



Legislative Council Staff

Information Technology

FY 2023-24 IT Budget Requests

Manish Jani, Deputy Director

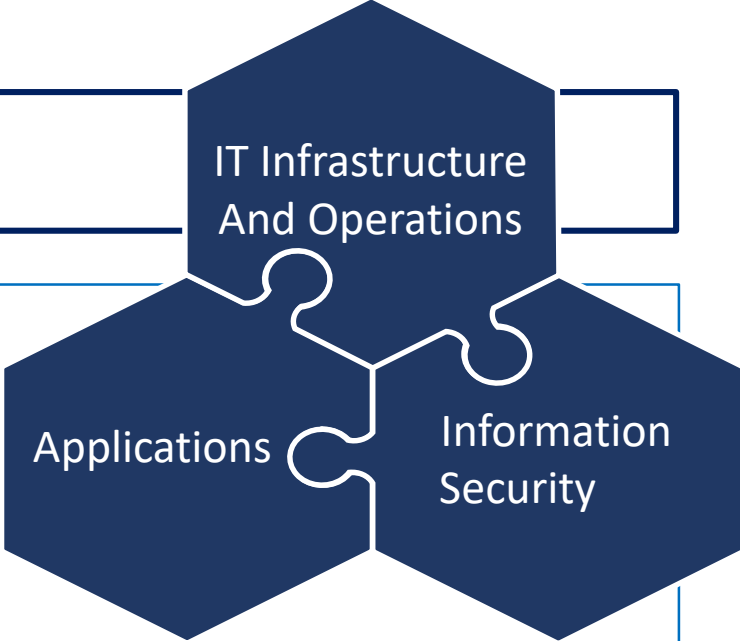
Kevin Smith, Senior IT Manager

Natalie Castle, Director

LEGISLATIVE IT OVERVIEW

Customers

The legislature's IT team provides services to a large customer base



Customers

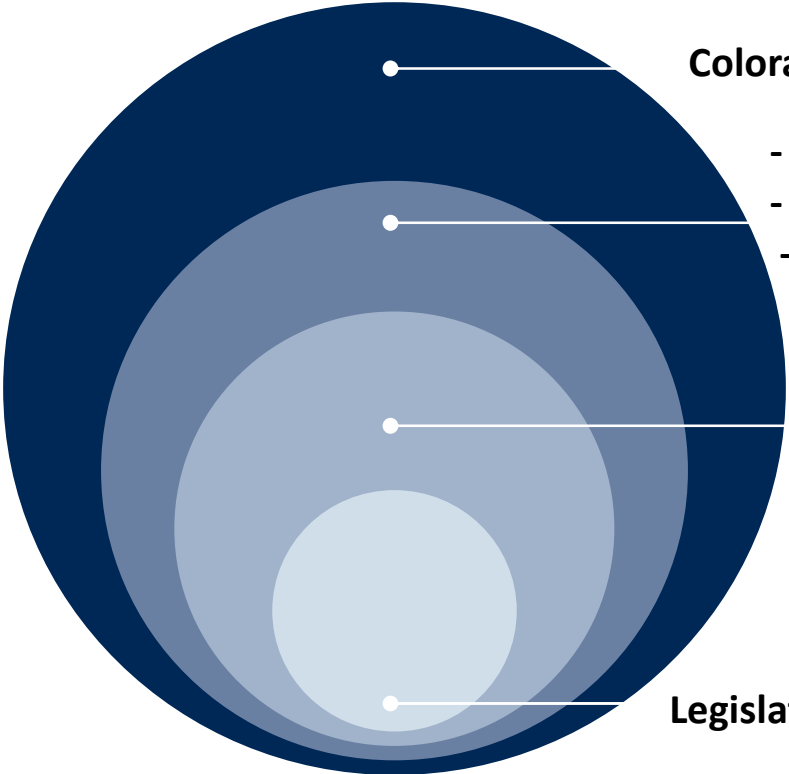
Colorado Residents and the public

- Media
- Lobbyists
- Local & State Agencies Staff
- Other Power Users

Legislative Staff Agencies

- JBC Staff
- OLLS
- LCS
- OSA
- House of Representatives Staff (Non-partisan and partisan)
- Senate Staff (Non-partisan and partisan)

