



COLORADO
Governor's Office of
Information Technology

Joint Technology Committee - Interim Hearing

August 2022



Agenda

- Digital Government Strategic Plan Updates
 - Questions
- Advance Colorado Broadband Updates
 - Questions



JTC Capital Project Dashboard



News and Updates

- After Action Summary on recent Mainframe incident
- Cybersecurity
 - Audit initiated of Cybersecurity Resiliency at OIT
 - States changing approach to cyber insurance
- Planning for November 1st budget submissions
- New WIGs - will present on these next month to JTC
- EPMO launched
 - Launched tech debt reduction portfolio



After Action Summary

Mainframe Service Outage

- Mainframe Incident occurred July 12, 2022
 - interrupted the processing of data required to deliver critical state services through programs that serve Colorado's most vulnerable populations
- There was no delay in the processing or delivery of benefits and services for Coloradans
- As soon as the mainframe issue was identified, the OIT support team triaged the problem -working with key vendors
- As part of our tech debt remediation work the state's mainframe will be retired over the next two years
 - This is one of the highest technology priorities for the state
- We are encouraging agencies to be prepared to implement their Continuity of Operations Plan (COOP) in the event that another mainframe incident occurs



Agency Programs on/use the Mainframe

Agency	Program
Department of Human Services	Colorado Benefits Management System (CBMS) Colorado Program Eligibility and Application Kit (PEAK), Automated Child Support Enforcement Services (ACSES), Trails (the child welfare database) and Electronic Benefits Transfer (EBT)
Department of Health Care Policy & Financing	Colorado Benefits Management System (CBMS)
Department of Early Childhood	Child Care Automated Tracking System (CHATS)
Department of Labor and Employment	Secure File Transfer Protocol (SFTP) and the unemployment benefits system known as MyUI+ (file dependency)
Department of Personnel and Administration	Colorado Personnel Payroll System (CPPS)



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IMPROVING ACCESS AND DELIVERY OF DIGITAL SERVICES IN COLORADO

Digital Government Strategic Plan

Julia Richman - Deputy Executive Director

Michael McReynolds - Legislative Liaison



Methodology

A current state assessment of the quality and accessibility of Colorado's digital services informed our plan. The assessment included:

2,000+

Colorado residents surveyed and interviewed

80+

interviews with state agency, OIT, SIPA, organization, and local government leaders

20+

services' digital availability and quality assessed

200+

local and regional governments and community organizations surveyed



These inputs were used to develop **goals, strategies, and enablers** for Colorado digital government



This assessment and the resulting **strategy** was further refined with stakeholders across:

- The Office of Information Technology (OIT)
- The Information Technology Strategy and Planning Board (ITSPB)
- State agencies
- State Internet Portal Authority (SIPA)



Digital Government Strategic Plan

Goals



1. Increase offerings for and adoption of digital government services
2. Improve the customer experience with digital innovation across government services
3. Maximize the value of the state's broadband investment by achieving universal access to affordable, high-speed internet

