.
- Infrastructure/Network Buildout - Continued planning. Pre-work date of Oct 2, 2022 for impacted agencies.
- Storage Renewal - Backup and Recovery capacity-upgrade requisitions were submitted.
- CORE network refresh - Wide Area Network (WAN) optimization Request for Information (RFI) closed on 8/12/22. Redesign discussions of the wireless network have begun.

# eFORT Migration as of August 2022

\*Each rack shown represents 5 racks.





# eFORT Migration Over Time

\*Each rack shown represents 5 racks.





Governance

Delegation of Authority -  
Process & Policy

Enhance Project &  
Portfolio Management

Establish IT  
Governance

Evaluate PMO  
Capabilities

Enhance & Align OIT  
Strategic Planning

Government Data  
Advisory Board

Implement Enterprise  
Risk Mgmt Methodology

Governance 2.0



Finance

IAs-Enterprise &  
Recurring Services

Mature Vendor  
Managementsystem

Implement Real-time  
Billing

Establish IT Asset  
Management

Financial  
Transformation

Procurement  
Evolution



Talent

Conduct Workforce  
Planning

Pilot Agency Teams  
Concept: OneOIT



Technology

SOC Web Strategy  
& Toolkit

Plan for & Enable  
Digital Transformation

ITSM Tool Suite



Service  
Excellence

Optimize Agency  
Ownership & Accountability

Align Service Catalog with  
Best Practices

Enterprise Service Delivery  
(Infrastructure)

Evaluate Stakeholder  
Engagement

Product and Service Mgmt  
Collaborative Roadmap

Agency Tech Debt  
Reduction Plans

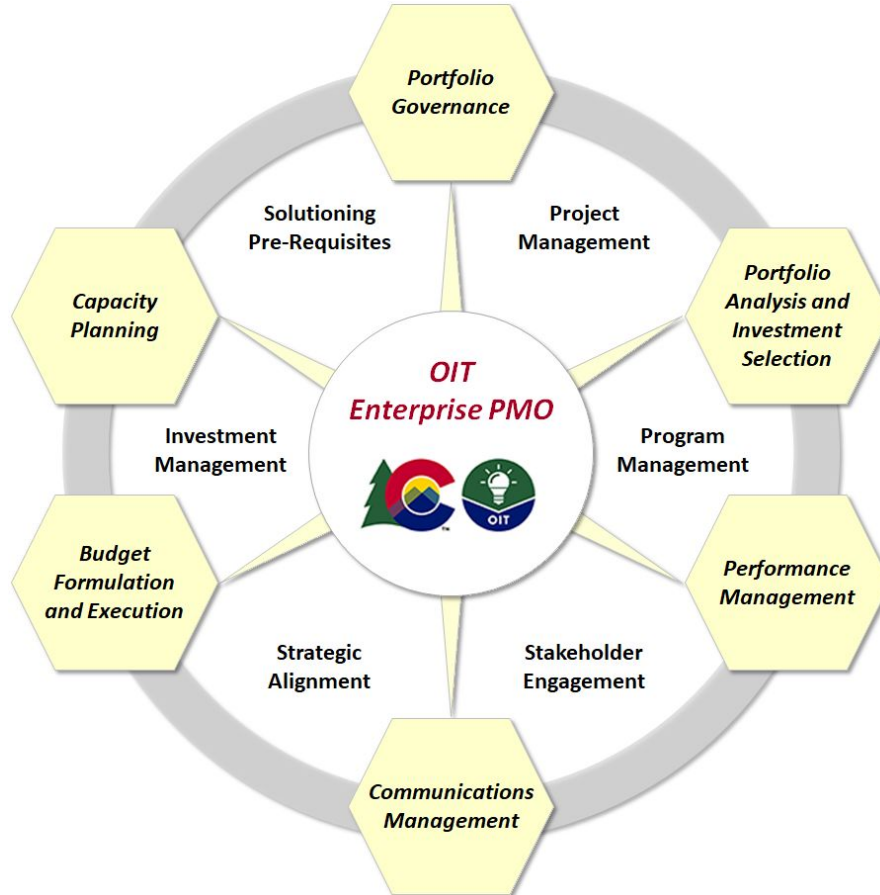
eFORT (DC Relo)  
Plan

Network Service  
Project

Evaluate Stakeholder  
Engagement 2.0



# EPMO Launched



# What does the future look like?

We will continue our mission of collaborating with agencies to reimagine IT operations and service delivery to help address the state's IT challenges.

