



utah  
**govops**  
UTAH DEPARTMENT OF GOVERNMENT OPERATIONS

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# 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.



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772

Employees

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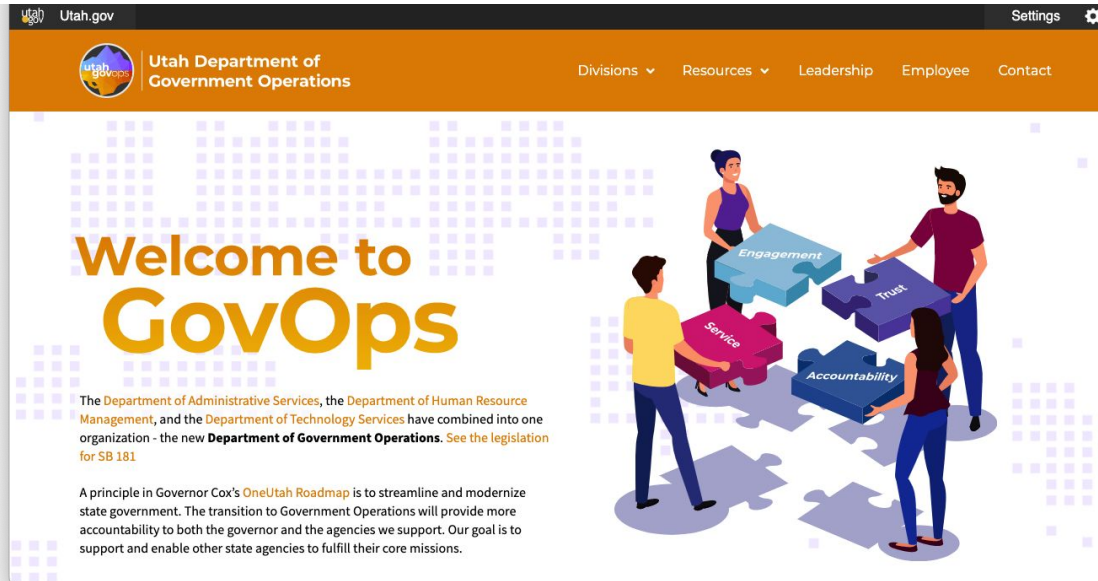
# \$156 million

Annual Budget

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# Agency Consolidation

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



The screenshot shows the homepage of the Utah Department of Government Operations. The header includes the Utah.gov logo, the department name, and navigation links for Divisions, Resources, Leadership, Employee, and Contact. The main content area features a large 'Welcome to GovOps' heading, a paragraph explaining the consolidation of the Department of Administrative Services, the Department of Human Resource Management, and the Department of Technology Services into the new Department of Government Operations, and a paragraph detailing the department's mission and goals.

Utah.gov


Utah Department of Government Operations

Divisions Resources Leadership Employee Contact

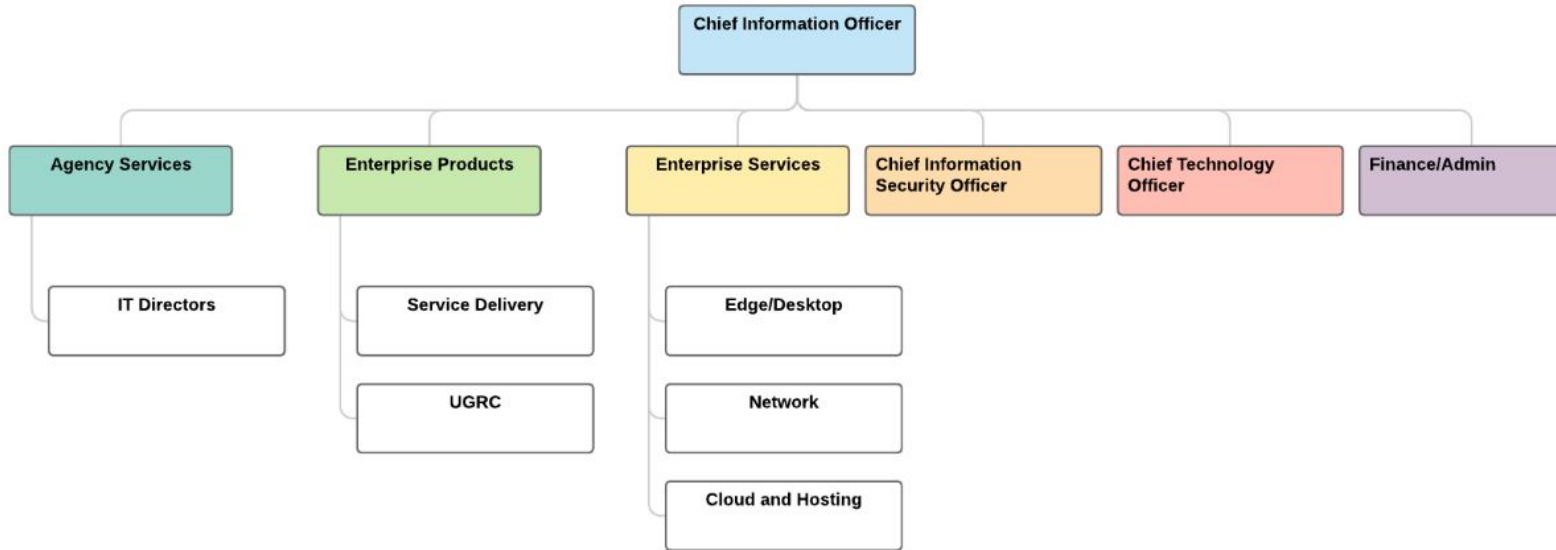
## Welcome to GovOps

The Department of Administrative Services, the Department of Human Resource Management, and the Department of Technology Services have combined into one organization - the new **Department of Government Operations**. See the legislation for SB 181

