



COLORADO

**Governor's Office of
Information Technology**

Joint Technology Committee - Interim Hearing

September 2022

Julia Richman, Deputy Executive Director

Michael McReynolds, Legislative Liaison



Agenda

- 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

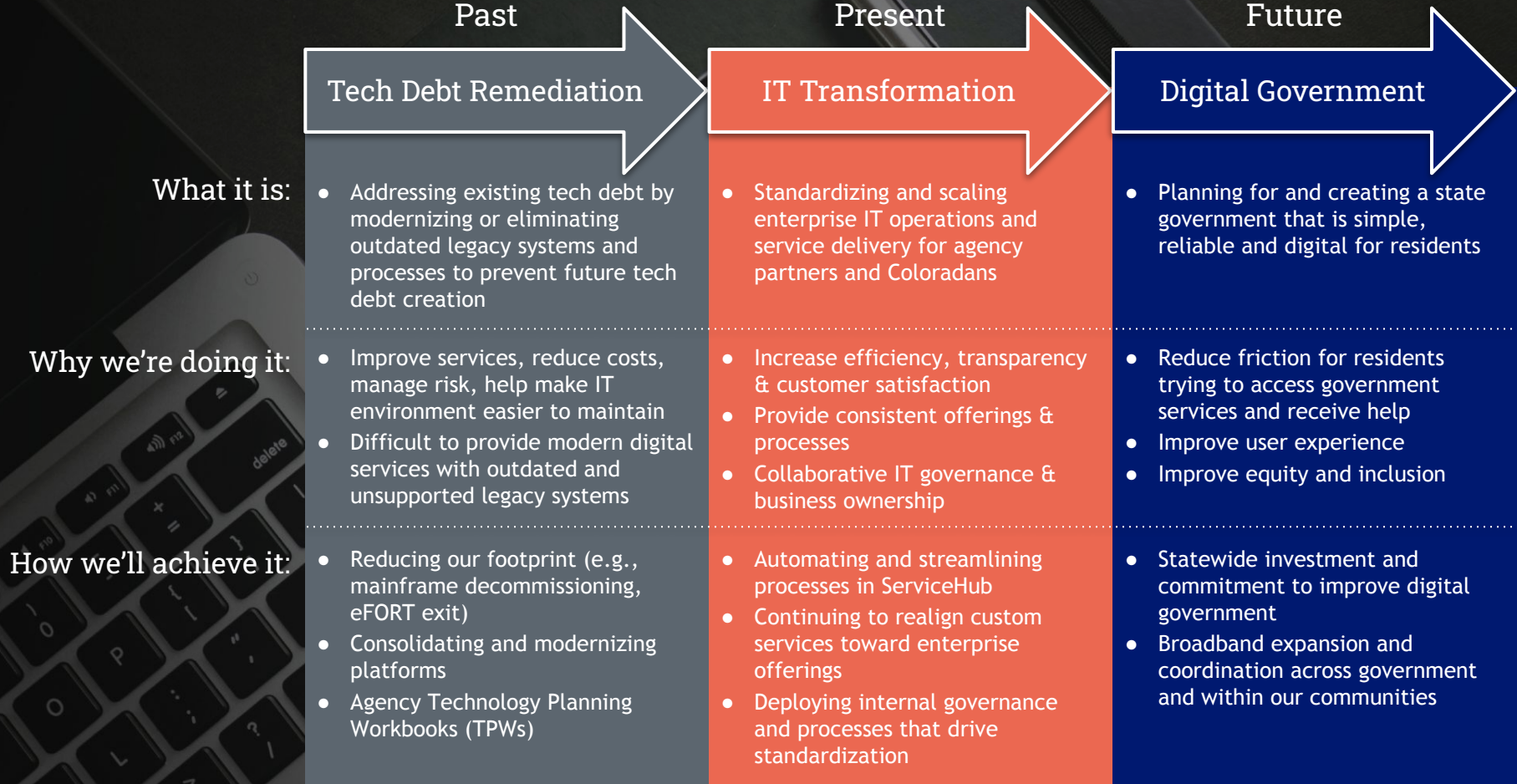


FY 2022-23 Wildly Important Goals

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



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





The ITT program has accomplished so much over the past two years.