## Our future work includes:

- ServiceHub Launch
- CBMS Stand Alone to Shared Services
- EPMO Implementation
- Improving Customer Notifications
- Enhancing enterprise services
- And much more!





# Future Updates

- Legislative
  - Implementation of HB22-1353 Public Safety Communications Transfer
    - OIT & CDPS
  - Implementation of SB22-113
  - Implementation of HB21-1111
- Digital Gov Strategic Plan including myColorado strategic vision
- New and improved project dashboard
- Technical Debt Project - Status
- Cybersecurity Update from CISO



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Questions



**CO L O R A D O**

**Broadband Office**

Governor's Office of Information Technology

## Advance Colorado Broadband Updates

**Brandy Reitter, Executive Director**



# Broadband Acronyms Defined

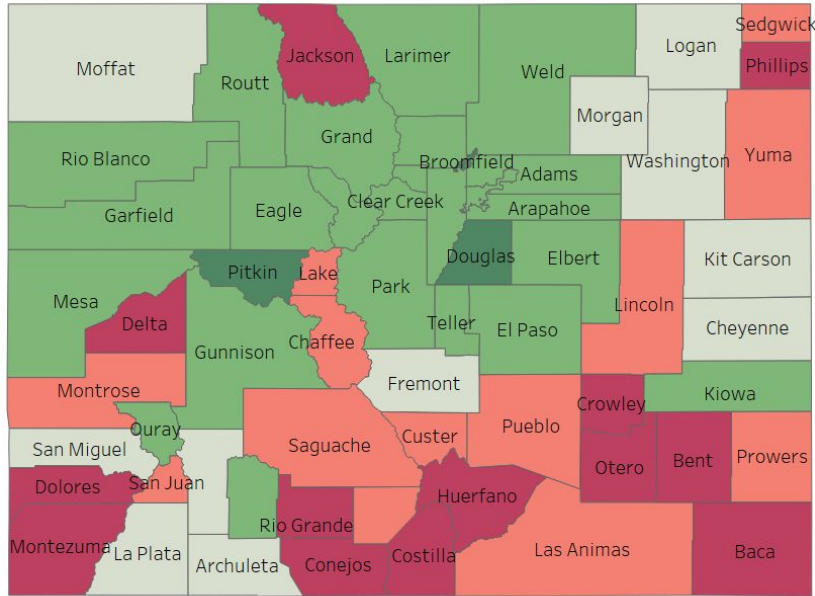
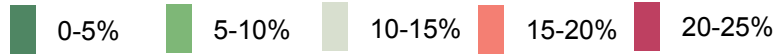
<b>CPF</b> - <i>Capital Projects Fund</i>	<b>BEAD</b> - <i>Broadband, Equity, Access, Deployment</i>
<b>CBO</b> - <i>Colorado Broadband Office</i>	<b>FCC</b> - <i>Federal Communications Commission</i>
<b>NTIA</b> - <i>National Telecommunications and Information Administration</i>	<b>BDB</b> - <i>Broadband Deployment Board</i>
<b>ISP</b> - <i>Internet Service Provider</i>	<b>SLFRF</b> - <i>State and Local Fiscal Recovery Fund</i>
<b>ACP</b> - <i>Affordable Connectivity Program</i>	<b>LOI</b> - <i>Letters of Intent</i>
<b>HCSM</b> - <i>High Cost Support Mechanism</i>	<b>Mbps</b> - <i>Megabytes Per Second</i>





