



Utah Department of Technology Services



Infrastructure and General Government
Appropriations Subcommittee

ABOUT US

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
- Mapping and GIS Services



EMPLOYEES

744



OUR VISION:

To be a technology leader that delivers value and simplifies the lives of Utah residents.

OUR MISSION:

To provide innovative, secure, and cost-effective technology solutions that are convenient and empower our partner agencies to better serve the residents of Utah.



OUR GOALS



Stimulate Economic Development



Elevate Operational Excellence



Improve Quality of Life



Enhance Security, Privacy, & Compliance



Ensure an Engaged Workforce



Recent COST SAVINGS

- \$2.3 million- Servers & Storage
- \$2.0 million- Database
- \$363k - Purchasing
- \$1.3 million- Contracts
- \$266k - VoIP



DTS IMPROVEMENTS

- Organize and structure our services to be faster, more flexible, and innovative to meet agency needs
- Engagement Model: Work with agencies to ensure we are generating value for the dollars we invest in IT
- Regular feedback loops

APPLICATION DEVELOPERS

Salary Range Market Survey

DTS Lagging Market

- Salt Lake City: 10-19%
- Salt Lake County: 13%
- U of U: 3-12%
- Private Market: 35-46%



DATA CENTER AND EMPLOYEE MOVE

December 2020:

State Office Building vacated

December 2021:

Data Center vacated

MOVING TO THE CLOUD

dcfs.utah.gov

hs.utah.gov

js.utah.gov

dspd.utah.gov

ush.utah.gov

usdc.utah.gov

Catch the Answers

Health Website

Health Intranet

Mother and Infant Health Program

Naloxone

Opioid Overdose Prevention

Utah Public Health Laboratory

Vital Records

MotherToBaby

Utah Data Research Center

Utah's Own

Veterans Kiosk

Purchasing

Google Mail

success.utah.gov

broadband.utah.gov

Utah Data Research Center

Health Tools

DHA - Arts & Museums

DHA - Bookmobiles

DHA - Heritage & Arts

DHA - History

DHA - HistoryToGo

DHA - Indian Affairs

DHA - Intranet

DHA - Library

DHA - Multicultural Affairs

DHA - UServeUtah

SAP Payroll

eRules

UCC Filing

Labor Commission Website

Easy (AT & Prod)

Dugs

uSteps Help Manuals

DHS Websites x13

Uniflo

DataMart

Azure DevOps

Adhears

DHRM Website

DHRM Employee Website

DHRM Data system

IT Help Desk Service Mgt

Medigap Website

Insurance Website

Healthrares Website

Stoutware - Copier/Lease & State Mail

Fire Business System - Prod

WRI Web Site

DNR Website

Hazard Mitigation

Doc Search

Crime Lab Web

Crime Lab DB

DPS Employees Website

Social Services Data System

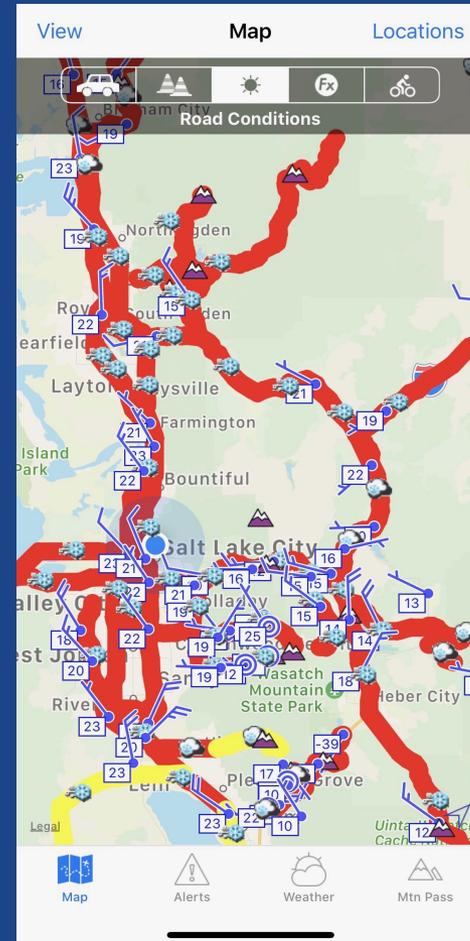
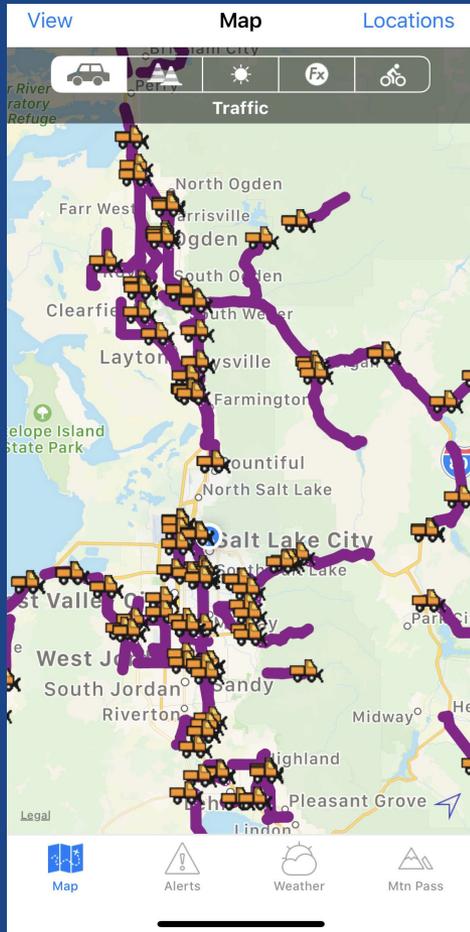
umec.utah.gov

