Department of Technology Services

January 24, 2018
Infrastructure and General Government Appropriations Subcommittee
Provide Information Technology services to the Executive Branch Agencies

- Computer support for state employees
- Online services for residents of Utah
- State Network and Internet
- Data Center and servers
- Data Security
- Application Services
Innovative Projects

Utah Fishing with Alexa

HB0150
Single Sign-On
Database Amendments

SB0006
Infrastructure and
General Government
Base Budget

SB0056
Vehicle Platooning
Performance Measures
CIO
Data Security
Application Development
Computer Procurement & Deployment

The diagram shows the average number of days required for different tasks in the computer procurement and deployment process. The exact numbers are represented in the diagram with red and orange bars.
Performance Measures
ISF
Customer Satisfaction

Average Score

- December 2016: 4.9
- January 2017: 4.9
- February 2017: 4.9
- March 2017: 4.9
- April 2017: 4.9
- May 2017: 4.9
- June 2017: 4.9
- July 2017: 4.9
- August 2017: 4.9
- September 2017: 4.9
- October 2017: 4.9
- November 2017: 4.9
- December 2017: 4.9
- January 2018: 4.9
Application Availability
Competitive Rates

Value Legend

- **Best Value**
- **Very Reasonable Value**
- **Reasonable Value**
- **Less Reasonable Value**

**FY10**

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

- 24% Best Value
- 47% Very Reasonable Value
- 21% Reasonable Value
- 5% Less Reasonable Value

**FY11**

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

- 33% Best Value
- 43% Very Reasonable Value
- 21% Reasonable Value
- 3% Less Reasonable Value

**FY12**

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

- 32% Best Value
- 48% Very Reasonable Value
- 20% Reasonable Value
- 0% Less Reasonable Value

**FY13**

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

- 31% Best Value
- 31% Very Reasonable Value
- 38% Reasonable Value
- 0% Less Reasonable Value

**FY14**

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

- 30% Best Value
- 30% Very Reasonable Value
- 40% Reasonable Value
- 0% Less Reasonable Value

**FY15**

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

- 47% Best Value
- 29% Very Reasonable Value
- 26% Reasonable Value
- 4% Less Reasonable Value

**FY16**

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

- 48% Best Value
- 4% Very Reasonable Value
- 28% Reasonable Value
- 20% Less Reasonable Value

**FY17**

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

- 56% Best Value
- 33% Very Reasonable Value
- 11% Reasonable Value
- 0% Less Reasonable Value

**FY18**

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

- 38% Best Value
- 21% Very Reasonable Value
- 41% Reasonable Value
- 0% Less Reasonable Value
Performance Measures - AGRC

- **State Geographic Information Database, GIS Server Availability:** 99.59% Availability (Goal = 99.0%)
- **Countywide Update Transactions for Critical Statewide 911 Road & Address GIS Data**
  - Updates from Class 1 - 2 Counties **84**
    (Goal = 50 / yr)
  - Updates from Class 3 - 6 Counties **69**
  - Total Update Transactions from All Counties **153**
    (Goal = 120 / yr)
- **TURN High Precision GPS Subscription Service:**
  99.99% Availability (Goal = 99.0%)
DTS Dashboard

Near Real Time
- Application Status (Near Real Time)
  - Application
    - DOT AMRS-ZTMS: 27 days 19 hours 59 minutes 59 seconds
    - DOT Ports: 367 days 7 hours 9 minutes 24 seconds
    - DWS eREP Application: 175/50 days 17 hours 32 minutes 0 seconds
    - AGRC DataAccess: 32 days 20 hours 59 minutes 53 seconds
    - AGRC Google Imagery: 140 days 23 hours 0 minutes 21 seconds
    - AGRC TURNPOS: 26 days 7 hours 9 minutes 45 seconds
    - AGRC Webservices: 36 days 13 hours 36 minutes 49 seconds
    - BOP RISP: 0 days 1 hour 20 minutes 32 seconds
    - BOP O-Track: 0 days 1 hour 15 seconds

Change Management
- Create Change Request in ServiceNow
- Service Now Change Management Report
- Change Management Website

Questions or Concerns:
- Contact Us
- Dashboard Agency Prompt

Hosting Consumption
- January 2018
- $800,000
- $600,000
- $400,000
- $200,000
- $0

SLA Application Availability (RMS)
- (Based on SLA Defined Business Hours)

Sunrise
- Sunrise Service Interruption
  - Infrastructure
    - Agency
  - Unresolved/Resolved 24 hours
    - Infrastructure
    - Agency

Open Incidents
- Agency
- Days Open
- Days to Days
  - 1 to 5 Days
  - 6 to 10 Days
  - 11 to 30 Days
  - 31 to 60 Days
  - 61 to 90 Days
  - > from 180 Days

Customer Satisfaction
- Surveys
- % Up, % Down
  - > 110%
  - 100% - 110%
  - < 100%

IT Project Status Day View
- % Satisfied
  - Ex. Satisfied
  - Very Satisfied
  - Satisfied
  - Dissatisfied
  - Very Dissatisfied
  - Ex. Dissatisfied

% Up, % Down
- 95.46%
- 5.32%
Rates

Operate as an Internal Service Fund (ISF), charging rates for services

Rates Calculation:
• based on annual budgeted expenses per service
• divided by projected consumption
• equals the calculated rate
Significant Changes in FY2019 Rates

- Hosting rate change
- Mobile device security
- Compensation package
  - Overall impact $2.2 million
Requests

• Federal funds: $1,134,000 million
  o AGRC Lidar Imagery acquisition
• Dedicated credits: $168,000
  o AGRC GIS projects
• Intent language
  o CIO $676,000 non-lapsing
  o AGRC $1,634,000 non-lapsing
• Negative supplemental: ($850,000)
  o move to Governor’s Office
Challenges

- Security - Cyber Center
- Recruitment and Retention
- Network
- Alignment with industry standard
- Shifting to innovative technologies