Joint Technology Committee Hearing

July 8, 2024

Michael McReynolds, Legislative Liaison
Sri Ramaswamy, Chief Operations Officer
Jill Fraser, Interim Chief Information Security Officer
Karen Pellegrin, Senior Manager, Technology Accessibility Program
Amy Bhikha, Chief Data Officer

Agenda

- OIT Org Chart Updates
- FY25 Wildly Important Goals (WIGs)
- Eide Bailey & Audit Accountability
- Accessibility Updates
- AI Governance and SLDS
- Implementing Key Legislation from 2024
- Interim Items for Awareness & Future Hearings
- Questions

- Colorado Broadband Office Updates
- Questions

OIT Leadership Updates and FY2024-25 WIGS

Michael McReynolds
Senior Manager Government Affairs & Legislative Liaison

OIT Executive Staff

Chief Information Officer & Executive Director, David Edinger

Chief Data Officer
Amy Bhikha

Chief Financial Officer
Alex Monts

Broadband Office Executive Director
Brandy Reitter

Chief Customer Officer
William Chumley

Chief People Officer
Bob Nogueira

Chief Communications Officer
Brandi Wildfang

Chief Information Security Officer
Jill Fraser

Chief Technology Officer
Alex Pettit

Director Colorado Digital Service
Matthew McAllister

Chief Operations Officer
Sri Ramaswamy

WIG 1: Improve Technology Resilience & Reliability

Overall Goal

- Improve technology lifecycle maturity (based on the NCSR Framework) from a score of 2.8 to 5 (out of 7) by June 30, 2027.

Highlights

- Technical Debt (Continued)
  - Active Directory Assessment
  - Voice & Network Optimization
  - Eide Bailly
- Life Cycle Management!!! (Future)
  - Risk Management Program
  - SB24-224

WIG 2: Strengthen Agency Partnership & Satisfaction

Overall Goal

- Improve service delivery and strengthen partnerships to increase agency directors' overall satisfaction with OIT services from 31% to 67% by June 30, 2027.

Highlights

- Create a consistent customer experience for agencies
  - Business Relationship Management
  - Ongoing feedback mechanisms and responsiveness
- Improve service delivery
  - Project delivery
  - Service level agreements
  - Internal processes and accountability

WIG 3: Expand Broadband Internet Access
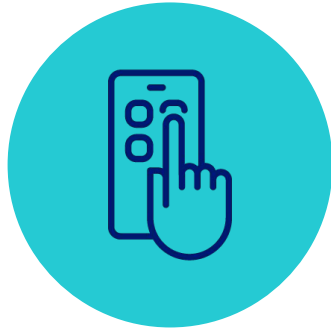
Overall Goal

- Increase the percentage of Colorado households with access to reliable broadband internet (minimum 100/20 Mbps) from 93.3% to 99% by December 31, 2027.

Highlights

- New FCC data: 94.3% (163k households without broadband)
    - Rural broadband access: 70.4% (147k households without broadband)
- BEAD Implementation ($826.5 M) - two major milestones:
    - Challenge Process completed
    - Initial Proposal Volume 2 approved

WIG 4: Build State Digital Service Capacity

Overall Goal

- Increase the percent of Coloradans reporting they are "satisfied" with state digital services from an average of 74% to 77% by June 30, 2025.

Highlights

- Implement improved constituent digital identity solutions
  - Analyze current offerings/agency needs
- Align interest for creating a unified digital resident experience based on stakeholder feedback
  - Life-event journey mapping
  - State-wide web analytics
- Test ideas to improve digital access to benefits with a set of specific services
- Mature state-wide product management practices

WIG 5: Improve Technology Accessibility

Overall Goal

- Increase the percent of IT Accessibility Adoption Plans implemented across the consolidated agencies to operationalize accessibility, from 81% to 100% by June 30, 2026.