Adoption Registry

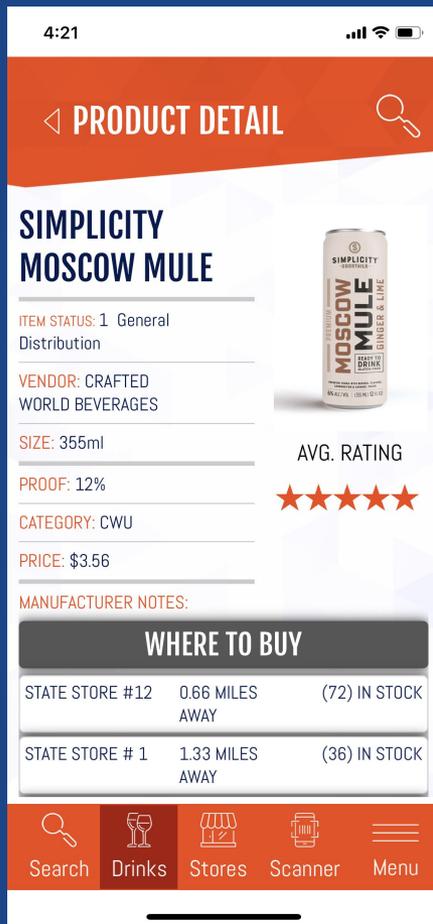
Opioid Dashboard



UDOT APP



DABC APP



BUSINESS PORTAL



Plan

Start

Manage

Grow



Welcome to the Utah Business Portal:

An all-in-one resource for managing your Utah business

Utah's Business Portal is a collaboration between Commerce, Labor Commission, Tax Commission, and Workforce Services.



CITIZEN PORTAL

- FY2020 \$500,000
- Overall plan and design for potential portal
 - Notification platform
 - Mobile app and digital wallet
 - APIs with state services
 - Location based
- 4 citizen surveys to receive input