A principle in Governor Cox's [OneUtah Roadmap](#) is to streamline and modernize state government. The transition to Government Operations will provide more accountability to both the governor and the agencies we support. Our goal is to support and enable other state agencies to fulfill their core missions.



# 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





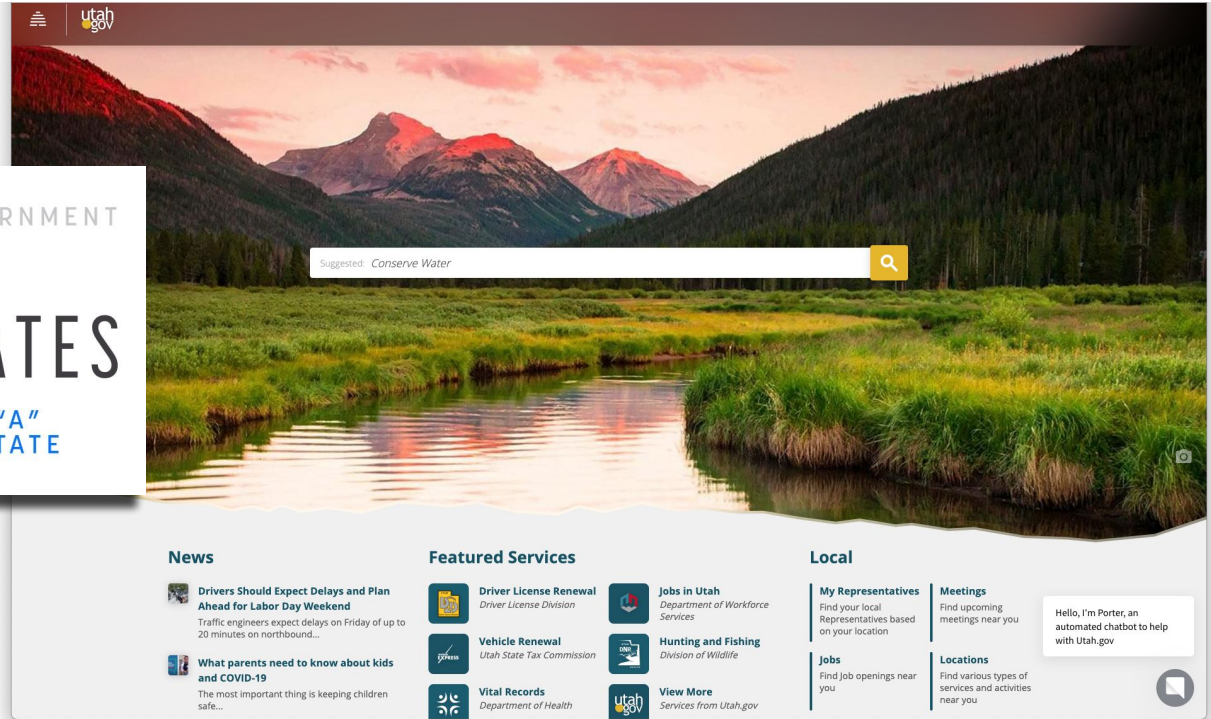
# Awards

CENTER FOR DIGITAL GOVERNMENT



**DIGITAL STATES**

2020 SURVEY "A" STATE



utah.gov

Suggested: *Conserve Water*

### News

- Drivers Should Expect Delays and Plan Ahead for Labor Day Weekend**  
Traffic engineers expect delays on Friday of up to 20 minutes on northbound...
- What parents need to know about kids and COVID-19**  
The most important thing is keeping children safe...

### Featured Services

- Driver License Renewal**  
Driver License Division
- Vehicle Renewal**  
Utah State Tax Commission
- Vital Records**  
Department of Health

### Local

- Jobs in Utah**  
Department of Workforce Services
- Hunting and Fishing**  
Division of Wildlife
- View More**  
Services from Utah.gov
- My Representatives**  
Find your local Representatives based on your location
- Meetings**  
Find upcoming meetings near you
- Locations**  
Find various types of services and activities near you

