

Department of Technology Services

Infrastructure and General Government Appropriations Committee

January 27, 2016

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Chief Information Officer



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



Governor's SUCCESS Initiatives

Data Security

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

Application Development

- Project Scorecards measure success

Procurement and Deployment

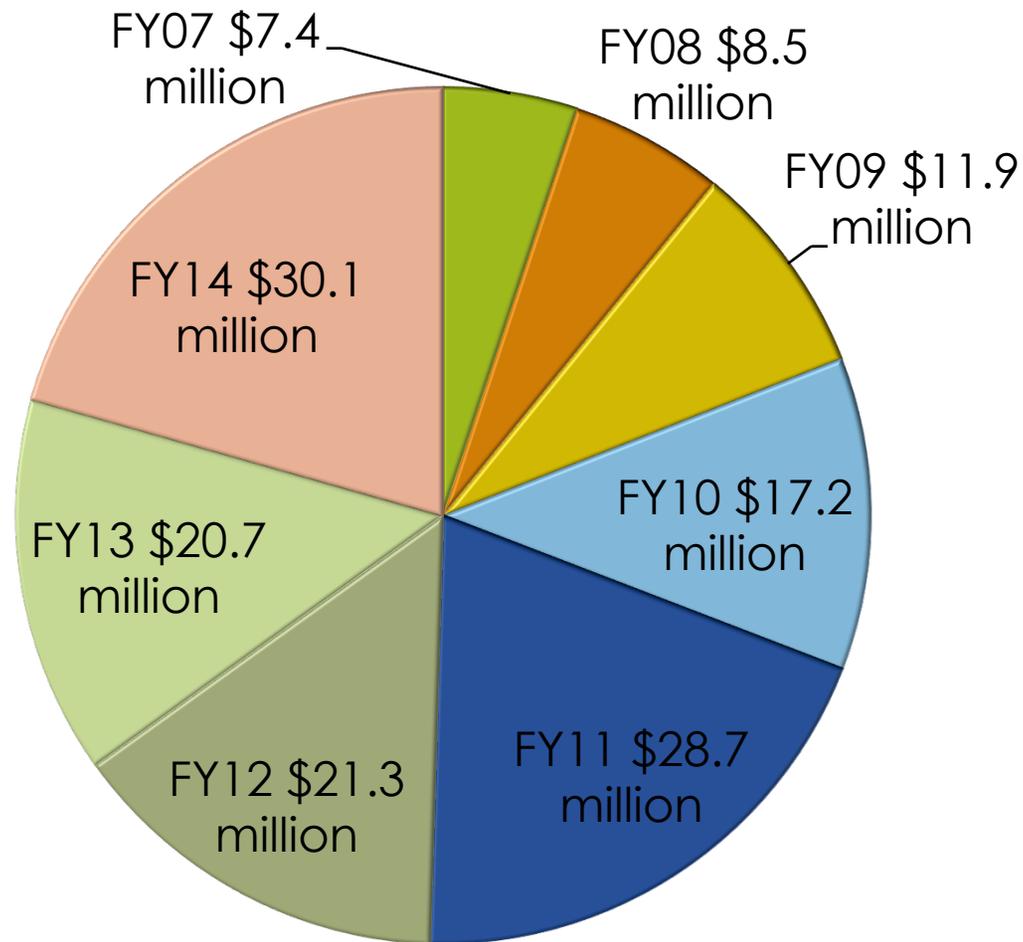
- Streamline process for agency computer purchases

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



Cost Savings \$145 million



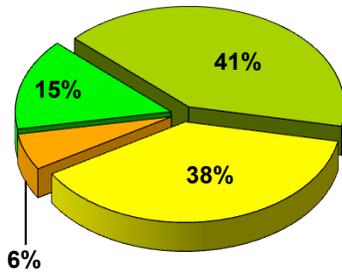
DTS Rates

- 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
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Market Benchmark Analysis

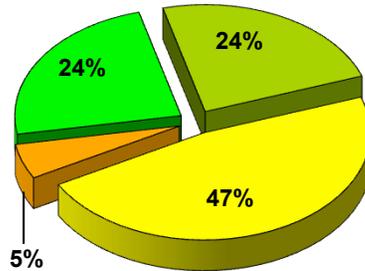
FY09

Ninety-four percent (94%) of the DTS Rates were found to be "Reasonable" to "Best Value"



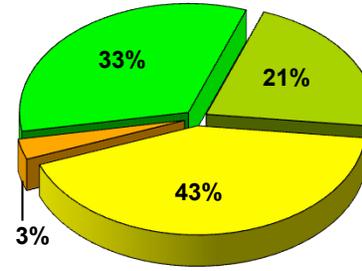
FY10

Ninety-two percent (92%) of the DTS Rates were found to be "Reasonable" to "Best Value"



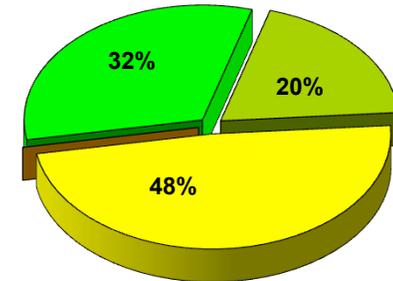
FY11

Ninety-seven percent (97%) of the DTS Rates were found to be "Reasonable" to "Best Value"



