Department of Technology Services

We will enable our partner agencies to securely leverage technology to better serve the residents of Utah

- Provide IT services to the Executive Branch Agencies
  - State Network to 400 facilities
  - 2 Data Centers with 2,400 servers
  - Desktop Support for over 20,000 devices
  - Application Development, over 900 agency applications
  - 34 million online transactions annually on over 1,200 online applications
  - 1.5 million unique visitors monthly to utah.gov
  - Purchase of IT equipment, over 7,000 computers annually
  - State Geographic Information Database
DTS Pillars for Success

- Innovative Technology
- Exceptional Customer Service
- Employee Success
- Information Security
Governor’s SUCCESS Initiatives

Data Security
- Systematic prioritization of high risk areas. Over 100% improvement

Application Development
- Project Scorecards measure success

Procurement and Deployment
- Streamline process for agency computer purchases
Data Security Improvements

- Security Assessment completed in 2015
  - All agencies assessed by outside entity
  - Results show major improvements from 2012

- State Security Council has set several security policies
  - Mobile Device Management software loaded directly on phones, tablets, and laptops
  - Increased security of desktops

- Instructions to register:
  - iOS Device
  - Android Device
  - Windows Phone 8 / Windows RT
Cost Savings $145 million

FY07 $7.4 million
FY14 $30.1 million
FY13 $20.7 million
FY12 $21.3 million
FY11 $28.7 million
FY10 $17.2 million
FY09 $11.9 million
FY08 $8.5 million
DTS rates

- DTS operates as an Internal Service Fund, charging rates based on service demands.
- Rate Committee approved FY2017 rates in September 2015.
  - Does not include employee compensation package.
  - If rates are not adjusted and an increase to the compensation package is approved, DTS will have a shortfall of $1.9 million to cover costs.
One hundred percent (100%) of the DTS Rates were found to be “Reasonable” to “Best Value”
First Call Resolution: 74% of all calls to the DTS Help Desk are resolved by the first DTS employee

New Self Service Password Recovery process: 89% decrease in phone calls to Help Desk for password reset. Fast, intuitive way for state employees to recover forgotten passwords online

Customer Satisfaction Survey Report: Over 17,000 responses with average score of 4.8 of 5. Survey is sent to state employees after completion of help desk ticket
Upgraded Billing System
Mobile Apps

- DNR’s Utah Hunting and Fishing – over 90,000 downloads
  - Award winning app has licenses, events, maps
- UDOT Traffic – over 100,000 downloads
  - Map-based display with current traffic conditions
  - Recently added snow plow locations
- Utah Jobs and Hire Utah
  - Job seekers and employers can post and view job openings
Center for Digital Government Awards

- “A” Grade since 2008
  - 1 of only 2 states in the nation

- 1st Place in Citizen Engagement
  - Online services, social media outreach

- 1st Place in Information Communications Technology
  - Data center, network, security management