Highlights

- Create an accommodations plan and undue burden documentation (per accessibility rule) for inaccessible digital products.
- Load accessibility compliance reports into ServiceHub.
- Complete testing and remediation of all websites and applications and create a procedure (set process and expectations) for ongoing testing/remediation.
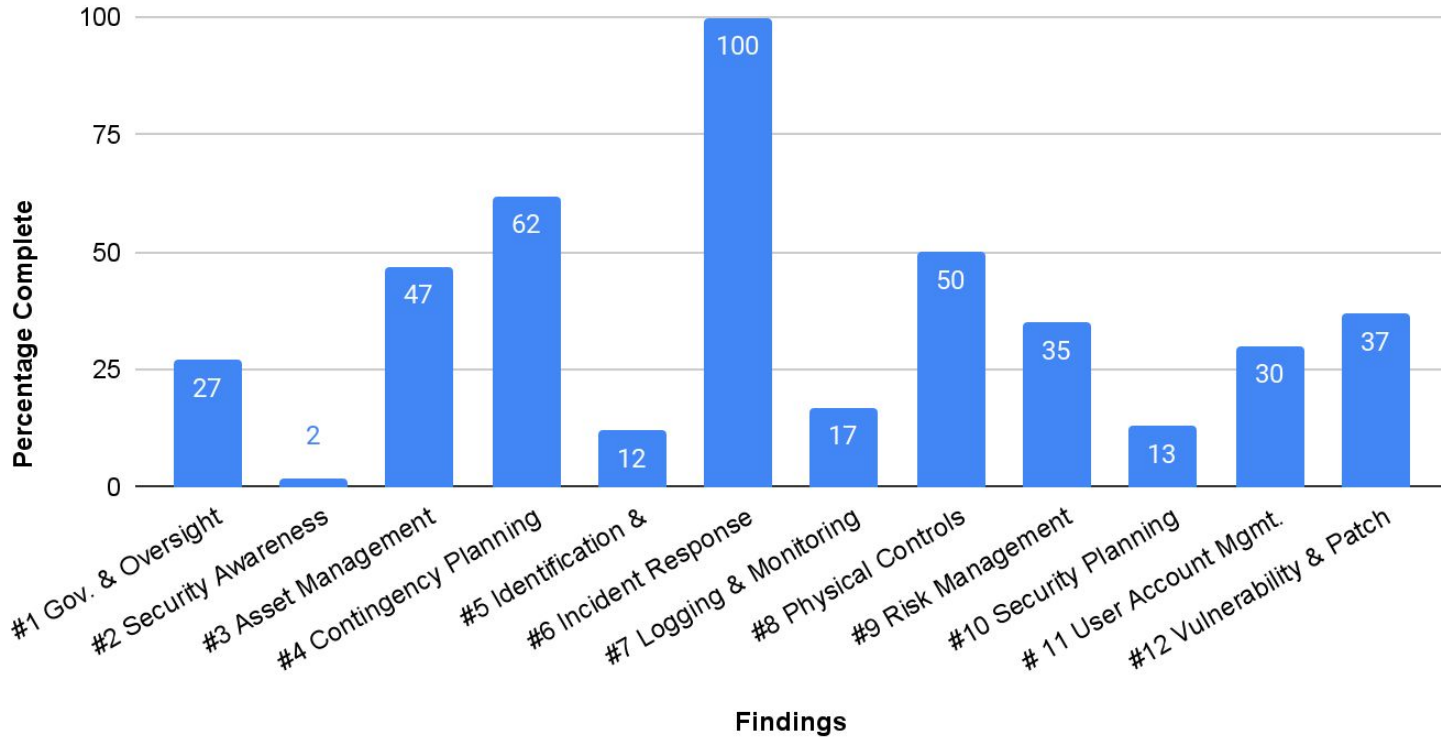
Information Security Audit Work Updates

