

***** NOTICE OF PUBLIC MEETING *****

INFORMATION TECHNOLOGY ADVISORY BOARD

LOCATION:
Nevada State Library & Archives
100 N. Stewart Street
Room 110
Carson City, Nevada 89701

VIDEOCONFERENCED TO:
Grant Sawyer Building
555 E. Washington Avenue
Room 1400¹
Las Vegas, Nevada 89101

DATE AND TIME OF MEETING: August 10, 2022, 1:00 p.m. (Pacific Time)

DATE OF AGENDA PUBLICATION: August 3, 2022

DATE OF FIRST AMENDED AGENDA PUBLICATION: August 4, 2022

DATE OF SECOND AMENDED AGENDA PUBLICATION: August 4, 2022

DATE OF THIRD AMENDED AGENDA PUBLICATION: August 4, 2022

Below is an agenda of all items to be considered. Items on the agenda may be taken out of the order presented, items may be combined for consideration by the public body; and items may be pulled or removed from the agenda at any time at the discretion of the Chairperson.

THIRD AMENDED AGENDA

1. CALL TO ORDER and ROLL CALL
2. PUBLIC COMMENTS (*for discussion only*) – Public comment is encouraged to be submitted in advance so that it may be included in meeting materials and given attention and though it will not be read into the record, they are encouraged to be accessible to screen reader devices. Please provide your name in any comment for record keeping purposes. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. Public comments may be related to topics on the agenda or matters related to other topics in accordance with NRS 241.020(3)(3). Public comments will be limited to 3 minutes per person because of time considerations. Comments will not be restricted based on viewpoint. The Chair may, at their discretion, hold this agenda item open in order to receive public comments under other agenda items. Note: this guidance applies for all periods of public comment as may be referenced further in the agenda.
3. NOMINATION AND ELECTION OF CHAIR: Per NRS 242.122(3), “At the first regular meeting of each calendar year, the members of the Board shall elect a Chair by majority vote.” (*for possible action*)

4. APPROVAL OF MINUTES: A discussion and vote related to approval of draft minutes related to the Information Technology Advisory Board (“ITAB”) meeting on June 10, 2021 *(for possible action)*
5. OPEN MEETING LAW: A discussion to determine the board’s needs for training and resources about its function and open meeting requirements with the opportunity for questions and answers *(for possible action)* – Senior Deputy Attorney General (“SDAG”) Homa Woodrum
6. BOARD OBJECTIVES: A discussion regarding the board’s objectives in alignment with the duties and powers outlined in NRS 242.124 *(for possible action)* – SDAG Homa Woodrum
7. BYLAWS: A discussion to determine the board’s needs for bylaws, including presentation of a discussion draft *(for possible action)* - SDAG Homa Woodrum
8. ENTERPRISE INFORMATION TECHNOLOGY SERVICES (EITS) DIVISION QUESTIONS AND ANSWERS: An opportunity for board members to ask questions about the division’s report on fiscal year 2022 activities and forecast of fiscal year 2023 projects *(for discussion only)* – Timothy Galluzi, State Chief Information Officer and EITS Administrator
9. ITAB 2022 MEETING SCHEDULE: A discussion regarding board membership, a quarterly meeting schedule as required by NRS 242.123, and future meeting agenda items *(for possible action)*
10. PUBLIC COMMENTS *(for discussion only)* – No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. Public comments will be limited to 3 minutes per person because of time considerations. Comments will not be restricted based on viewpoint. The Chair may, at its discretion, hold this agenda item open in order to receive public comments under other agenda items.

11. ADJOURNMENT

Meeting materials are available online at [it.nv.gov/Governance/ITAB/Meetings/Meetings/](https://itab.nv.gov/Governance/ITAB/Meetings/Meetings/) and by e-mail request to eitsadministration@admin.nv.gov or via telephonic request to (775) 684-5849.²

Notice of this meeting was posted before 9:00 a.m. at least three working days prior to the meeting pursuant to NRS 241.020, in the following locations:

- Legislative Building, 401 S. Carson St., Carson City, NV 89701³
- Blasdel Building, 209 E. Musser St., Carson City, NV 89701
- Capitol Building, Main Floor, 101 N. Carson St. Carson City, NV 89701
- Nevada State Library and Archives, 100 Stewart Street, Carson City, NV 89701
- Grant Sawyer Building, 555 E. Washington Avenue, Las Vegas, NV 89101
- And the following web locations:

- <https://it.nv.gov/Governance/ITAB/Meetings/Meetings/>
- <http://www.notice.nv.gov>

The appearance of the phrase “for possible action” immediately following an agenda item denotes items on which the Board may take action.

