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UTAH DEPARTMENT OF GOVERNMENT OPERATIONS

Division of Technology Services

2021 Annual Report

PUET Interim Committee

September 15, 2021

Alan Fuller, CIO

About Us

Provide information technology services and products to the executive branch agencies:

- Computer support for state employees
- Online services for residents of Utah
- Application services
- State network and internet
- Data center and servers
- Data security
- Mapping and GIS services

Our Vision and Mission

Our Vision
To be a technology leader that delivers value to state agencies and improves the lives of Utah residents.

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

772

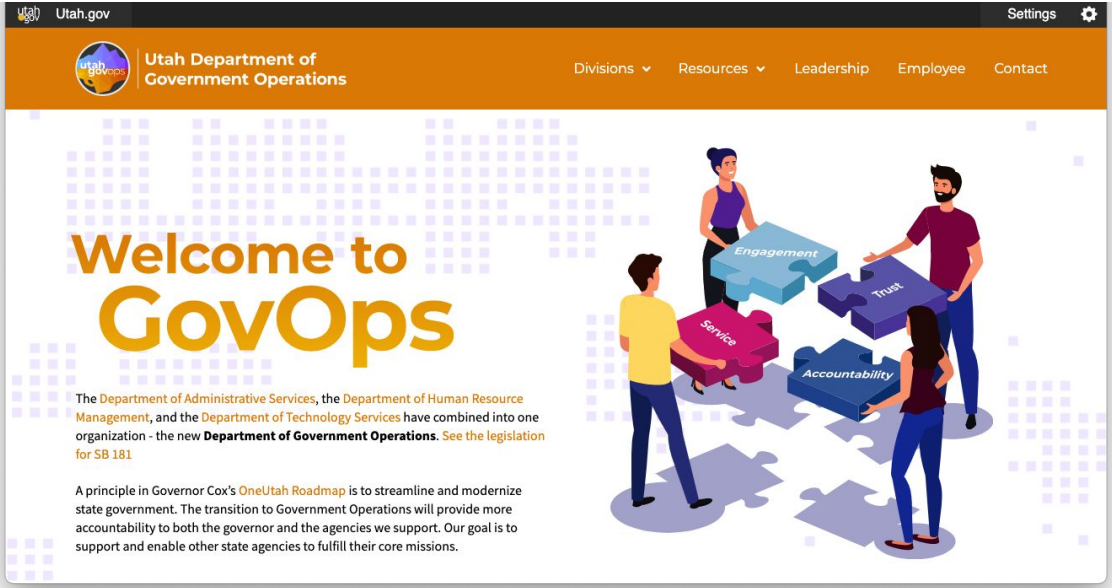
Employees

$156 million

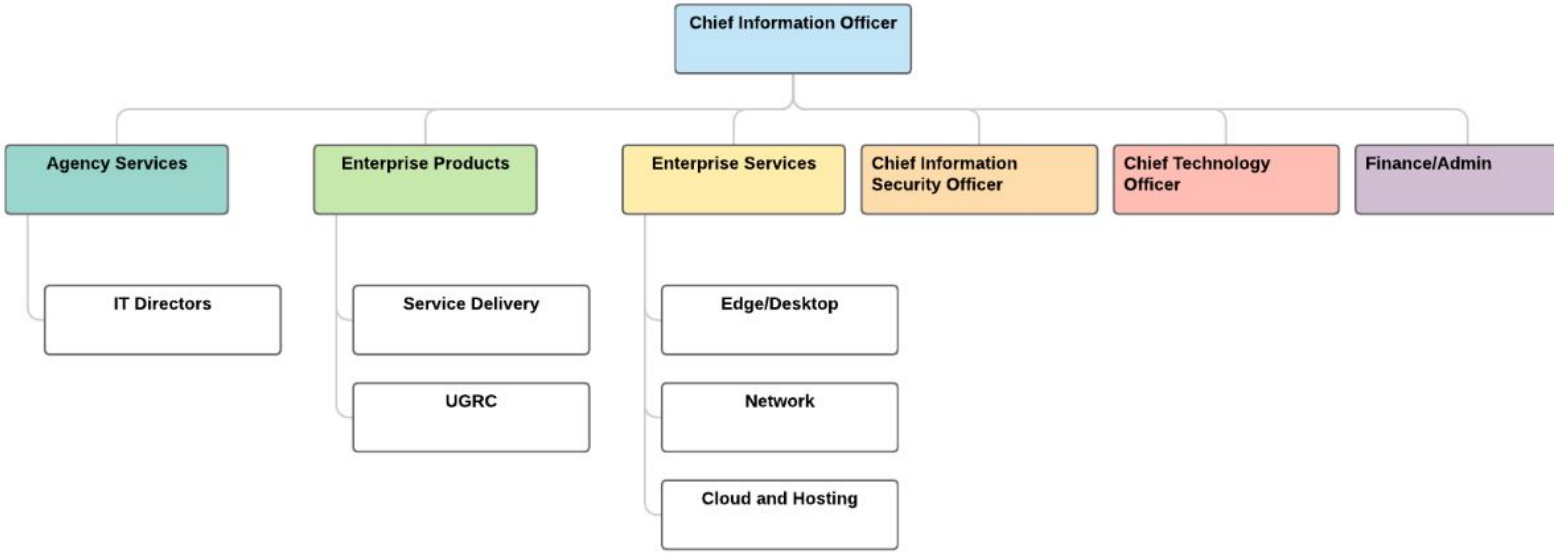
Annual Budget

Agency Consolidation

We are now the Division of Technology Services in the Department of Government Operations



Organization Structure



Metrics

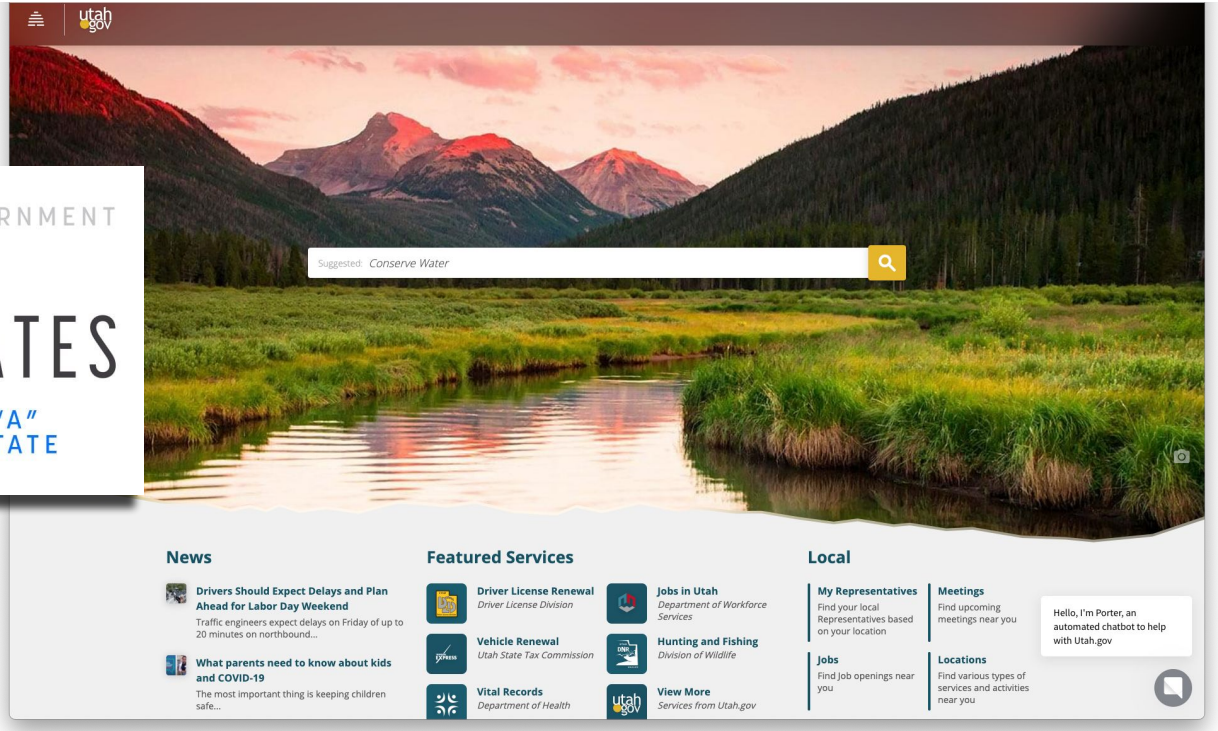
- Resolve an average of **12,000** incident tickets per month
- Process an average of **28,000** IT equipment purchase orders annually
- **4.9** out of 5 average customer satisfaction survey rating
- **99.99%** application availability
- **34 million** citizen digital transactions per year