Jill Fraser
Chief Information Security Officer

Eide Bailly Audit Updates

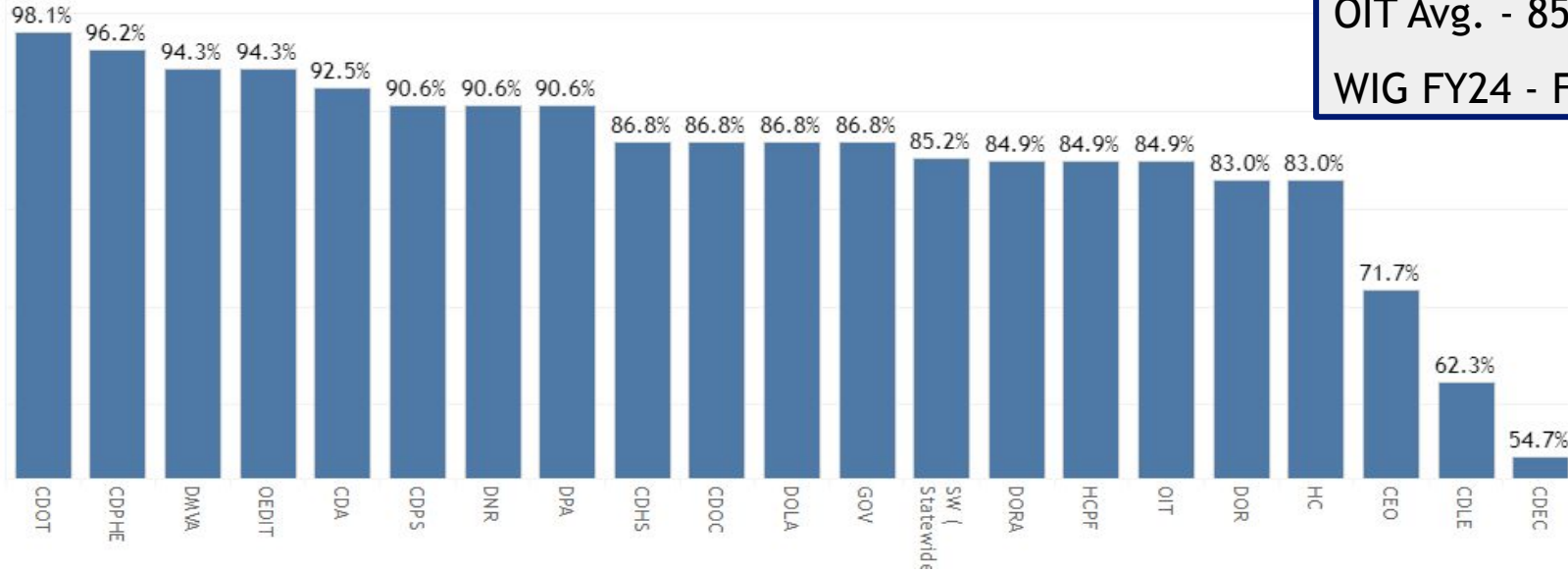# Technology Accessibility Updates

Karen Pellegrin
Senior Manager, Technology Accessibility Program

Technology Accessibility Progress Status

Total % Complete of Accessibility Adoption Checklist

Agency Avg. - 84%

OIT Avg. - 85%

WIG FY24 - FY27 - 100%

98.1% CDOT
96.2% CDPHE
94.3% DMVA
94.3% OEDIT
92.5% CDA
90.6% CDPS
90.6% DNR
90.6% DPA
86.8% CDHS
86.8% CDOC
86.8% DOLA
86.8% GOV
85.2% SW (Statewide
84.9% DORA
84.9% HCPF
84.9% OIT
83.0% DOR
83.0% HC
71.7% CEO
62.3% CDLE
54.7% CDEC

No executive branch agencies have reported leveraging the grace period created by HB24-1454

Text transcript of graph.

Technology Accessibility Agency Updates

Accessibility & the Agencies:

- Agency average plan completion at **84%.**

  - All agencies are above 50% complete and all but 3 are above 80%.

  - OIT's plan implementation is **85%** complete.

- All executive branch agencies are reporting that they have met the minimum requirements for the Technology Accessibility Rules.

- Technology Accessibility Program (TAP) continues to work with agencies to implement plan criteria, provide guidance on accessibility processes, provide training resources and tools, and assist with various documentation including accommodations plans.

Technology Accessibility OIT Updates

Accessibility & OIT:

- Improving and adding to OIT employee accessibility skill set:
  - Adding seating capacity and continuing to roll out role-based training courses.
  - Change champions continue outreach and education efforts among peers.
- Improving liability protections within OIT:
  - Adding accessibility statements to all OIT and OIT managed agency applications.
  - Establishing process and coordination with Attorney General's Office.
- Developing process creation and documentation (technology & communications):
  - Improving accessibility of State digital information and services (manual accessibility testing of applications and websites).
  - Detail process and governance for future technical work (audit, documentation, etc.).
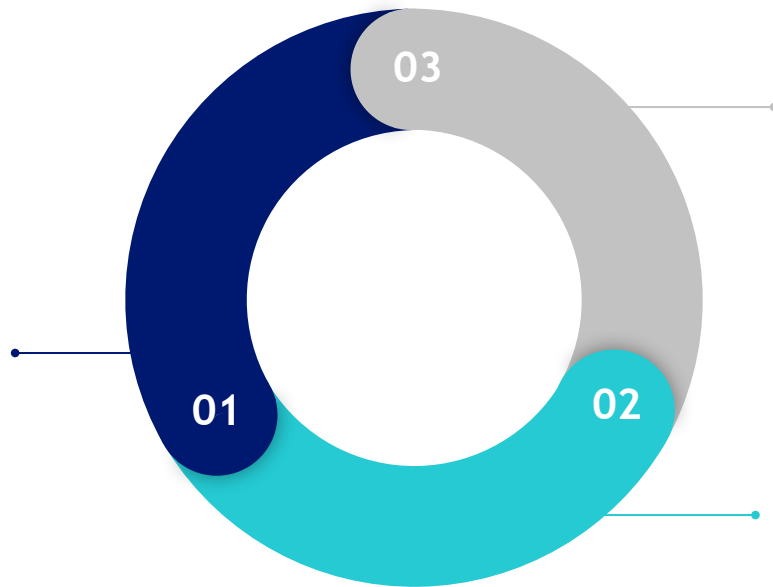
AI Governance and SLDS