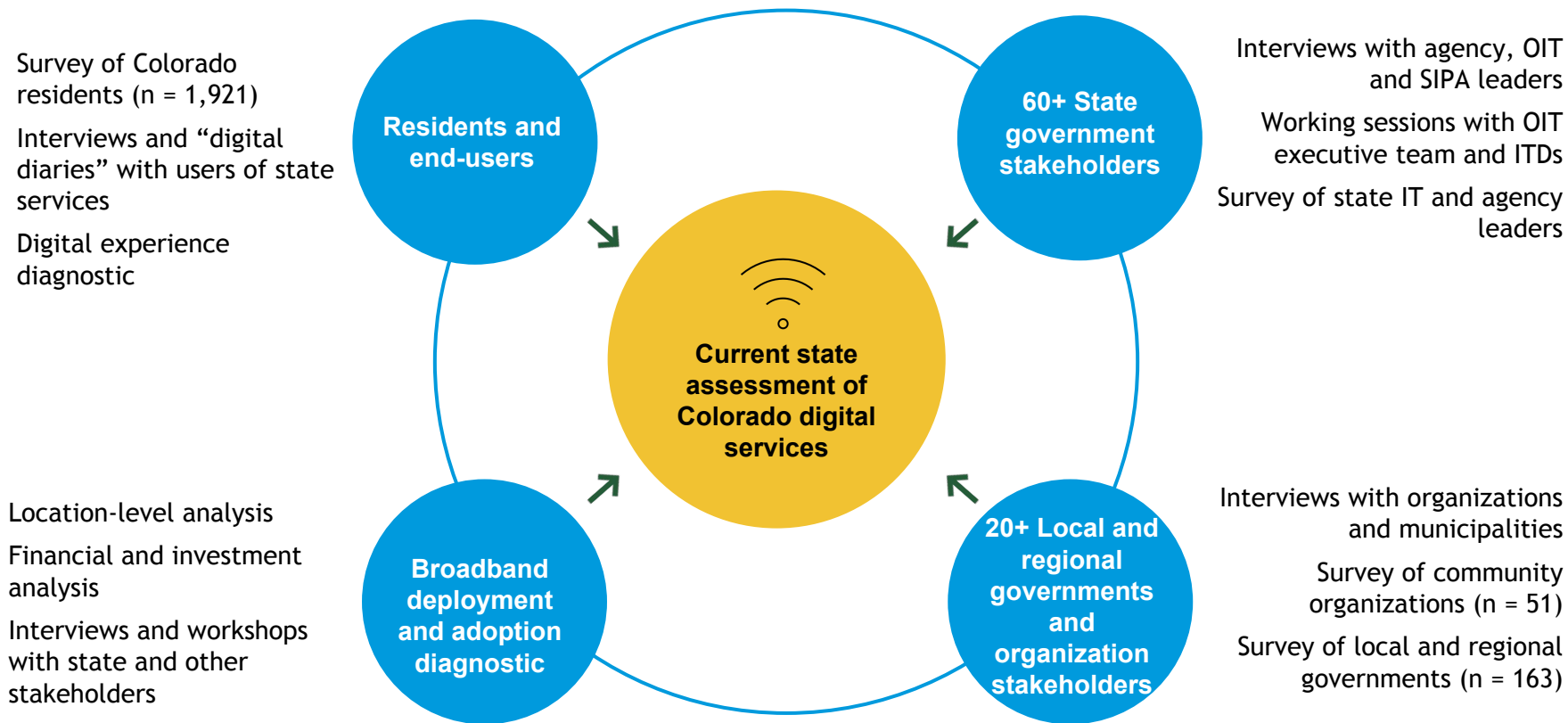
Objectives (Phase 1)



- Conduct a **fact-based, current-state assessment** of the availability and quality of State digital service offerings
- Facilitate a process that **meaningfully engages stakeholders throughout the strategic planning process**, including insight generation and continuous input on potential opportunity areas
- Produce a **strategic plan that provides actionable recommendations** that OIT can start to implement on “Day1” to close the digital divide and accelerate innovative and customer-centric digital services
- Support the Colorado Broadband Office's next steps in soliciting and maximizing federal funds to **invest in closing the digital divide**









Sources of insight for current state assessment








25 services included in the assessment



Income Support

-  Applying for and receiving **cash assistance**, individually/for family, through Colorado Works (TANF)
-  Applying for and receiving nutrition assistance from the **Colorado Basic Food Program**
-  Applying for, updating information, and/or receiving **unemployment benefits** from the State
-  Applying for, receiving, and/or renewing eligibility for **affordable housing, mortgage, or rental assistance** in the State of Colorado
-  Applying for and/or receiving **energy assistance** from the State of Colorado
-  Applying for and/or receiving **workers compensation** from the State of Colorado




Labor and workforce

-  Starting and managing a **new business** in the State of Colorado
-  Using a **Colorado Employment Security Department**, Workforce Association, Work Source, or Local Workforce Dev Boards service
-  Applying for and receiving a new, renewed, or replacement **professional license**


Healthcare coverage

-  Applying for and receiving **healthcare coverage from Health First Colorado or Connect for Health** from the State of Colorado²
-  Finding and enrolling yourself or a loved one in **behavioral health services**


Tourism and Leisure

-  Visiting a **Colorado State park**
-  **Reserve a campsite**
-  Applying for and receiving a new, renewed, or replacement **sporting license** (e.g., hunting, skiing)



