Joint Technology Committee Hearing
December 11, 2023

David Edinger, Chief Information Officer
William Chumley, Chief Customer Officer
Jill Fraser, Interim Chief Information Security Officer
Alex Monts, Chief Financial Officer
Michael McReynolds, Legislative Liaison

Agenda

- Meet our New CIO & Executive Director
- OIT Overview
- Wildly Important Goals (WIGs)
- Accomplishments & Milestones
- Digital Government Aspirations
- Tech Debt Investments
- Tech Debt Quarterly Update
- FY 2024-25 IT Capital Construction Request
- Audit Accountability
- How the General Assembly can Help
- Questions

Meet our New CIO & Executive Director

David Edinger

About OIT

COLORADO
Governor's Office of
Information Technology
Serving People. Serving Colorado.

Vision

To make government easy.

Mission

To provide secure digital services that put Coloradans first.

Values

INTEGRITY   TEAMWORK   INNOVATION   SERVICE

OIT Executive Staff

Chief Information Officer & Executive Director, David Edinger

Vacant | **Deputy Executive Director**

Chief Customer Officer
William Chumley

Broadband Office Executive Director
Brandy Reitter

Chief Technology Officer
Alex Pettit

Chief Financial Officer
Alex Monts

Interim Chief Information Security Officer
Jill Fraser

Director Colorado Digital Service
Matthew McAllister

Chief Communications Officer
Brandi Wildfang

Chief People Officer
Bob Nogueira

Chief Revenue Officer
Laura Calder

What do we aim to achieve?

How will we achieve it?

2023 Accomplishments & Milestones

WIG 1

Launched the ServiceHub Customer Portal, a one-stop shop for IT services and support

WIG 2

Secured and began deploying $988 million in federal broadband funding

WIG 3

Exceeded more than 1 million myColorado users

WIG 4

Aira Visual Interpreter Service launched in State Parks and State Education Campuses

WIG 5

Achieving historically low voluntary attrition of <3%

Six strategies enable Colorado to deliver on these aspirations

2 Design around the life experiences of Colorado residents

Design and build digital experiences that are easy to use, secure, and available in a single state app

3 Use technology to improve service for residents

Better leverage enterprise scale services to ensure a secure consistent experience for all Coloradans

4 Harness data to improve resident journeys and outcomes

Build the infrastructure for a robust and secure data sharing ecosystem that supports integrated benefit enrollment, identity management, and improved customer experiences

1 Ensure all Coloradans have access to high-speed internet

Build and implement deployment and adoption strategies that ensure universal access to high-speed internet

6 Bring best-in-class tools and technologies to how state agencies work

Prioritize modern and high-quality enterprise services that enable agencies to better perform job functions and securely serve customers

**5 Cultivate analytics, business intelligence, and product leadership**

Develop clear guidance for technology roles in OIT and technology-interfacing roles in agencies

WHAT

HOW

myColorado - Accomplishments
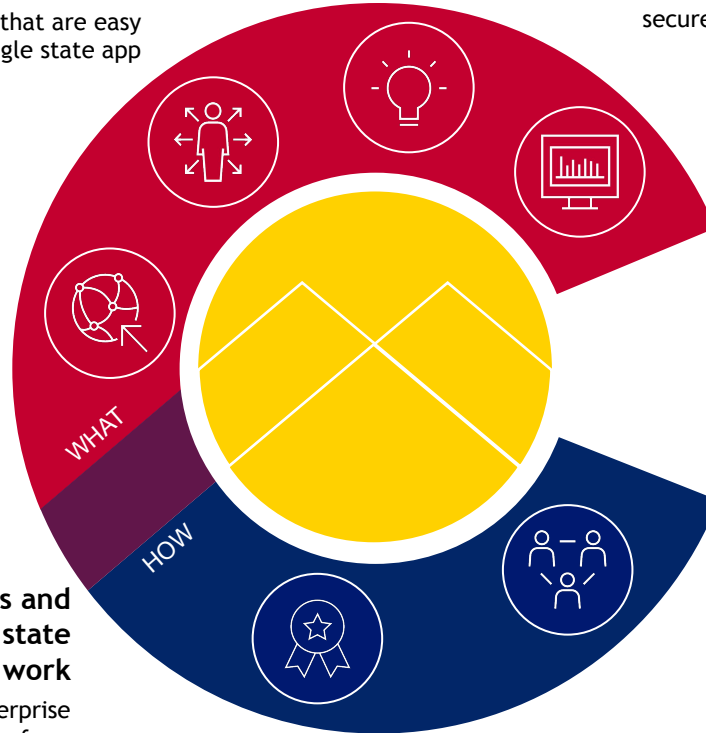
We achieved more than 1.27 million users!

- Colorado Digital ID™ viewed more than **2,700,000** times over lasts 12 months

- User feedback remains positive: 4.7/5 and 4.3/5 on Apple and Google respectively
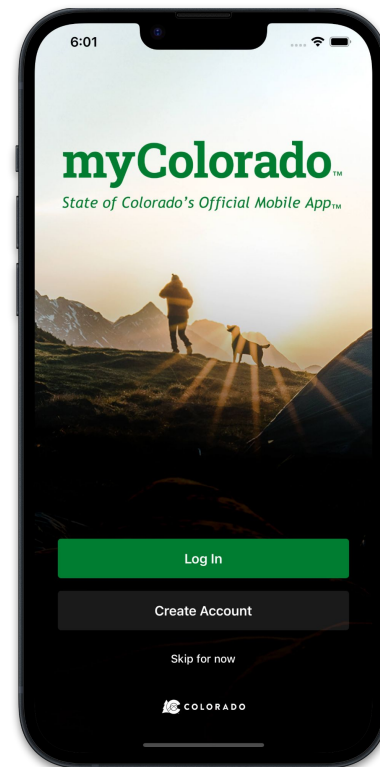
myColorado - FY24 so far...