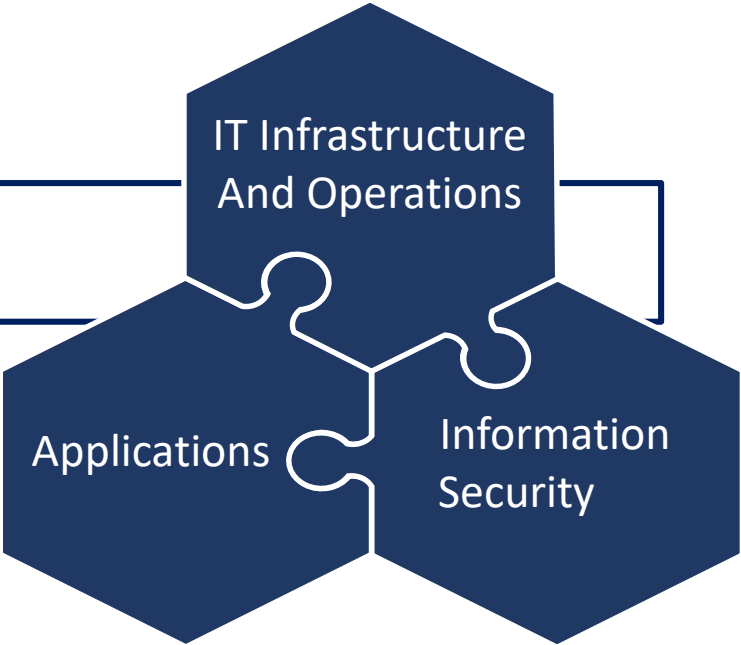
Legislators



LEGISLATIVE IT OVERVIEW

Overview

High level view of the legislature's IT organization



Executive Committee of the Legislative Council

Legislative Council Staff

Director of Research, 1.0 FTE

Legislative Information Services

Deputy Director/ IT Director, 1.0 FTE

Senior IT Support and Infrastructure Manager,
1.0 FTE

IT Support

- IT Support Manager, 1.0 FTE
- IT Support Tech, 4.0 FTE
- Audio Visual Tech, 1.0 FTE
- Virtual Meeting Coord, 2.0 FTE

Information Security

- Information Security Analysts, 2.0 FTE

Infrastructure

- System Administrators, 4.0 FTE

Application Development

Senior IT Application Manager & Project Manager, 1.0 FTE

Application Developers, 8.0 FTE
2 Contract Developers

Senior IT Application Manager & Product Owner, 1.0 FTE

Application Developers, 1.0 FTE
Quality Assurance Analyst, 1.0 FTE
Product Owner/QA, 4 FTE
Application Support/Trainer, 1.0 FTE
1 Contract Developer



What are your strategic business aspirations?

New Business Models

**New Products
or Services**

**Improve
Existing Revenue
or Mission Delivery**

**Improve
Operating Margin
or Operational Cost**

**Improve
Workforce Productivity**

**Improve Customer or
Constituent Experience**

**Increase
Asset Utilization**

**Reduce Security
and Privacy Risk**

**Reduce
Regulatory Risk**

REQUESTS TO MEET BUSINESS ASPIRATIONS

Why the Ask?

Budget Requests: Requests for fulfilling the following business aspirations

Accessibility

- Improve Mission Delivery
- Reduce Regulatory Risk
- Improve Customer/Constituent Experience

Zoom/Box

- Improve Mission Delivery
- Improve Workforce Productivity
- Reduce Security/Privacy Risk

Business /QA Analyst

- Improve Mission Delivery
- Improve Operational Cost
- Improve Customer/Constituent Experience

DevOps /Developer

- Improve Mission Delivery
- Improve Operational Cost
- Improve Workforce Productivity

App Security /Developer

- Improve Mission Delivery
- Reduce Security/Privacy Risk



ACCESSIBILITY

Accessibility

Accessibility Requests and Approach

Funding Request and Approach for Accessibility Program

Approach

- Audit Request - \$261,000
- Ongoing accessibility compliance program
- Initial audit will clarify scope
- Plan remediation and accommodation
- Compliance for new content and website first
- Applications and existing content next
- Ongoing testing and remediation
- Impacted: Procurement, Skills training, App dev, Communications, etc.