Veterans Services

-  Applying for and receiving **veterans' services** from the State of Colorado



Corrections

-  Applying to **visit an incarcerated individual** at a state prison or virtually


Human Services

-  Applying for or receiving state support for using **childcare and finding a care center**
-  Applying for **aging benefits** from the State of Colorado (individually or as a caretaker)


Transportation

-  **Registering or reregistering a motor vehicle** with Colorado
-  Applying for and receiving a new, renewed, or replacement **driver's license**



Tax

-  Filing a **state tax return** (income, business) for the State of Colorado

Environment

-  Applying for **environmental permits** (e.g., well capping, solar panels)

Education

-  Enrolling in **early childhood education** or finding childcare
-  Applying for **higher education financial aid** through CASFA

Agriculture

-  Applying for and administering **agriculture licenses** from the State of Colorado



Availability of digital channels

Service	User journey step			2		3	
	Find service	Research service	Access form	Submit all forms	Manage form status	Receive service output	Get help
Accessing career help	Green	Green	Green	Yellow	Yellow	Yellow	Yellow
Aging benefits	Green	Green	Green	Green	Green	Green	Green
Agriculture licenses	Green	Green	Green	Green	Green	Green	Yellow
Behavioral health	Green	Green	Green	Grey	Grey	Green	Green
Business registration	Green	Green	Green	Yellow	Yellow	Green	Red
Campsite	Green	Green	Green	Green	Green	Green	Green
Cash assistance	Green	Green	Green	Green	Green	Green	Green
Childcare	Green	Green	Green	Yellow	Green	Red	Green
Driver's license	Green	Green	Green	Yellow	Green	Yellow	Yellow
Early childhood ed	Green	Green	Green	Grey	Grey	Green	Green
Energy assistance	Green	Green	Yellow	Green	Green	Green	Green
Environmental permits	Green	Green	Green	Red	Red	Red	Yellow
Healthcare	Green	Green	Green	Green	Green	Green	Green
Higher ed financial aid	Green	Green	Green	Green	Green	Green	Green
Housing assistance	Green	Green	Green	Green	Green	Green	Yellow
Nutrition assistance	Green	Green	Green	Green	Green	Green	Yellow
Professional license	Green	Green	Green	Green	Green	Green	Green
Register a motor vehicle	Green	Yellow	Green	Green	Grey	Grey	Yellow
Sporting license	Green	Green	Green	Green	Green	Green	Red
State Park	Green	Green	Green	Green	Green	Green	Green
State tax return	Green	Green	Green	Green	Green	Yellow	Green
Unemployment benefits	Green	Green	Green	Green	Green	Green	Yellow
Veterans' services	Green	Green	Yellow	Red	Red	Red	Red
1 Visit an inmate	Green	Green	Green	Yellow	Yellow	Yellow	Red
Worker's compensation	Green	Green	Green	Red	Red	Yellow	Red

1 Digitize “analog” services: Workers compensation and veteran’s have largely analog components—especially in terms of form submission and finding help

2 Improve data intake: There is an opportunity to double down on digitizing forms and streamlining information intake from customers

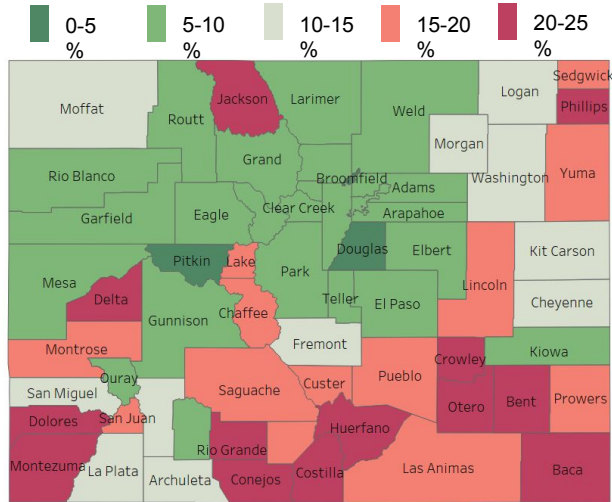
3 Offer clearer channels for support: Service page and applications can more clearly support customers with issues—or otherwise provide clear means to access support outside of the digital channel