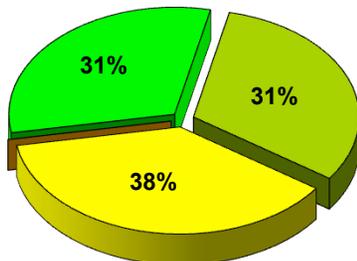
FY12

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



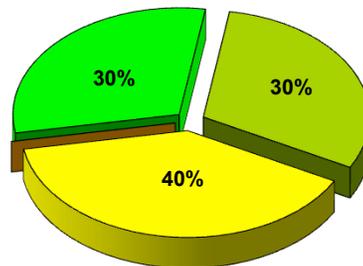
FY13

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



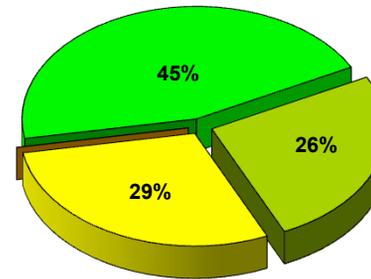
FY14

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



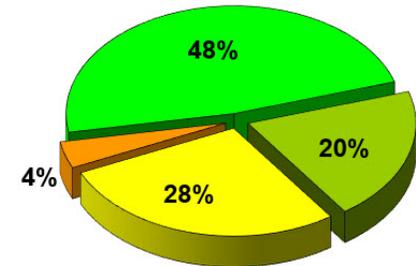
FY15

One hundred percent (100%) of the DTS Rates were found to be "Reasonable" to "Best Value"



FY16

Ninety-six percent (96%) of the DTS Rates were found to be "Reasonable" to "Best Value"



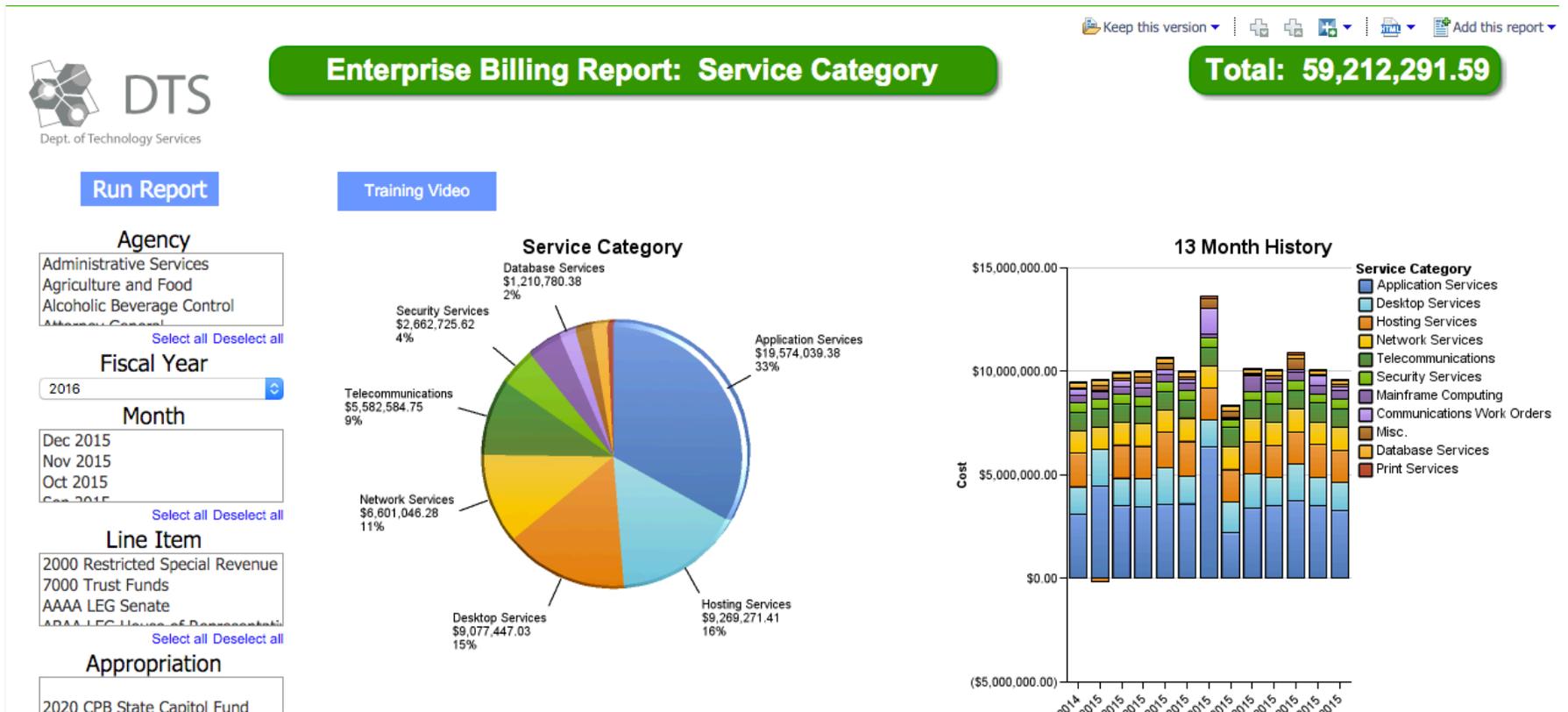
Value Legend

	Best Value		Very Reasonable Value		Reasonable Value		Less Reasonable Value
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Metrics

- 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
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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
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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