Hello, I'm Porter, an automated chatbot to help with Utah.gov



# 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.

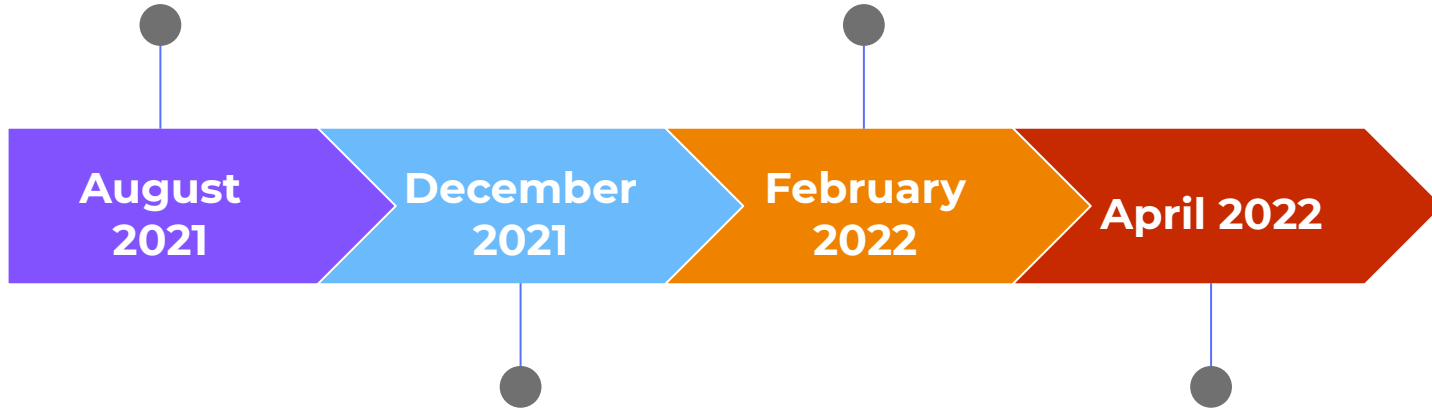
## **Financial Impact**

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



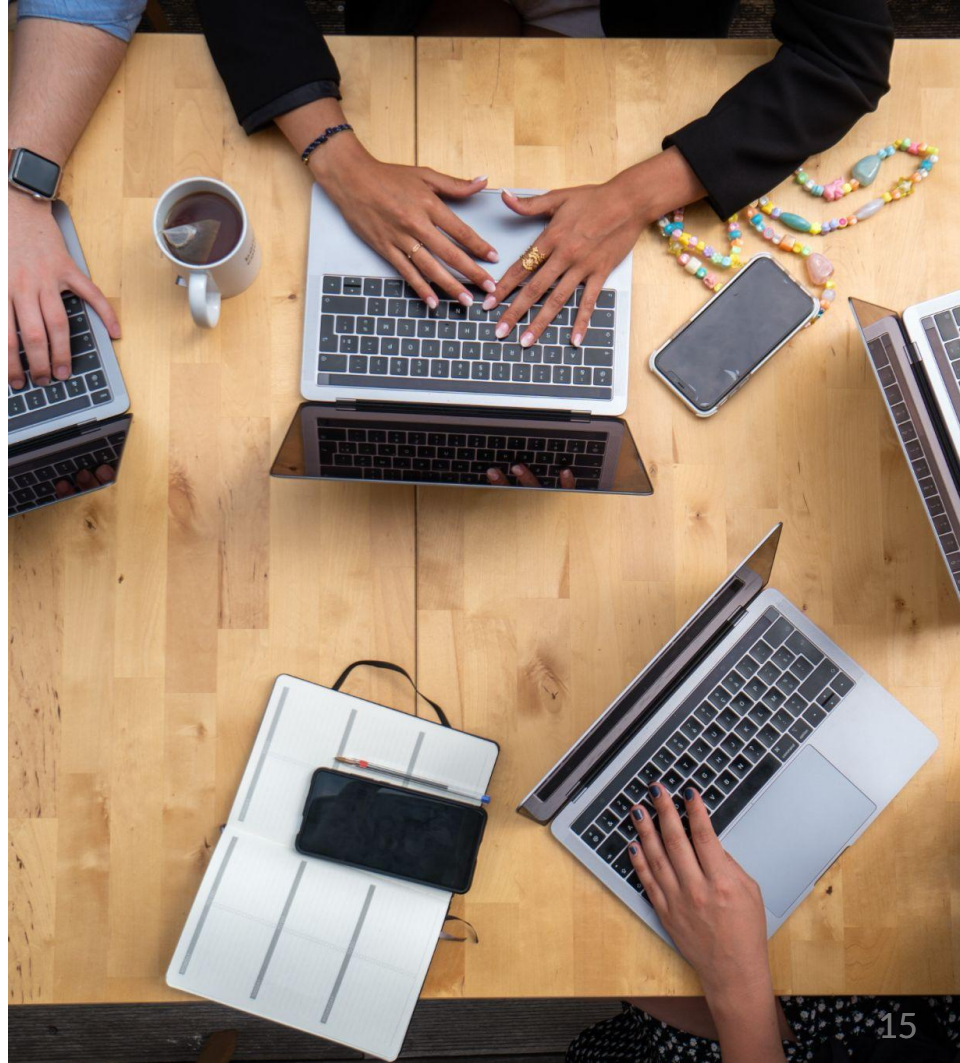
# ARPA Funding

- ▷ 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