INNOVATION FUND



IMAGERY

911 Caller: I am at the baseball field near the restrooms

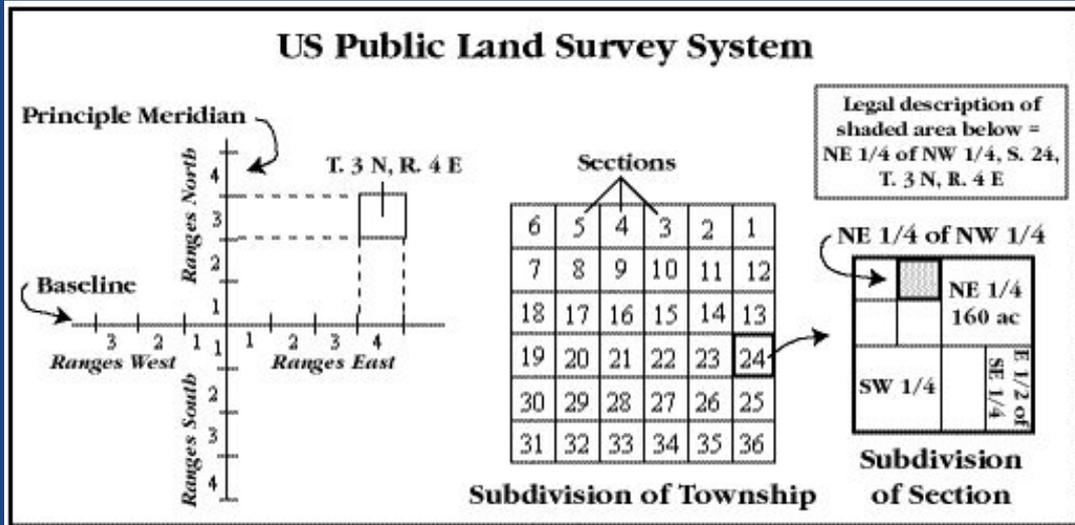


911 Dispatcher viewing imagery

Wildlife habitat health and rangeland improvements



MONUMENT RESTORATION



TOTAL BUDGET

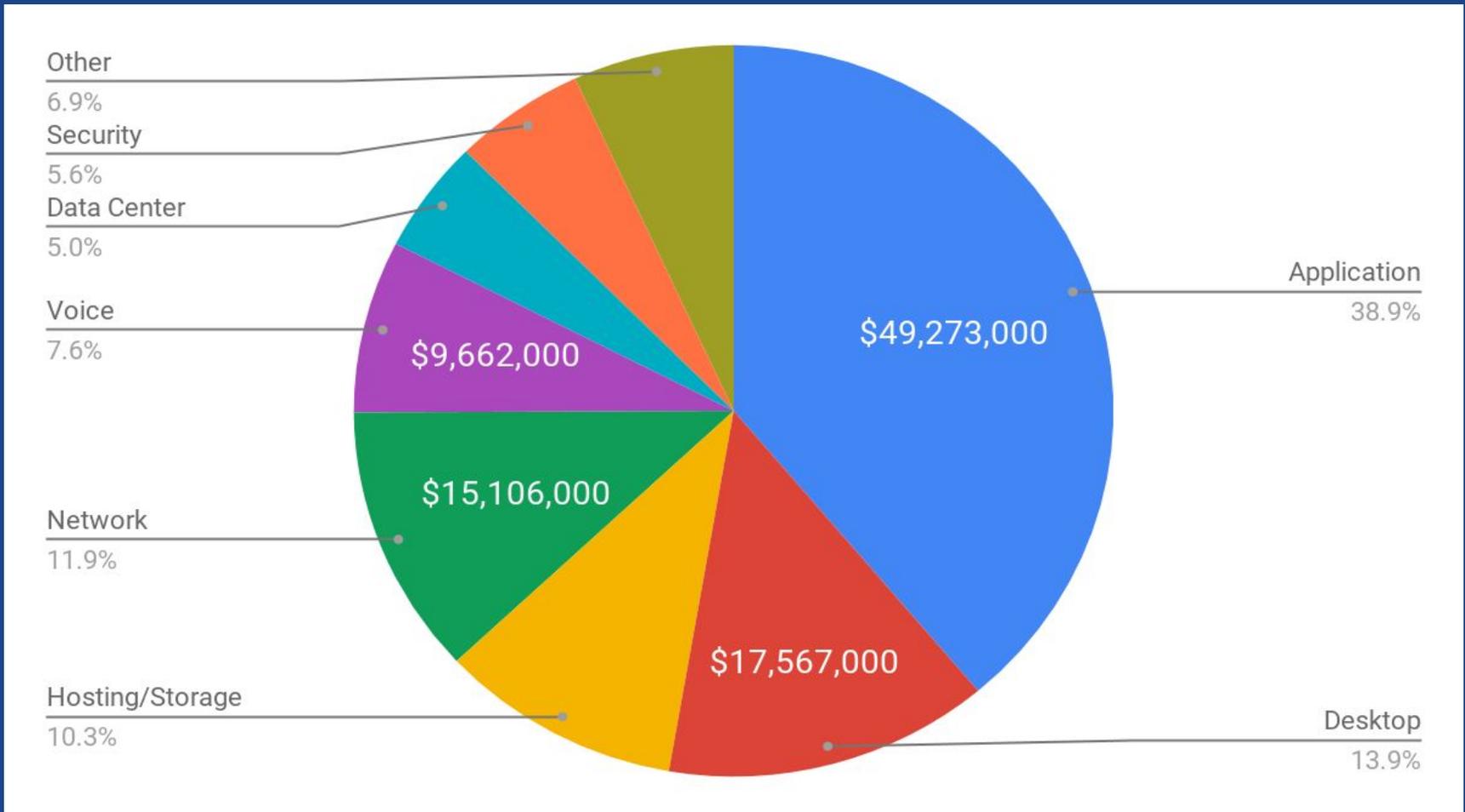
CIO \$811,000

AGRC \$3,301,000

IT Services \$126,759,000



ISF BUDGET



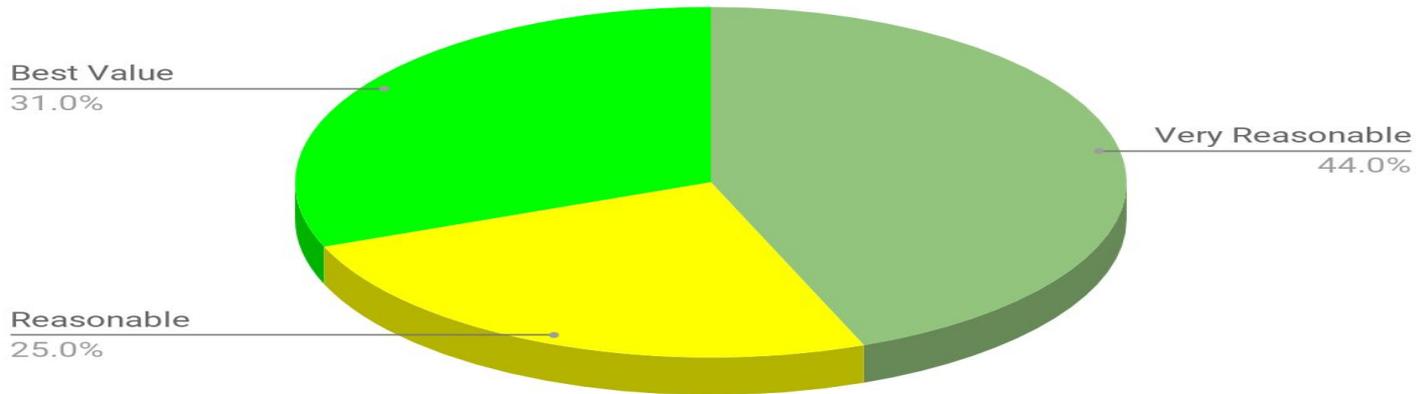
RATE SETTING PROCESS

- Rates are (UCA 63F-1-301)
 - equitable, zero based, low cost, no subsidy
- Rates Calculation
 - $\text{Budgeted expenses} / \text{Projected Consumption} = \text{Calculated Rate}$
- Rates Approval
 - Rate Committee, Governor, Legislature