Awards

CENTER FOR DIGITAL GOVERNMENT

DIGITAL STATES

2020 SURVEY "A" STATE



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Priorities

- Enterprise Tools
- Modernize, upgrade, consolidate, and secure the portfolio of applications
- OneUtah.gov - Citizen Portal
- Support Remote Work
- Data Center Move
- Cyber Security

Data Center Move

Plan

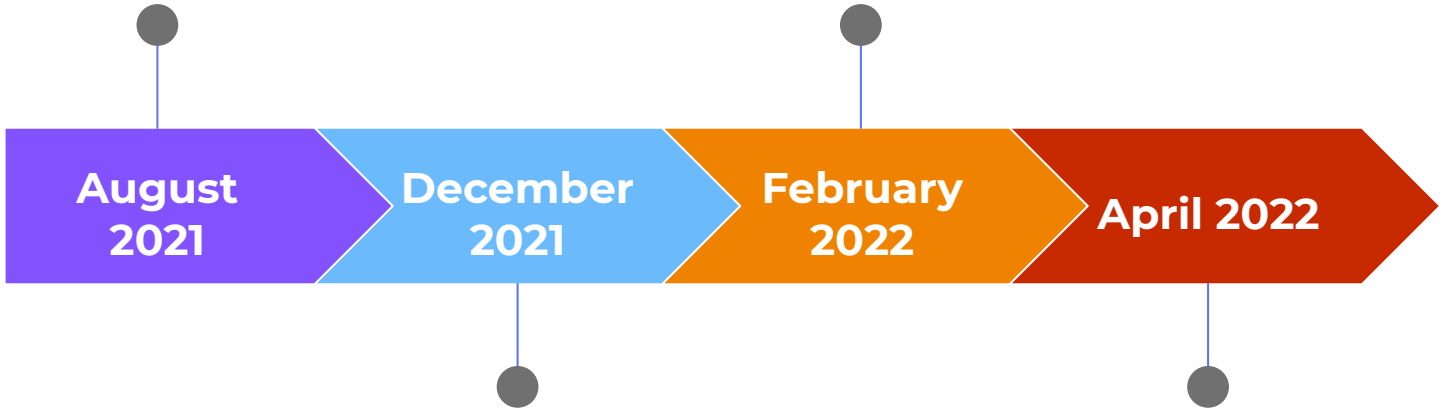
Migrate state applications and systems from current Salt Lake Data Center to cloud or new location

Operational Impact

Seamless transition for the agencies with no downtime. Potential for improved performance in the cloud or with new equipment.

Financial Impact

ARPA funding covers project cost. DTS hosting rates will not change in the short term, but may need to be adjusted in the future.