- Partnered with CDE to allow educators to store their Colorado credentials in the app (launching January 2024)

- Completed further accessibility improvements

- Partnered with CDPHE to help residents dispose of medications safely

- Launched CoCo, the myColorado Assistant (a customer support chatbot)

- Embarked on a user research program to understand user needs and improve usability
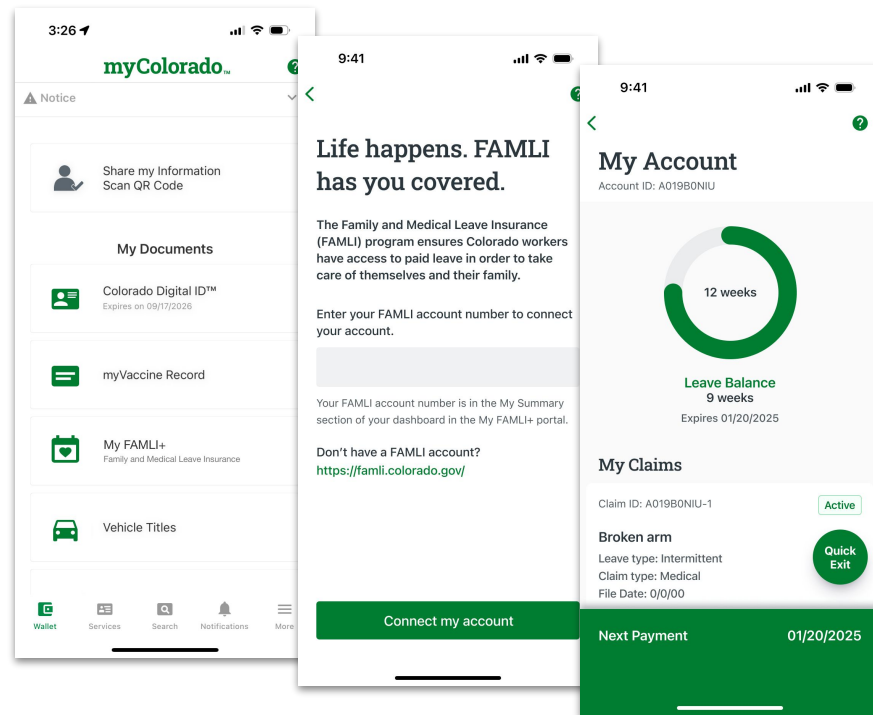
myColorado - Upcoming...

- Partnering with CDLE FAMLI to bring valuable features of the program into myColorado

- Completing our accessibility remediation

- Working with DOR to leverage mDL (mobile driving license) adoption

- Trialing a "Sign in with myColorado" service for agencies

- And more!

Tech Debt Investments

Technical debt is the cost of modernizing legacy technology

- The state has an estimated $465 million in tech debt

Tech Debt Funding Requests	Budget	% Obligated	% Project Complete
Phase 1 - FY 2022-23	$53,284,560	64%	62%
Phase 2 - FY 2023-24	$15,103,996	19%	12%
*Phase 3 Requesting In FY 2024-25	$15,000,000	-	-
Totals	**$83,388,556**		

Tech Debt Quarterly Update

Q2 Tech Debt Accomplishments

- Tech Debt Portfolio Progress (Phase 1)
  - Completed CDPHE eFORT migration
  - Upgraded DOLA to Enterprise Wireless
  - Upgraded 3 CDHS sites to Avaya IP Office
  - Refreshed Edge Routers at 83 sites
  - Completed GOV & DORA's Salesforce Security Vulnerabilities
- Tech Debt Portfolio Progress (Phase 2)
  - Completed Future State recommendations for Identity & Access Management
  - Initiated Active Directory assessment

Tech Debt Progress

- Phase 1 - 62% Completed
  - Decommission Mainframe - 65%
    - Mainframe Cutover - 100%
  - Exit eFORT and Cloud Migration - 52%
  - Salesforce Security Vulnerabilities 96%
  - ITSAM and ITAM - 100%
- Phase 2 - 12% Completed
  - IT ServiceHub Phase 3 - 4%
  - Enterprise Identity-Security - 19%

eFORT Migration as of October 1, 2023

* Each stack shown represents five racks. As racks are migrated out of the eFORT data center, they will become dark blue (empty) racks.

IT Capital Construction Request

CC-IT 01 Modernizing Aging IT Systems

FY 2024-25 - Continued Investment Phase III

Requesting $15,000,000
- Continuing investment in remediating technical debt and the associated risk it poses to the state

Supports
- $3.6M Security Audit Remediation Support
- $8.9M Enterprise Identity Management Project (Unfunded Gap from FY 2023-24 Request)
- $2.5M Remediation of Agency Network Hardware

Audit Accountability

Prioritizing Audit Remediation

- Many findings represent our biggest risk and challenge across our environment
- As our number one project for this year, progress will be well-documented and can easily be shared
- Governance, Risk & Compliance (GRC) tool OIT implemented is the new foundation for all of our work on audit tracking
- OIT is committed to reporting regularly to JTC/OSA regarding the status and progress to remediate audit findings

How the General Assembly can Help

- Focus funding and system replacements on secure architecture and enterprise platforms
  - Avoids tech debt in the first place
- Provide funding to migrate legacy systems to secure, standard solutions
  - Mitigates current vulnerabilities
- Support CC-IT 01 Modernizing Aging IT Systems Continued Investment Phase III
- Schedule an "Executive Session" in a future JTC hearing to discuss the cybersecurity landscape for state government in greater detail as well as audit remediation work

Questions