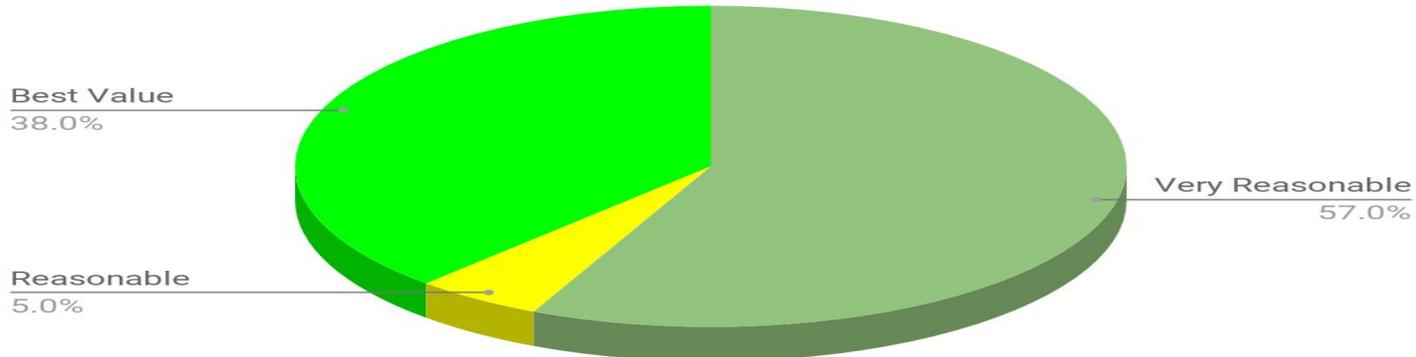


COMPETITIVE RATES

Rates by Category



Rates by Revenue



BENCHMARKING EXAMPLE

Storage Rate- High Availability- \$.069- *Very Reasonable*

States (4 / 25)

25 States

Private Sector (3 / 5)

AWS

Google

Oracle

Azure (Microsoft)

Programmer Rate- 85.13 Per Hour- *Best Value*

States (7 / 20)

20 States

Private Sector (3 / 30)