Determine systems to remain on premise vs. cloud
Network core moved to Taylorsville
August 2021
December 2021
February 2022
April 2022
Taylorsville data center available for use
Project complete: Vacate SL Data Center

Cyber Security

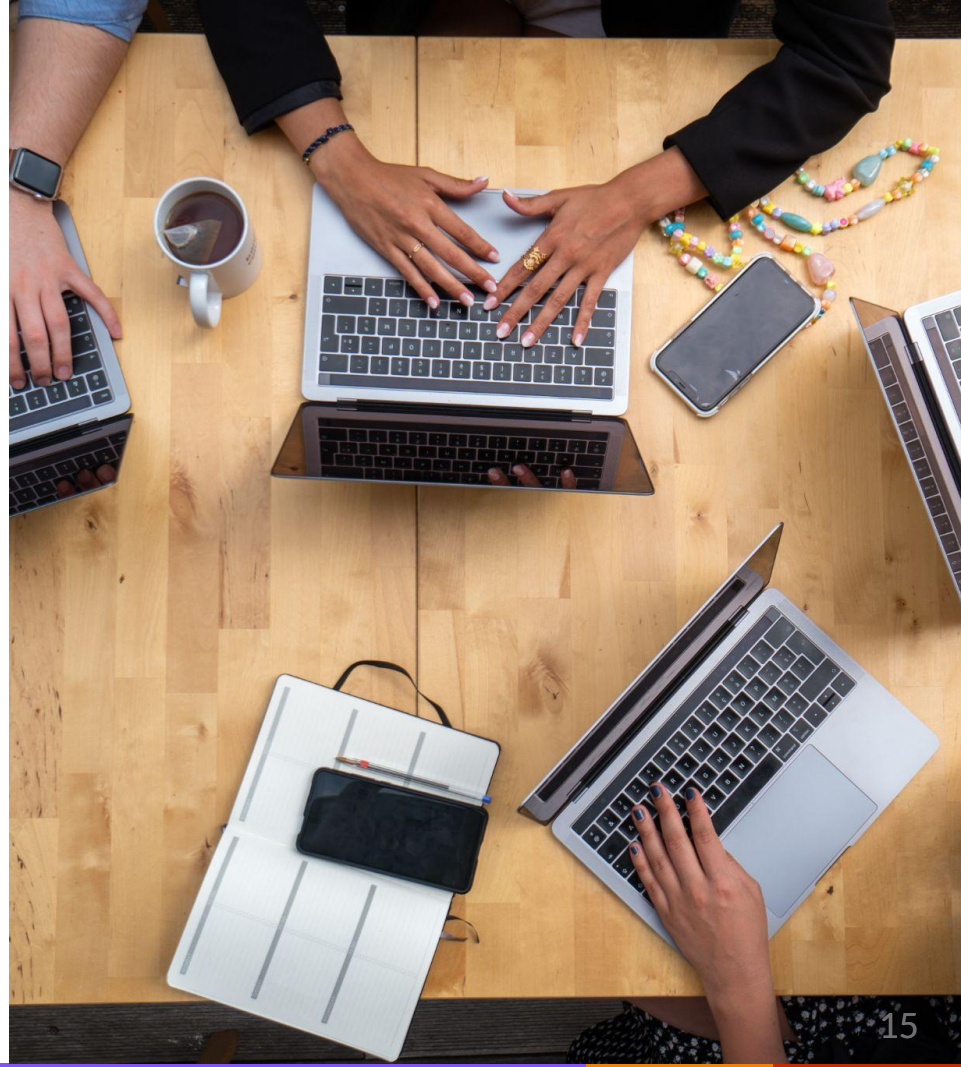
- Block 1.7 billion unwanted attempts to connect to the network per day
- Block 10,000 malicious attempts to connect to state systems per day
- Block 220,000 visits to malicious sites by per week
- Block 6,700 email phishing attempts per week
- Hired a new Privacy Officer, Chris Bramwell
- Securing the move to the Cloud Risk Assessments are currently underway

ARPA Funding

- Network
- Data Security
- Data Center Exit
- Department of Health and Human Services Systems

Challenges

- Application inventory of more than 1,600 applications
- Employee recruitment and retention



Requests

- Invest in:
  - Projects to modernize and upgrade state government systems, such as Human Capital Management and Payroll systems
  - Citizen Portal