Accessibility Analyst FTE

- Lead Accessibility Analyst FTE Request - \$100,000
- Incorporate accessibility into all processes and content
- Managing the audit
- Managing the accessibility plan
- Expert on OIT accessibility standards
- Creating testing standards
- Ensuring compliance for new and existing digital content



ACCESSIBILITY – leg.colorado.gov

Accessibility
Audit Report

SiteImprove Accessibility Audit Report – CGA Website(leg.colorado.gov)

Accessibility Automated Assessment Tool – Audit Report

 Siteimprove

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Site
Colorado General Assembly

Accessibility - Summary Report

Accessibility Scores-All sites

Sites	Average Accessibility Score	Pages	Issues	Potential issues	PDFs with issues
1	 60.4	61,981	24	9	74,549

Automated testing alone only covers 30 to 40 % of accessibility issues. Manual testing is essential



APPLICATIONS AND PROGRAMS

Applications

Purpose: Mission critical custom software applications and programs for legislative business

Applications/Programs Actively Worked On

CLICS

Bill Drafting
Calendar/Journal
Committee Management

iLegislate

CLUVS

Chamber Voting System

Visitor Services
Tours Management
System

CGA Website

CLIMBS

eBudget System

XDOME

Statutes Publishing

Accessibility

Impacts

- Public
- Legislators
- House Staff
- Senate Staff
- JBC Staff
- OSA
- OLLS
- LCS



APPLICATIONS

Other Applications

Purpose: Additional custom software applications and features in use for legislative business

Examples of Some Additional Custom Software Applications/Features In Use

- Live Proceedings
- Remote Testimony
- Electronic Sponsorship
- CLICS Reporting
- Local Government Audit Submissions to OSA
- Redistricting Website
- CDC/JTC Budget Tracking System
- Ballot & Initiatives Analysis

- Research Requests
- Time & Attendance
- OSA's Fraud Hotline System
- OLWR Complaints Tracking
- CORA Requests Management System
- House Aide Hours Management System
- Procurement and Contract Management Systems

- Required Reports
- Legislator History
- House and Senate Rules
- Interim Committees Requests
- CLICS Reporting Services
- Economic Forecasting Data Automation



FUTURE APPLICATIONS/FEATURES

Future Work

Purpose: Continuously improve service to the legislative branch and its constituents

Some Aspirational Features/Changes In the Future

iLegislate

- Single Pane of Glass
- Google Calendar Events
- Research Requests Integration
- Real Time Notifications
- Action Center–To Do/Checklist
- Committee Management
- Metrics/Statistical Analysis
- Administrative Processes
- Realtime Amendments
- Auto Enrolling

Website

- Personalization
- Advanced Search/Reporting
- Real Time Update Notifications
- Action Center – To Dos/Action
- 3rd Party API access
- Integration with non-native applications
- Improved User Experience
- Audio Transcription

Other

- Constituent Services Management System
- WordPerfect Replacement
- Auto Enrolling
- HCL Domino Email Replacement
- UELMA Compliant CRS Website
- Journal/Calendar Automation
- Less Paper Initiatives



BUILD VS BUY?

Approach

Purpose: Decision factors to build or buy new applications

Which approach is the best for building new or replacing existing applications?

Business Domain Knowledge

Time to Market

Cost/
Account Management

Technical Capabilities

Integration

Scalability/Fit

Maintenance and Support

Our Approach: Embed expert contract help in internal project teams



BUILD VS BUY?

According to ChatGPT



When making the case for build versus buy for software applications, it's important to consider the following factors:

1. **Business Requirements:** Assess the specific business requirements and determine whether a pre-existing solution can meet those needs, or if a custom-built solution is necessary.
2. **Time-to-Market:** Building a solution from scratch takes longer, but buying a pre-existing solution may not fit your exact needs. Consider the time frame for the project and whether a faster solution is necessary.
3. **Cost:** Building a custom solution is often more expensive than purchasing a pre-existing solution, but this can vary depending on the complexity of the requirements and the cost of customization.
4. **Technical Capabilities:** Consider the technical capabilities of your team and determine if they have the expertise to build the solution in-house.
5. **Integration:** When buying a pre-existing solution, it's important to consider how it will integrate with your current systems and whether customization is required to meet your needs.
6. **Scalability:** Determine the scalability requirements of the solution and whether a pre-existing solution can meet those needs or if a custom-built solution is necessary.
7. **Maintenance and Support:** Consider the long-term maintenance and support costs of each option, including the cost of upgrades and bug fixes.

Ultimately, the decision between build vs. buy will depend on the specific requirements and priorities of your business.



THANK YOU

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