State Contracts

Federal Government GSA

Other National Dev. Shops



NEW FY2021 RATES

- New Application Development Rates
- Adobe Sign



RATE IMPACT

\$30k decrease in rates

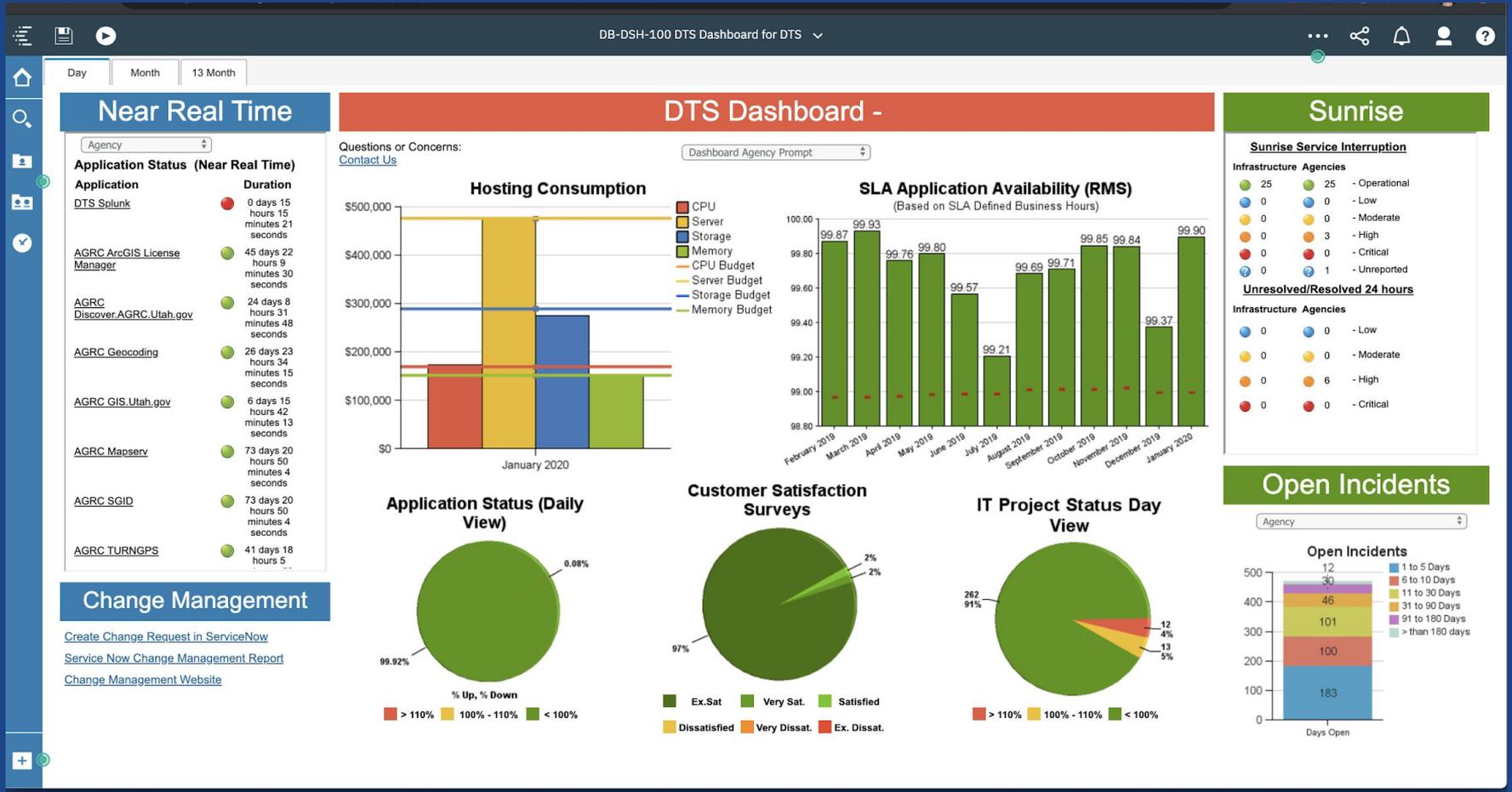
\$2.36 million compensation
package

\$2.33 million total rate impact

PERFORMANCE METRICS



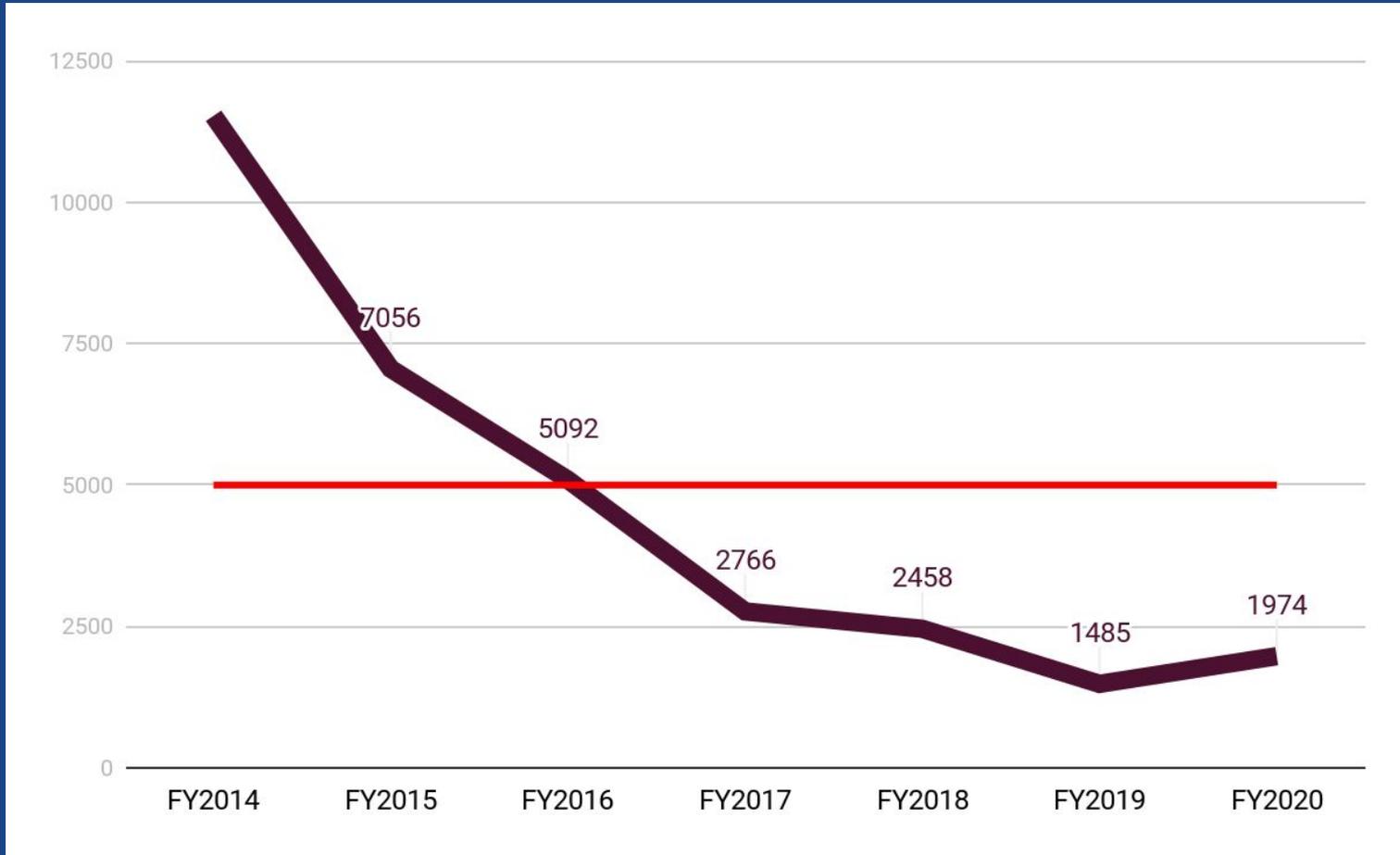
