Progress/Update

February 25, 2015

OCIO
Office of the
Chief Information Officer

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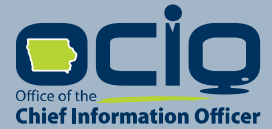
Transportation, Infrastructure, and Capitals Appropriation Subcommittee

Government services are entirely dependent on technology and most of our citizens are dependent on technology to reach government services.

Brief

- Mission
- CIO Timeline
- Budgets & Impacts
- Changes
- Coming Soon
- Planning and Recovery
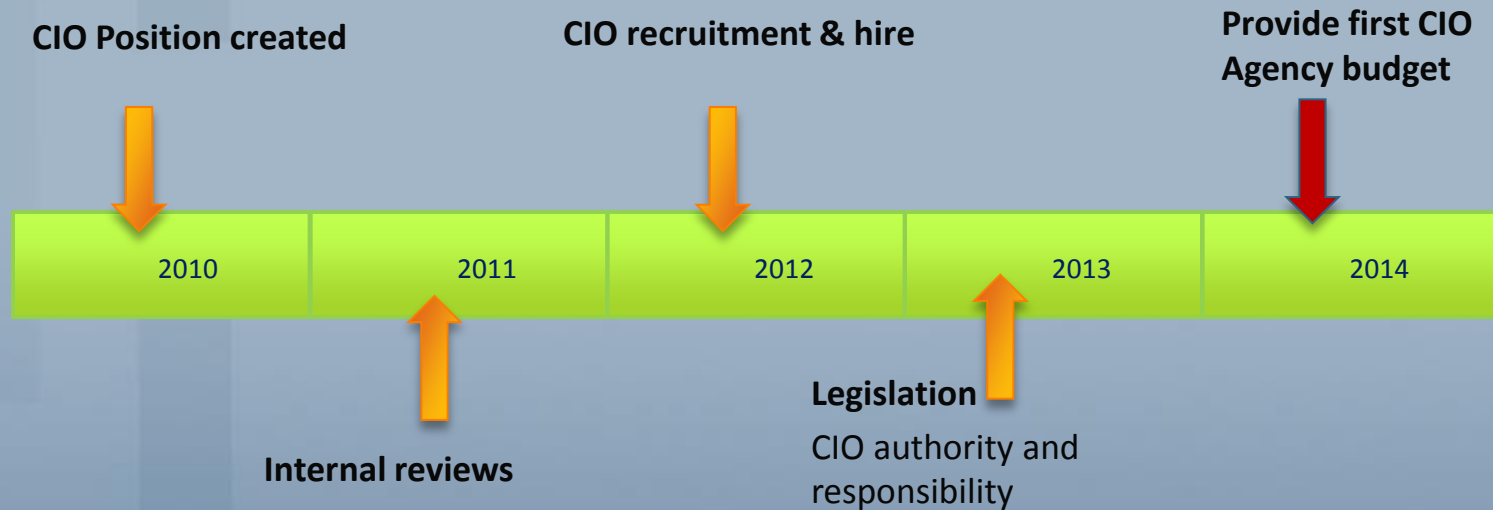- Help & Questions

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Mission

- To provide technology solutions that are secure, efficient, effective and provide access for citizens and employees to state services anywhere and anytime.

CIO Timeline

CIO Position created

CIO recruitment & hire

Provide first CIO Agency budget

2010	2011	2012	2013	2014

Internal reviews

Legislation
CIO authority and responsibility

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Budgets and Impacts

- **2016**
  - **Revolving fund – services $54m**
    - Reflects about a third of IT state spend
    - Services fees – break even, cost recovery
    - Federal audit each year recovers any gain
  - **Tech Reinvest Fund - $4.1m**
    - Focused on Broadband, Enterprise email, IT Security, and Enterprise Content Management (e-records)
  - **2/3^{rds} of State IT spend with agencies**

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Changes

- Recovered from data center fire < 12 hours
- Implemented new web/portal services
- 44 projects completed
  - 17 were Dept of Revenue
- Consolidations DNR, IRGC, IDR
- Enterprise email negotiations/planning starts
- Citizen communication platform deployed
- Cloud website hosting contract in-place
- 24x7 incident response plan implemented

Coming Soon

Done!

- Transparency dashboard and checkbook
- Hosted on-line licensing system
- New agency, state homepage websites
- New high availability fiber ring - campus
- Agency IT staff transfers
- ICN application consolidation
- IT security services and audits
- Broadband
- Content management system

Planning and Recovery

Office of the Chief Information Officer

Sample of affected entities and services

Public facing web pages and applications, most state email, file and print services, State HRE Benefits Applications Development, Processing, Storage, Print, Desktop Computing, Service Desk, Directory Services, Security,eDAS / CRM, Fleet Garage, allocated service costs, IOWAccess PM and Maint, Tri Board, SAE I3, Attorney General, Commerce - Banking and Insurance Division, State E-Payment processing, Economic Development, Education, Iowa College Student Aid Commission, Iowa Workforce Development, Iowa Communications Network, Human Rights Department, Human Services Inspections & Appeals, Natural Resources, Iowa Public Employee Retirement System, Public Health Pharmacy Examiners Board, Department of Revenue, Secretary of State, Department of Transportation, Treasurer of State, Education - Iowa Learns Online, Human Services, State HRE Benefits Applications Development, Processing, Storage, Print, Desktop Computing, Service Desk, Directory Services, Security,eDAS / CRM, Fleet Garage, allocated service costs, IOWAccess PM and Maint, Tri Board, Indian Hills Community College IT, Public Health Nursing BoardSecretary of State, Department of Transportation, Treasurer of State, Education - Iowa Learns Online, Human Services, Indian Hills Community College IT, Public Health Nursing Board

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- Technology debt looming large
  - Have no system to manage replacements
  - Major systems at end-of-life
    - Legacy systems, tax, unemployment, human resources, etc.
  - Many other mid-range agency systems
- Agency IT staff/budget transfers
  - Supervision and accountability
- Employee exchanges-private sector
- IT security funding