We have completed 29 ITT projects that have increased efficiency, transparency and customer satisfaction.

OIT staff made all of this happen.





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



Just a few of our many 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



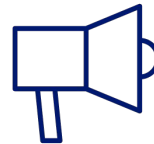
GATHERED
CUSTOMER FEEDBACK ON
62 CRITICAL & ESSENTIAL
OIT AND AGENCY
APPLICATIONS TO CREATE A **ROADMAP**
FOR FUTURE PRODUCT DEVELOPMENT



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

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.

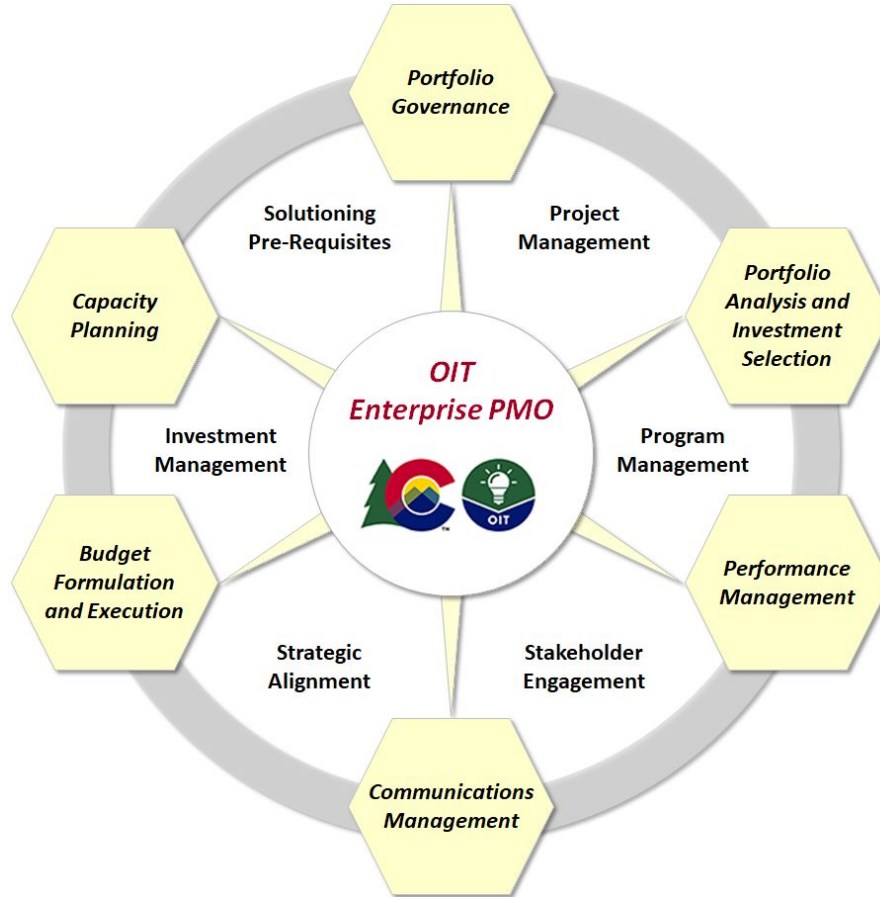
Our future work includes:

- ServiceHub Launch
- CBMS Lumen
- EPMO Implementation
- Improving Customer Notifications
- Enhancing enterprise services
- And much more!