We are pleased to make reasonable accommodations for members of the public with a disability who wish to participate. If accommodated arrangements for the meeting are necessary, please notify the IT Advisory Board staff (775) 684-5849 or you may email your request to eitsadministration@admin.nv.gov as soon as possible and ideally at least one full working day prior to the time of the meeting.

¹ Agenda amended on 8/4/22 to change room number of Grant Sawyer meeting location.

² Agenda amended on 8/4/22 to correct agenda amendment notice and to indicate contact information for meeting material requests

³ Agenda amended on 8/4/22 to correct address reference for the Legislative Building.

Agenda Item #4

***** NOTICE OF PUBLIC MEETING *****
INFORMATION TECHNOLOGY ADVISORY BOARD
(ITAB)

DATE AND TIME: June 10, 2021, 1:00 p.m.

LOCATION:
 Nevada State Library & Archives
 100 N. Stewart Street
 Room 110
 Carson City, Nevada 89701

VIDEOCONFERENCED TO:
 Grant Sawyer Building
 555 E. Washington Avenue
 Room 1400
 Las Vegas, Nevada 89101

MINUTES

1. **CALL TO ORDER and ROLL CALL**

Chair Krupa Srinivas called the meeting to order at 1:02 p.m. and asked Vice Chair Laura Freed to call the roll.

Members Present

- Director Laura Freed, Vice Chair
- Nadia Hansen
- Joseph Marcella
- Chief Hillery Pichon
- Krupa Srinivas, Chair

Members Absent

- Assemblywoman Teresa Benitez-Thompson
- Craig Betts
- Senator Moises (Mo) Denis
- Administrator Steve Fisher on Behalf of Director Richard Whitley
- Director Kristina Swallow
- Leslie Ottolenghi

As quorum was not met, a discussion ensued regarding what action could and could not be taken and how technology could be used to supplement in-person meetings and to encourage attendance. Enterprise Informational Technology Services (EITS) Administrator Timothy Galluzi explained the limitations of Microsoft Teams functionality within the meeting rooms and stated that a teleconference line had not been included in the agenda but would be included for the next meeting. Joseph Marcella stated that the next meeting should include a campaign for

agenda items and attendance. As next steps were being discussed, Senator Denis arrived at 1:13 p.m. and established a quorum. Vice Chair Freed indicated the roll call would be updated to reflect his presence.

Members Present

- Director Laura Freed, Vice Chair
- Senator Moises (Mo) Denis
- Nadia Hansen
- Joseph Marcella
- Chief Hillery Pichon
- Krupa Srinivas, Chair

Members Absent

- Assemblywoman Teresa Benitez-Thompson
- Craig Betts
- Administrator Steve Fisher on Behalf of Director Richard Whitley
- Director Kristina Swallow
- Leslie Ottolenghi

2. PUBLIC COMMENTS *(for discussion only)*

None.

3. APPROVAL OF MINUTES *(for possible action)* – Chair Krupa Srinivas

Senator Denis moved to approve February 3, 2020, minutes. Director Freed seconded the motion. The motion passed.

4. COMMENTS BY THE CHAIR *(for discussion only)* – Chair Krupa Srinivas

Chair Srinivas thanked everyone who has been working so hard to keep things functioning during the pandemic.

5. NEW BOARD MEMBER INTRODUCTION *(for discussion only)* – Chair Krupa Srinivas

Chair Srinivas welcomed new board members Mr. Leslie Ottolenghi, absent, and Ms. Nadia Hansen. Ms. Hansen introduced herself and stated she was excited to be present.