Amy Bhikha
Chief Data Officer

AI: Building a Governance Framework

Guidelines and Governance

- Guidelines, Policies
- Intake Process
- Use Case Assessment
- Risk Assessment
- Procurement

Innovation

- Sandbox Creation
- Solutioning
- Dev Team Readiness

Literacy and Communication

- AI Literacy
- Technical Education
- Shared Learnings

01

02

03

HB24-1364 Education-Based Workforce Readiness

- Bill Components:
  - The creation of a State Longitudinal Data System (SLDS).
    - Will allow us to examine the effectiveness of various programs and ensure that we are investing in what works.
  - Maintains a high level of cross-agency support.
  - Acknowledges the complexity of data sharing and explicitly mandates the establishment of data governance.
  - Upfront funding will help centralize efforts and can result in cost savings.
  - Public-facing dashboards with education and employment outcomes to help inform decisions made by learners and families.

HB24-1364 Education-Based Workforce Readiness

- Bill Components:
  - Governance & Governing Board
  - Systems Build and Implementation Interagency Advisory Group
  - Sustainability Interagency Advisory Group
  - Define Legal Framework & Execute Agreements
  - Technical build of SLDS

- Timeline:
  - Interim report on January 15, 2025
  - SLDS technical build out October 2024- December 2025
  - Annual report on education and workforce readiness April 15, 2026

SLDS - Initial Steps in Progress

- OIT:
  - Finance: Formalize budget, allocation of ITFA
  - EPMO: Gating, assembling team
  - HR (7 FTE over 3 years) in Fiscal Note, Position Descriptions
  - Procurement: Assigning Specialist
  - Charter: Initial Draft
  - Long term funding, cost savings, and operational goals with OSPB
- Attorney General's office:
  - Discussions around legal framework, regulatory compliance, charter
- Agencies:
  - Beginning governance boards appointments

Implementing Key Legislation from 2024

Michael McReynolds
Senior Manager Government Affairs & Legislative Liaison

Implementing Key Legislation from 2024

- Bills Impacting OIT:
  - Technology life-cycle plan (transition from tech debt remediation)
  - CDHE analysis
- Bills Impacting OIT & Statewide Impact:
  - Artificial Intelligence
  - Privacy and Data
  - Accessibility
  - Other
- Bills Impacting Broadband:
  - Grant programs

SB24-224 Concerning technology life-cycle

- Bill Components:
  - Creates an IT lifecycle funding approach that anticipates the need to maintain and replace IT assets, similar to physical capital assets
  - The bill directs OIT to submit annually a fiscal impact statement to the Office of State Planning and Budgeting, and a report on technical debt to the Joint Budget Committee and Joint Technology Committee.
  - OIT is directed to promulgate rules to establish a technology lifecycle plan.
- Timeline:
  - Promulgate rules by December 31, 2024
    - Multiple steps involved including public comment
  - Reporting begins July 2025

HB24-1336 Sunset Broadband Deployment Board

- Bill Components:
  - Establish Program & Minimum requirements from Statute
    - Staff, budget, and program structure
    - Work Group (external stakeholders)
    - Award Criteria
    - Application Review & Award Timeline
    - Scoring Matrices - Middle and Last Mile, non-infrastructure grants

- Timeline:
  - Public comment on program in September-October
  - Launch the program in December 2024
    - Envision a grant cycle being open in first half of 2025

Interim Items for Awareness & Future Hearings

- Strategizing on Digital Identity Solutions (internal and external)
  - myColorado
  - Advancing the Digital Government Strategic Plan
- IT capital JTC dashboard revamp
- Collaboration with JTC and JBC on SB24-224 Technology life-cycle plan
- AI policy work (including task force from HB24-1468)
- Governance and risk assessment work
- Implementation status of bills (multiple)