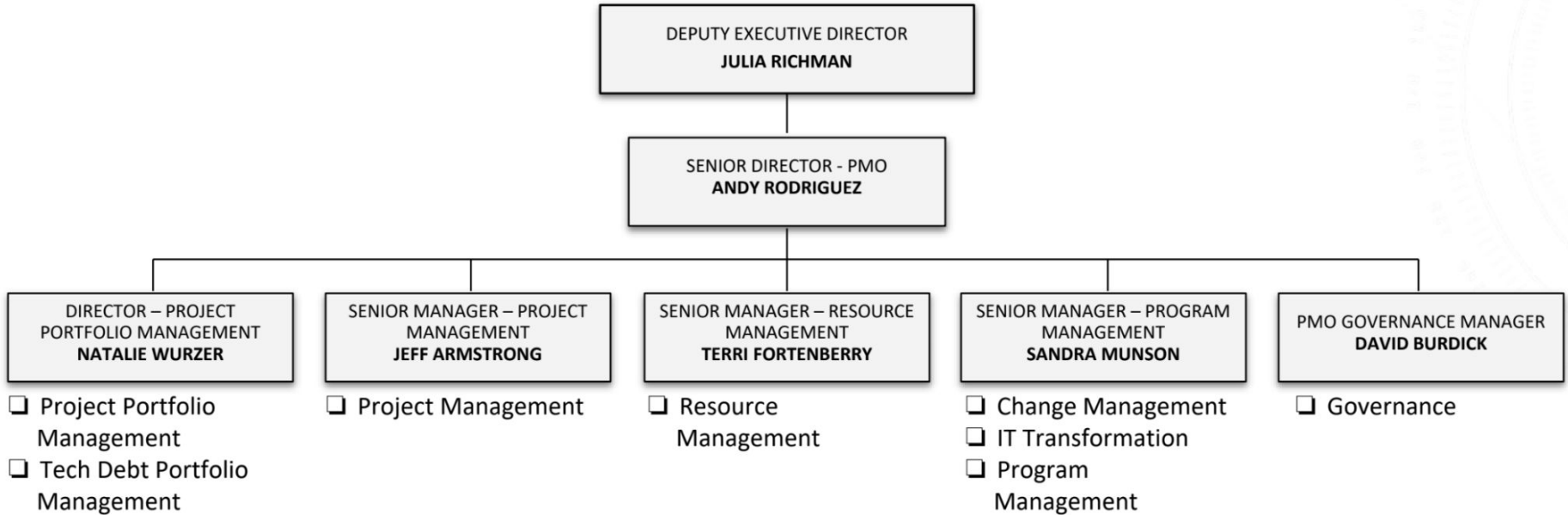


EPMO Launched





EPMO Org Chart



eFORT Migration as of August 2022

*Each rack shown represents 5 racks.



eFORT Migration Over Time

*Each rack shown represents 5 racks.