# CBO Funding Program Milestones

## Households without at-home internet service, percent of county



## Capital Projects Fund Proposed Grant Design

Total Amount Available: \$162M

Tier I: \$121.5M available

Minimum Match Requirement: 25%

Target Area: 10% - 25% unserved - 12,200 HH

Tier II: \$40.5M available

Minimum Match Requirement: 50%

Target Area: 0% - 10% unserved - 5,800 HH

Grant applications available in Winter 2023



# CBO Funding Program Milestones

- **BEAD up to \$700M** - submitted \$5M planning grant to the NTIA and the application included:
  - Allocating CBO staff to the BEAD program
  - Grant and mapping software support
  - BEAD 5-Year Action Plan
  - Subgrantee technical support
  - Industry workforce development program
- **State Digital Equity \$21M** - planning funding (\$897K) expected by the end of the month and Office of Future of Work scheduled a kickoff webinar on September 15 @ 9AM which includes:
  - Launching the Digital Equity Grant & Affordable Connectivity Program
  - 145 participants registered for the webinar

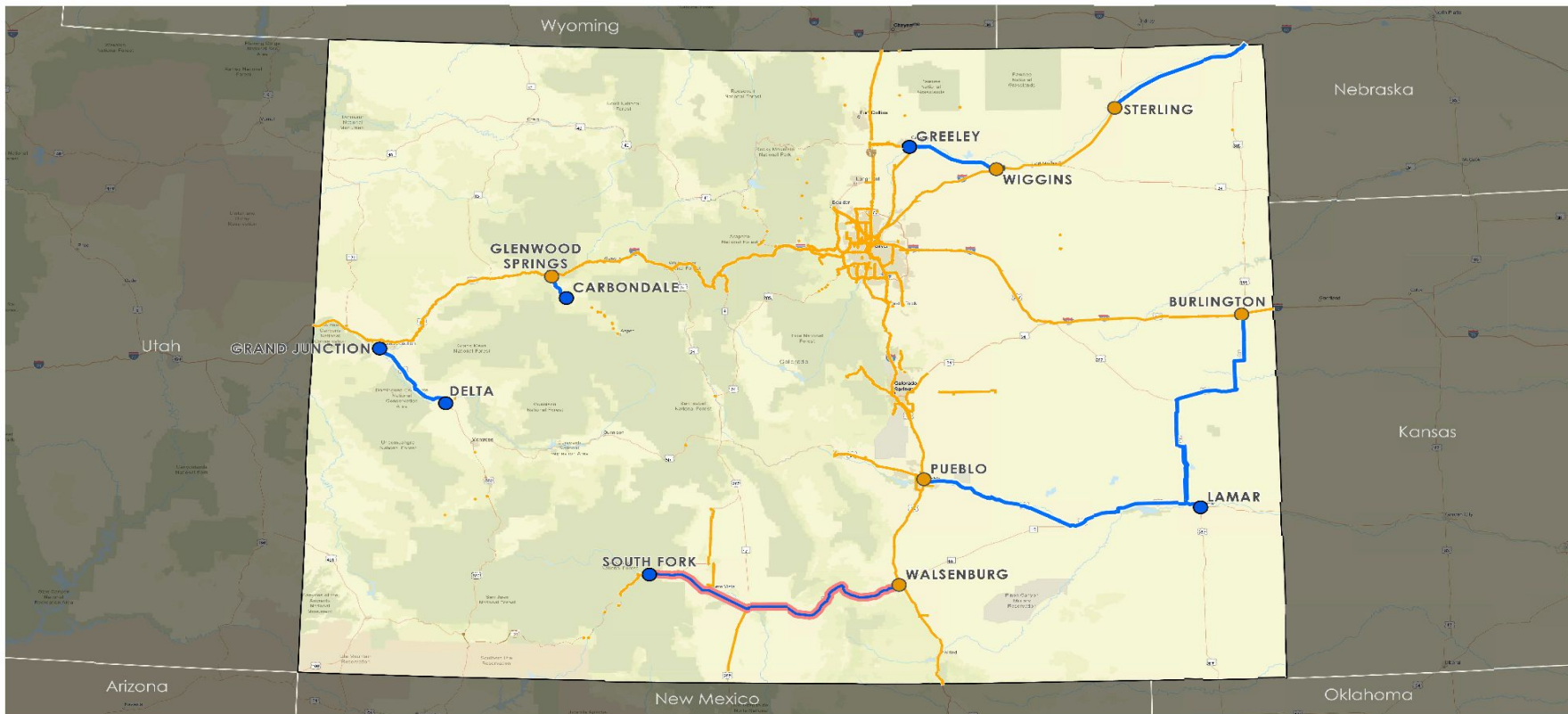


# CBO Funding Program Milestones

Enabling Middle Mile up to \$100M - Applications are due September 30. CDOT is considering the following middle mile projects:

Miles	Locations	Routes
37 miles	Greeley to Wiggins	US 34 mile marker 112 - 149
115 miles	Southfork to Walsenburg	US-160 mile marker 190-305
60 miles	Sterling to Nebraska	I-76 mile marker 125-184
118 miles	Pueblo to Lamar	US 50 mile marker 316-434
40 miles	Delta to Grand Junction	US 50 mile marker 32-72
110 miles	Lamar to Burlington	TBD
12 miles	Glenwood to Carbondale	Hwy 82 mile marker 0-12

# CDOT Intelligent Transportation Systems: Fiber Optic Network



**COLORADO**  
Department of Transportation  
Division of Maintenance & Operations

## Legend

- CDOT Fiber and Network
- Existing
- Grant Proposal (New)
- Grant Proposal (Replace Existing)

CDOT Ciena Network Gear (Labeled with City Name)

- Existing
- Grant Proposal (New)

0 25 50 Miles





# CBO Projects

## Broadband Deployment Board (BDB) Statistics (As of 9/14)

- Grant awards funded by the Coronavirus State and Local Fiscal Recovery Funds (SLFRF)
  - \$19M allocated to serve 3,374 households
  - Counties awarded: El Paso, Montrose, Douglas, Yuma, Ouray, Moffat, Routt, Dolores, and Pueblo
- Grant awards funded by High Cost Support Mechanism (HCSM)
  - \$3.8M allocated to serve 893 households
  - Counties awarded: Weld, Adams, Clear Creek, Ouray, and El Paso



# CBO Projects

- **Affordable Connectivity Program (ACP) Outreach Results**
  - 32% of eligible households or 159,518 participate with a spending totaling of \$4.7M
  - As of August 15 there are 5,970 new signs up, representing a 3.89% increase
- **Digital Government Strategic Plan (complete)**
  - OIT and Governor's Office are working on communications and press coverage
  - Broadband Roadmap is located [here](#) and will include a public comment opportunity
- **Mapping Improvements & Process:**
  - Deadline for data collection for ISPs closed and 74 companies participated
  - FCC mapping challenge process opened for the state on September 12
  - Outcomes of the challenge process will dictate funding allocation for BEAD



# CBO Operations

- **KPMG State Broadband Comparative Assessment & Takeaways:**
  - Broadband offices range from 3 - 12 people
  - States do use consultants based on internal staffing
  - Most states fund broadband with general funds in addition to federal programs
  - Broadband programs are new for most states and evolving
- **Broadband mapping project kickoff is scheduled for September 14**
- **Stakeholder outreach and roundtables scheduled:**
  - **Sept. 14 & 15:** LOI learning & best practices webinars
  - **Sept. 20:** Industry Roundtable
  - **Sept. 21:** Community Leaders Roundtable