6. CIO INTRODUCTION *(for discussion only)* – State Chief Information Officer (CIO) Alan Cunningham

State CIO Cunningham made a presentation via PowerPoint to provide an update of how the information technology landscape at the state has changed over the past 12-14 months. He also provided a summary of strategies tied to specific business objectives. Lastly, he provided an update on the Office 365 implementation, including adoption statistics and plans to integrate with the Silver State Modernization Approach for Resources and Technology in the 21st Century (SMART 21) project once multi-factor authentication (MFA) deployment is complete.

Mr. Marcella asked what percentage of the state's workforce is relying on remote-work capability and what the state's policy is. State CIO Cunningham explained that policies are being set at the agency level. For the Enterprise Information Technology Services (EITS) division, a maximum 50% of remote work time has been established. He explained additional considerations and barriers to remote work, which include supply chain delays for computer chips.

Ms. Hansen asked if EITS is utilizing or planning to use American Rescue Plan (ARP) funds for broadband or cybersecurity investments. State CIO Cunningham indicated yes; the requirements were gathered, ranked, and submitted to leadership, and he is waiting on an approval to move forward.

7. EITS STRATEGY (for discussion only) –EITS Agency Information Technology (IT) Services Unit, IT Chief Suzie Block

IT Chief Suzie Block continued the previous PowerPoint presentation and informed the board that Agency IT Services received funding to retire Ektron, the state's current content management system (CMS). She stated that the procurement of the system is in progress and that the details cannot be disclosed until the procurement is complete. Agencies will be migrated to new CMS over an 18-month period. She stated that her team is still emphasizing that agencies sign SiteImprove service-level agreements (SLA) to move compliance with the Americans with Disabilities Act (ADA) forward and asked for the board's support to ensure that agencies sign and return the SLA forms. She also provided updates on the Nevada Criminal Justice Information System (NCJIS) and the Offender Tracking Information System (OTIS) modernization project with the Nevada Department of Public Safety and explained personnel hiring priorities that align with customer needs.

8. AMERICANS WITH DISABILITIES ACT (ADA)/NATIONAL FEDERATION OF THE BLIND UPDATE (*for discussion only*) – EITS Agency IT Services Unit, Web Services Manager Linda DeSantis

Ms. DeSantis continued the previous PowerPoint presentation and updated the board on the status of ADA compliance and how the COVID-19 pandemic affected website compliance and training. She provided training statistics and compliance statistics for websites within the state's CMS and those that are outside the CMS. She stated that her team worked with vendors who maintain websites outside the CMS to resolve ADA compliance issues.

Chair Srinivas about the timeline for remediating the remaining non-compliant sites. Ms. DeSantis indicated a timeline could not be provided as the work is outside of her team's control because the website owners must do the remediation work. She explained that an estimate would be dependent on the number of documents hosted on the website that require remediation and the complexity of those documents, which can vary greatly.

9. COVID-19 – EITS' WINS AND CHALLENGES (*for discussion only*) – Enterprise IT Services (EITS) Administrator, Tim Galluzi

Tim Galluzi stated some challenges during COVID-19 were having the Desktop Support team working largely remote, employees using personal devices used for remote work, navigating security policies, and little COVID-related relief funding being available to support EITS's infrastructure needs. Some of the wins included virtual private network (VPN) explosion, rapid work from home adaption, providing state phone fast-busy relief, increased employee use of business productivity suite (Office 365), and the successful completion of the Information Technology S P Committee Online Investment Ranking.

10. INFORMATION SECURITY UPDATE (*for discussion only*) – State of Nevada Chief Information Security Officer, Robert Dehnhardt

Robert Dehnhardt stated that between March and June there was a rise in COVID-related subjects in regards to phishing attacks. Ransomware was targeting medical, public services, and research facilities. Social media had misinformation campaigns which lead to distrust/misrepresentation of authority.

11. OBSERVATIONS FROM THE CHAIR – WORKING REMOTELY IN THE PRIVATE SECTOR (*for discussion only*) – Chair Krupa Srinivas

The chair stated that the transition was quick to work from home and they were able to provide software updates to customers. The most common thing was how people were happy not to commute. One challenge was figuring out how to reintroduce a human aspect with the hyperconnected as well as scheduling creative meetings. Another challenge was how to onboard and mentor new employees.