Future Updates

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



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Questions



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Broadband Office

Governor's Office of Information Technology

Advance Colorado Broadband Updates

Brandy Reitter, Executive Director

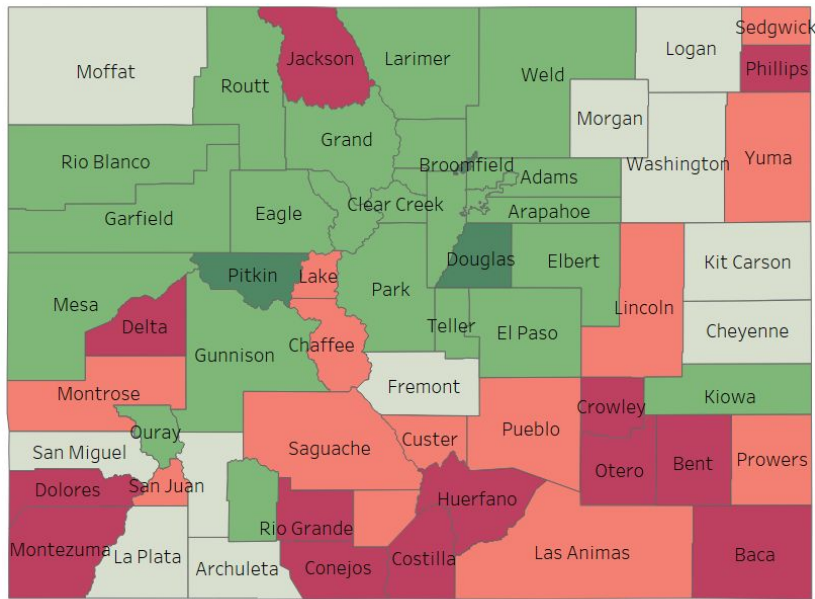


Broadband Acronyms Defined

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



Capital Projects Fund Proposed Grant Design



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

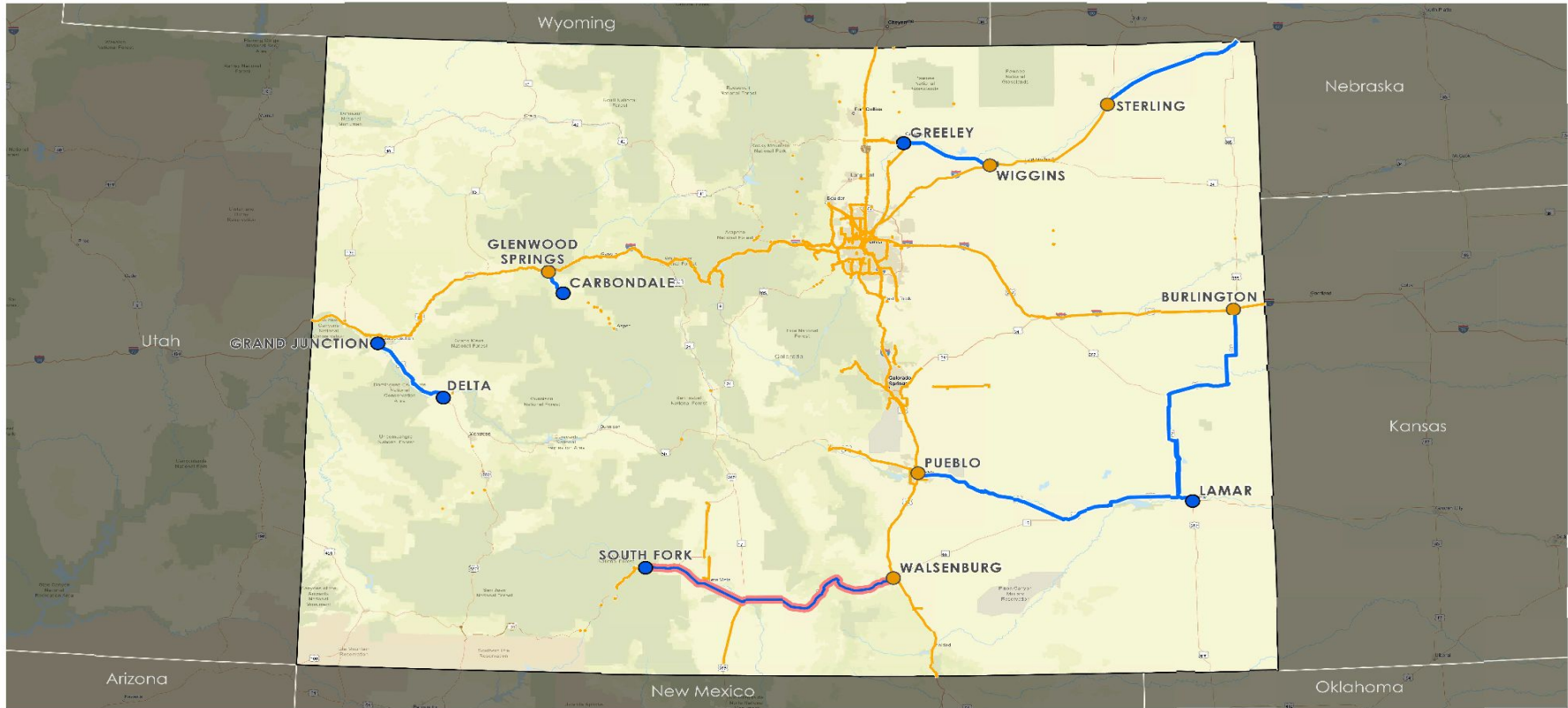


CBO Funding Program Milestones

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	Larmar 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 5,9701 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?