DTS DASHBOARD



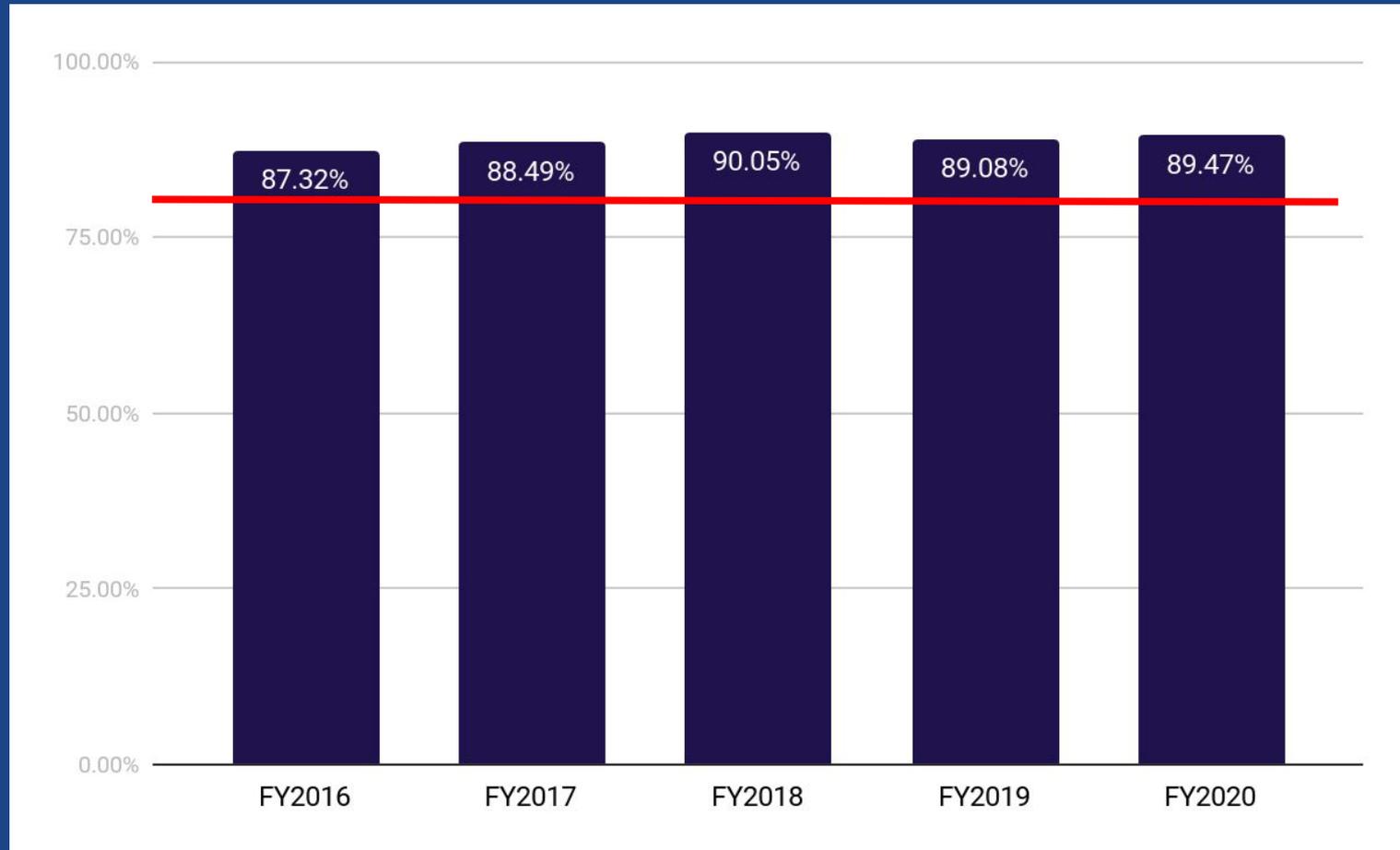
DATA SECURITY

1,268,584,435

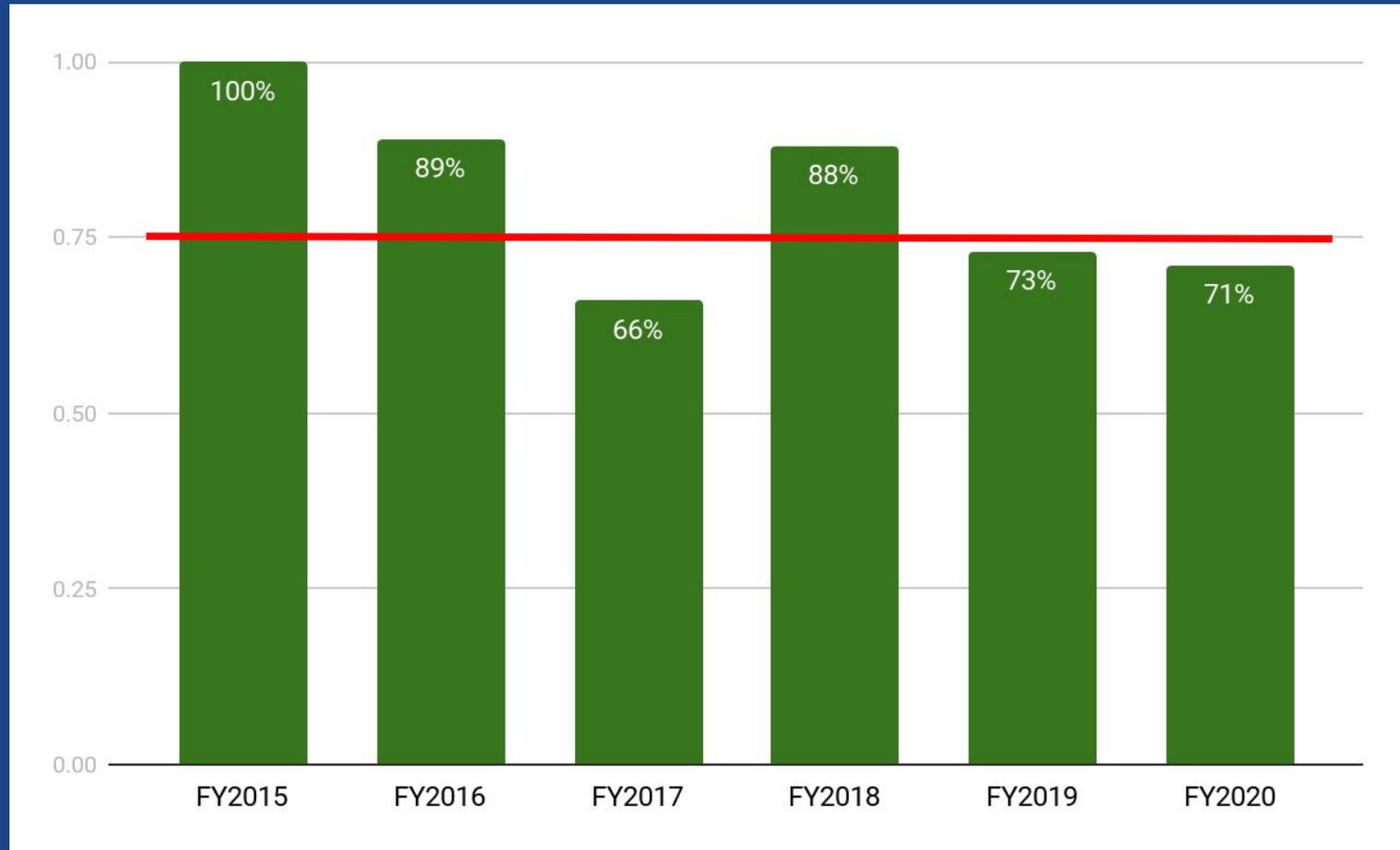
DATA SECURITY



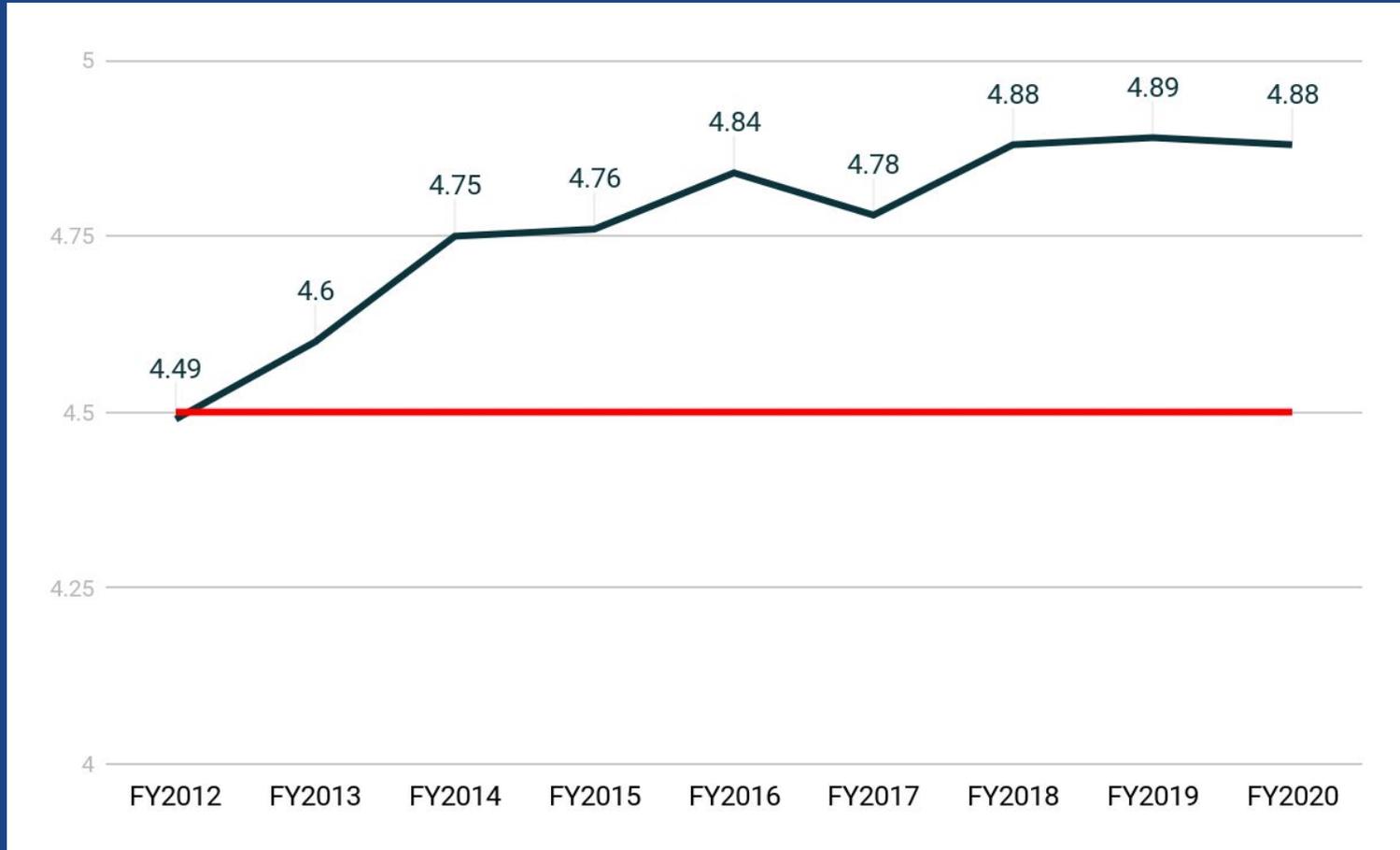
APPLICATION DEVELOPMENT



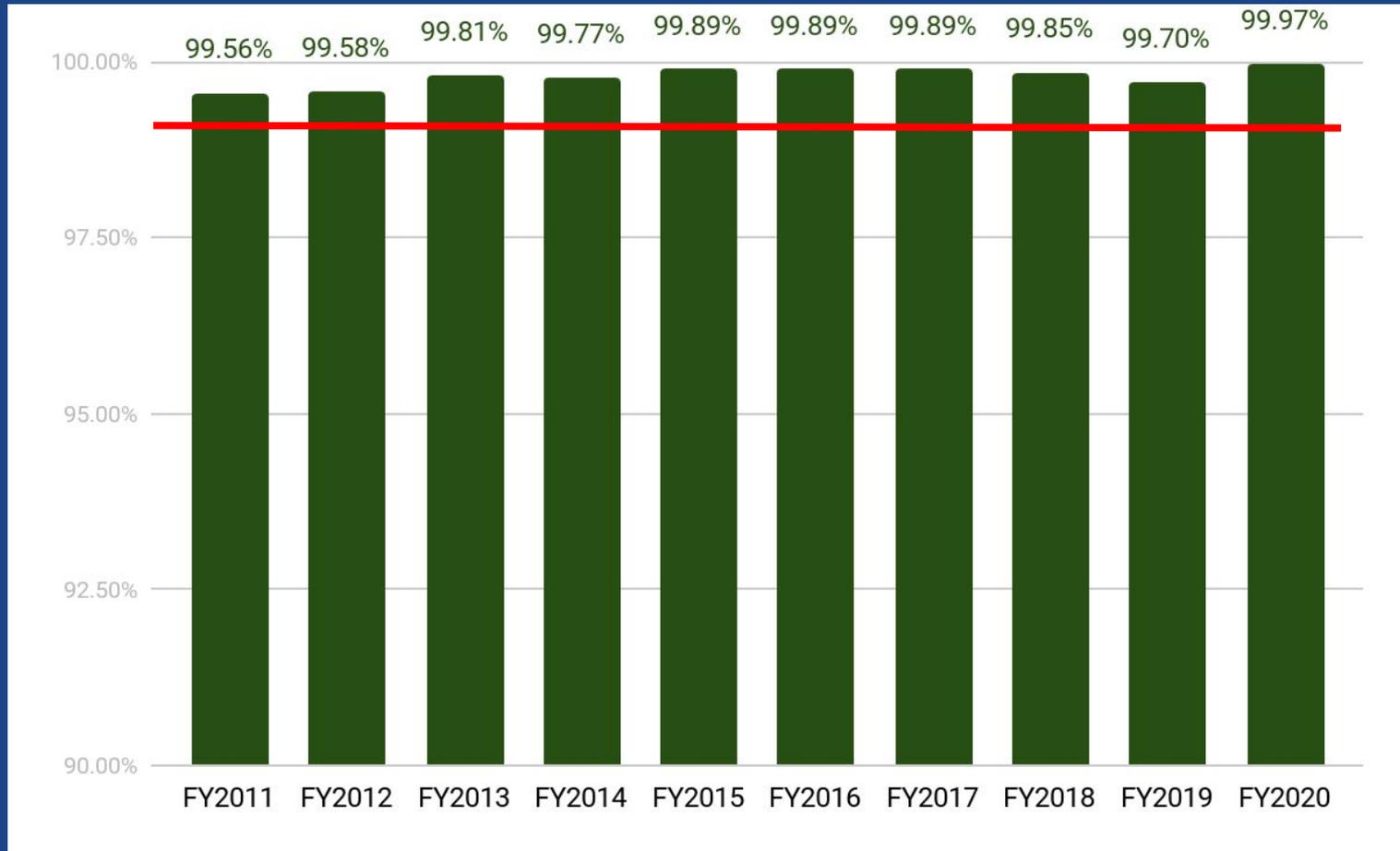
COMPUTER PROCUREMENT & DEPLOYMENT



CUSTOMER SATISFACTION



APPLICATION AVAILABILITY



AUTOMATED GEOGRAPHIC REFERENCE CENTER

- State Geographic Information Database (SGID)
- Aerial Imagery & Base Maps
- GPS Network
- Utah Map Applications
- Geo APIs



PERFORMANCE METRICS

- **State Geographic Information Database, GIS Server Availability:** 99.8% Availability (Goal = 99.0%)
- **Update Statewide 911 Road & Address GIS Data:** *Total Update Transactions from All Counties* **178** (Goal = 120 / yr)
- **TURN High Precision GPS Subscription Service:** 99.4% Availability (Goal = 99.0%)



REQUESTS

- Approve FY2021 rates in HB8
- Approve base budget and intent language in SB6
- Approve \$300k additional Federal Funds AGRC FY20/FY21
- Approve Dedicated Credits-Revenue Estimate ISF