12. OBSERVATIONS FROM A LAS VEGAS ENTREPRENEUR – WORKING REMOTELY IN THE PRIVATE SECTOR (*for discussion only*) – Jasen Lew

Jason Lew stated when having conversations online always look at someone's message with positive intent, take time to establish empathy, it's ok to ask people to repeat themselves to avoid miscommunication and encourage disconnection when working from home.

13. OBSERVATIONS FROM LAS VEGAS – HYBRID WORK ENVIRONMENT AFTER COVID-19 (*for discussion only*) – ITAB Member Leslie Ottolenghi

This agenda item was skipped because Leslie Ottolenghi was not in attendance.

14. ITAB 2021 MEETING SCHEDULE AND MEETING OBJECTIVES (for possible action) – Chair Krupa Srinivas. Next ITAB meeting scheduled for August/September.

The coordination of board members' schedules for a possible meeting in August or September was to be handled offline.

15. FUTURE MEETING AGENDA ITEMS (*for possible action*) – Chair Krupa Srinivas. Board may discuss issues raised by agenda items or identify concerns within its statutory mandate to be addressed at future meetings.

Everyone was encouraged to contact Chair Srinivas with possible agenda items.

16. PUBLIC COMMENTS (*for discussion only*) No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action may be taken. Public comments may be limited to 3 minutes per person at the discretion of the Chair. Comments will not be restricted based on viewpoint. (NRS 241.020).

None.

17. ADJOURNMENT (for possible action).

Chair Srinivas adjourned the meeting.

Agenda Item #6

Nevada Revised Statutes 242.122-124

NRS 242.122 Information Technology Advisory Board: Creation; members; Chair.

1. There is hereby created an Information Technology Advisory Board. The Board consists of:
 - (a) One member appointed by the Majority Floor Leader of the Senate from the membership of the Senate Standing Committee on Finance.
 - (b) One member appointed by the Speaker of the Assembly from the membership of the Assembly Standing Committee on Ways and Means.
 - (c) Two representatives of using agencies which are major users of the services of the Division. The Governor shall appoint the two representatives. Each such representative serves for a term of 4 years. For the purposes of this paragraph, an agency is a "major user" if it is among the top five users of the services of the Division, based on the amount of money paid by each agency for the services of the Division during the immediately preceding biennium.
 - (d) The Director of the Department or his or her designee.
 - (e) The Attorney General or his or her designee.
 - (f) Five persons appointed by the Governor as follows:
 - (1) Three persons who represent a city or county in this State, at least one of whom is engaged in information technology or information security; and
 - (2) Two persons who represent the information technology industry but who:
 - (I) Are not employed by this State;
 - (II) Do not hold any elected or appointed office in State Government;
 - (III) Do not have an existing contract or other agreement to provide information services, systems or technology to an agency of this State; and
 - (IV) Are independent of and have no direct or indirect pecuniary interest in a corporation, association, partnership or other business organization which provides information services, systems or technology to an agency of this State.
2. Each person appointed pursuant to paragraph (f) of subsection 1 serves for a term of 4 years. No person so appointed may serve more than 2 consecutive terms.
3. At the first regular meeting of each calendar year, the members of the Board shall elect a Chair by majority vote.

(Added to NRS by [1993, 1539](#); A [2011, 1859](#))

NRS 242.123 Information Technology Advisory Board: Meetings; compensation.

1. The Board shall meet at least once every 3 months and may meet at such further times as deemed necessary by the Chair.
2. Members of the Board who are officers or employees of the Executive Department of State Government serve without additional compensation. Members who are not officers or employees of the Executive Department of State Government are entitled to a salary of \$80 for each day or part of a day spent on the business of the Board. All members of the Board are entitled to receive the per diem allowance and travel expenses provided for state officers and employees generally.

(Added to NRS by [1993, 1539](#))

NRS 242.124 Information Technology Advisory Board: Duties; powers.