1. Grey fields represent journey steps not applicable to a respective service



Gaps in Broadband access & digital equity

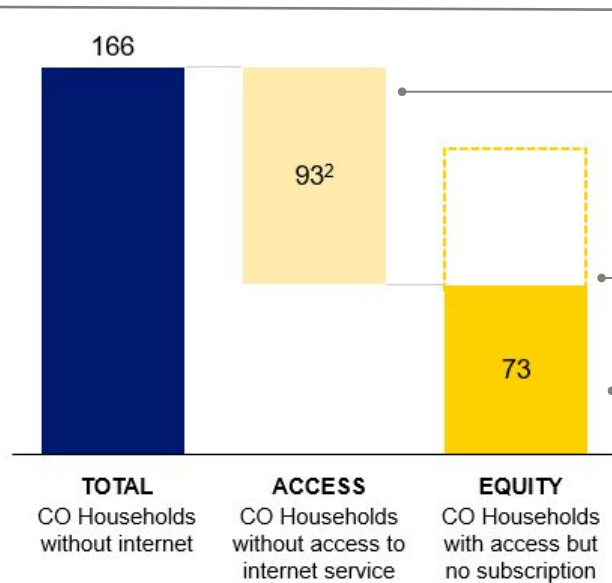
Households without at-home internet service, percent of county



166k households in Colorado currently do not have reliable internet

1.2.7M locations in Colorado (CQA); 2.1M households (Census) – assumption that un- and under-served rates for residential equal to non-residential
 2. Which translates to ~120k locations based on FCC location-based methodology

Households without at-home internet service¹, thousands



Drivers of limited access (56% of gap)

- Lack of economic incentives among ISPs
- Unique, mountainous geography with deployment challenges
- Coverage gaps in existing ISP networks in urban & suburban areas

Potential adoption gap

- Households without access that may also face adoption barriers

Drivers of adoption gap (44% of gap)

- **Affordability:** 38% of CO residents without at-home broadband reported cost as the main reason³
- **Devices:** 15% of Colorado households do not have a computer at home⁴
- **Literacy:** Only 69% of CO residents agree to have the skills to use effectively a broadband connection³



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Questions



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Advance Colorado Broadband Updates

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CBO Funding Program Milestones

- **Capital Projects Fund \$162M** - LOI process complete, 87 submissions totalling \$2.4B in requests, Treasury application in progress, LOI feedback webinars on September 14 and 15.
- **BEAD up to \$700M** - submitted \$5M planning grant that includes splitting capacity between federal programs, BEAD 5-year Action Plan and technical assistance.
- **State Digital Equity \$1M** - OFOW submitted application, deliverables include a Digital Equity Plan, community outreach, data collection and analysis to inform grant making.
- **Enabling Middle Mile up to \$100M** - CDOT is developing the application and using data from the LOI process to help inform their plan.



CBO Projects

- **Digital Government Strategic Plan (95% complete)** - OIT/CBO are polishing the document, working on individual plans for K-12, libraries, tourism, state parks & prisons, telemedicine, and tribes. Due on August 31.
- **Broadband Deployment Board Statistics (\$35M SLFRF)**
 - The Board has pre-qualified previous grant cycle applications and will allocate funding August 25.
 - Due to timing, the BDB canceled the summer cycle and will kickoff new cycle after the holidays.
 - Working on process improvements with the Board.



CBO Projects

- **Affordable Connectivity Program (ACP) Outreach** - participation in Colorado is low and CBO is working on an outreach program.
- **Mapping Improvements & Process:**
 - FCC opened the Colorado's fabric map for ISPs to submit data.
 - The deadline for data collection for ISP is September 1.
 - ISPs must submit data to the FCC to participated in BEAD.
 - Projected mapping challenge process is November.
 - Outcomes of the challenge process will dictate funding allocation.



CBO Operations

- KPMG is wrapping up risk assessment and program capacity analysis.
- Contracting for mapping, grants software and services.
- Broadband Advisory Board was dissolved in July.
- Launching bi-monthly industry and community roundtables in September.
- Scheduling regular interagency coordination meetings.
- One vacant FTE left to hire and then CBO is fully staffed.



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Questions?