Questions

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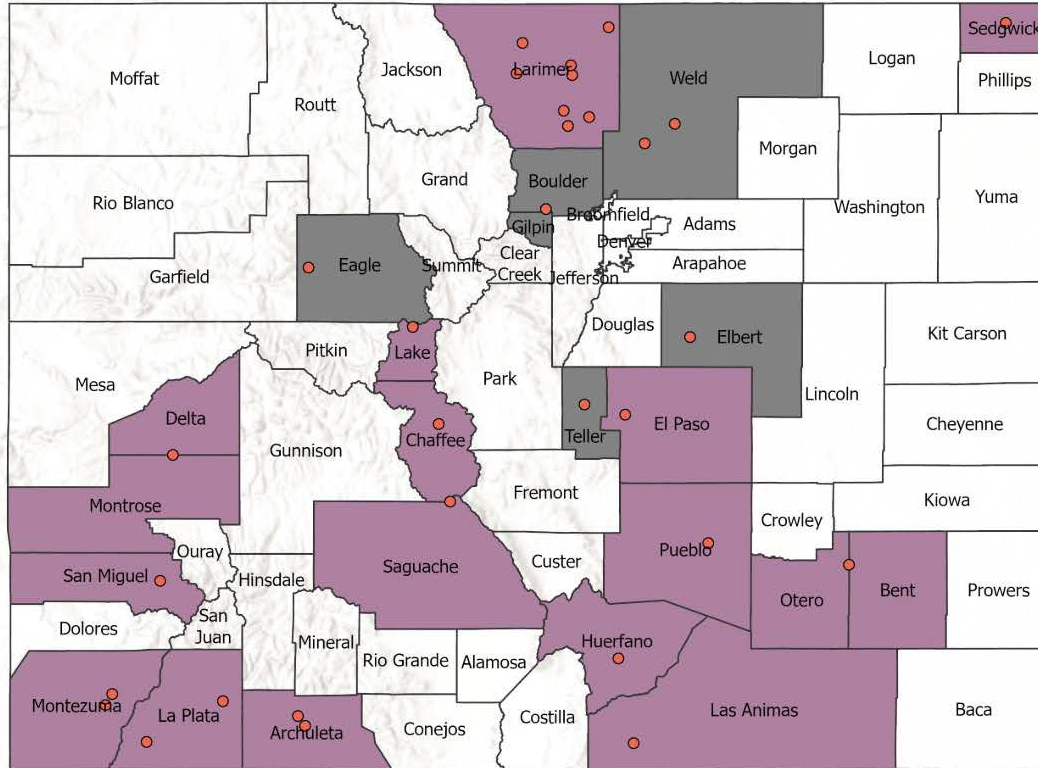Brandy Reitter, Executive Director Colorado Broadband Office

Colorado Broadband Office Updates

Brandy Reitter

Brandy Reitter, Executive Director Colorado Broadband Office

Advance-CPF Grant Awards

Summary

- $113.5 million from Capital Projects Fund (CPF)
- 31 broadband projects
- Connect 18,000 homes and busineses in 23 counties

Legend

● Awarded Project
■ Tier 1 County
■ Tier 2 County

Updated 5.2.2024

Planning Phase: April - June

- Draft grant program and compliance guidelines
- Establish SalesForce Advance Grants portal to accept and manage BEAD applications
- CBO will analyze broadband mapping analysis/recommendations meet with key stakeholders around the state

Phase 1: Pre-Application Preparation, July - Aug.

- Stakeholders can comment on the draft Project Area Map and Advance-BEAD Grant Guidelines (30 day window)
- CBO will incorporate comments into Project Area Map and Advance-BEAD Grant Guidelines and publish (15 days after public comment window closes)

Phase 2: Application Intake Process, Aug. - Oct.

- CBO will host webinars and offer resources on how to apply for BEAD funding
- Main application window opens (45 days)
- Applications summary and Project Areas published and sent to NTIA

Digital Equity Program Timeline

Colorado's Digital Access Plan approved by NTIA in April 2024

Application for Digital Equity Act Capacity funds submitted May 28

Colorado receives $12 million in funding in fall/early winter of 2024

Implementation begins late 2024 - early 2025

Additional funding opportunities expected in 2025 & 2026

Questions