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**Broadband Office**

Governor's Office of Information Technology

**Questions?**





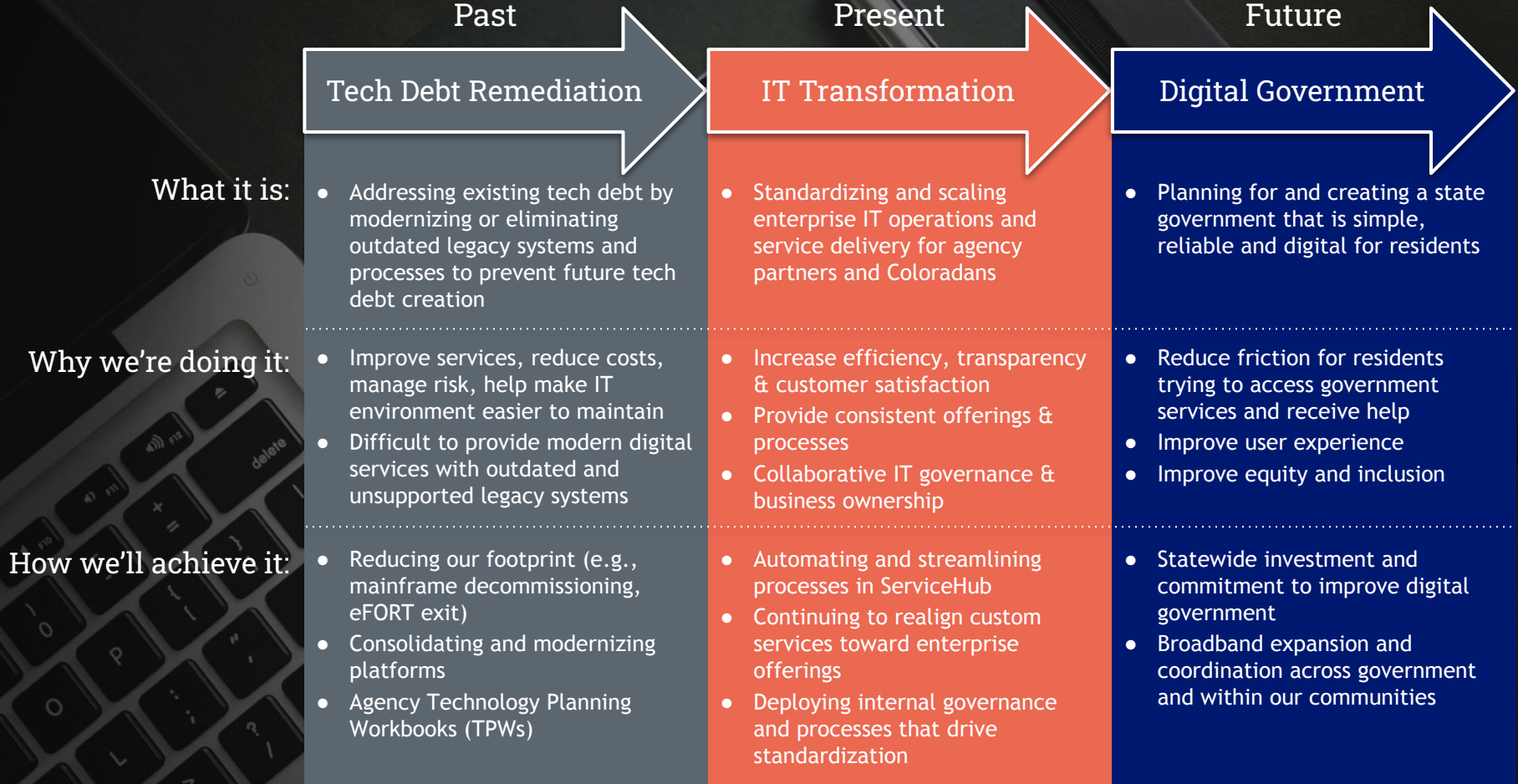
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# Appendix



# Connecting the Dots Between OIT's "Big Three" Initiatives





# Just a few of our ITT accomplishments...



TRACKING  
**68,000**

STATE HARDWARE ASSETS  
IN **ONE** CENTRALIZED  
SYSTEM



STOOD UP  
**7** GOVERNANCE BOARDS  
AND COMMITTEES

TO OFFER CUSTOMERS MORE  
**OWNERSHIP**  
OF STATE IT  
DIRECTION



GATHERED  
CUSTOMER FEEDBACK ON  
**62** CRITICAL & ESSENTIAL  
OIT AND AGENCY  
APPLICATIONS TO CREATE A **ROADMAP**  
FOR FUTURE PRODUCT DEVELOPMENT



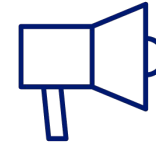
PUBLISHED

A SERVICE CATALOG PROVIDING  
CUSTOMERS WITH PRODUCT  
DESCRIPTIONS, COST &  
PURCHASING INFORMATION FOR

**50** OIT SERVICES



COLLABORATIVELY  
WITH AGENCIES CREATED  
**22** NEW SERVICES  
AND RATES



DEVELOPED  
RELATIONSHIP AND  
COMMUNICATION  
STRATEGIES BASED ON  
SURVEY FEEDBACK FROM

**4800** CUSTOMERS  
IN ORDER TO **IMPROVE CUSTOMER**  
**SATISFACTION** WITH OIT SERVICES