1. The Board shall:
 - (a) Advise the Division concerning issues relating to information technology, including, without limitation, the development, acquisition, consolidation and integration of, and policies, planning and standards for, information technology.
 - (b) Periodically review the Division's statewide strategic plans and standards manual for information technology.
 - (c) Review the Division's proposed budget before its submission to the Budget Division of the Office of Finance created by [NRS 223.400](#).
2. The Board may:
 - (a) With the consent of the Division, recommend goals and objectives for the Division, including periods and deadlines in which to achieve those goals and objectives.
 - (b) Upon request by a using agency, review issues and policies concerning information technology to resolve disputes with the Division.
 - (c) Review the plans for information technology of each using agency.

(Added to NRS by [1993, 1539](#))

Agenda Item #7

Example Bylaws

Advisory Committee on Medicaid Innovation Proposed Bylaws

Article 1 – Name

1.1 The name of this group shall be the Advisory Committee on Medicaid Innovation (“ACMI”).

Article 2 – Authority

2.1 The ACMI was created by Nevada Revised Statutes 422.162 to undertake certain items of study and recommendation and its duties are indicated in NRS 422.165.

Article 3 – Purpose and Function

3.1 The purpose of the ACMI is to study, under NRS 422.165(1):

- 3.1.1 (a) creation or expansion of public or private prescription purchasing coalitions;
- 3.1.2 (b) encouraging access to employer-based health insurance plans, including, without limitation coverage coordination of Medicaid and private health insurance related to employers to a person eligible for Medicaid and provision of assistance to Medicaid eligible individuals for purchase of private health insurance; and
- 3.1.3 (c) waiver opportunities related to the United States Department of Health and Human Services under 42 U.S.C. §§ 1315 and 18052.

3.2 Per NRS 422.165(2) the ACMI “shall make such recommendations to the Director [of the Department of Health and Human Services] as it deems appropriate relating to opportunities to improve Medicaid or to increase access to health insurance.”

3.2.1 The recommendations shall be submitted in writing to the Director at least once prior to each Nevada legislative session and shall be approved by a majority of voting members in attendance at the meeting to approve such recommendations.

3.2.2 Mission Statement: *The Advisory Committee on Medicaid Innovation embraces evidence based principles such as the impact of Social Determinants of Health on access to care and health outcomes and views Medicaid as a tool for innovative approaches in partnership with other state and community efforts to fight health inequity.*

Article 4 – Membership

4.1 The ACMI is hereby created in the Division of Health Care Financing and Policy under NRS 422.162(1) and the Director of the Department of Health and Human Services is to appoint members for service on the ACMI.

4.2 Representation

4.2.1 Voting Members: The ACMI consists of officers and employees of the Executive Branch of State Government appointed as voting members.

4.2.2. Non-Voting Members: The Director of the Department of Health and Human Services may appoint additional nonvoting members outside of such members referenced in 4.2.1 as appropriate.

4.3 Terms

4.3.1 Each member, nonvoting or voting, shall serve for a term of 2 years from the date of their appointment. There shall be no term limits.

4.3.2 The Director of the Department of Health and Human Services may appoint by name members to replace voting members in their respective Executive Branch position should the named individual no longer serve in their given Executive Branch position as initially named upon service as a member.

4.4 Chair and Vice-Chair

4.4.1 At the first meeting of the ACMI, the Chair shall be elected from among voting members.

4.4.2 On an annual basis, the ACMI shall elect a chair from among voting members. The term limit is a maximum of two consecutive one-year terms.

4.4.3 The ACMI may elect at its discretion a Vice-Chair. The term limit is a maximum of two consecutive one-year terms.

4.4.4 Duties of the Chair

4.4.4.1 A Chair shall be the chief executive of the ACMI and have general supervision, direction and control of affairs of the ACMI. They shall preside at all meetings of the ACMI. They shall be the spokesperson of the ACMI in all policy and procedure matters.

4.4.5 Duties of the Vice-Chair

4.4.5.1 The Vice-Chair, if the ACMI elects to have one, shall serve to support and act as alternate Chair in the event the current Chair is unavailable for a given meeting or activity of the ACMI.

4.5 Attendance Requirements

4.5.1 A simple majority of voting members of the ACMI represents a quorum and as there are no designees permitted by statute to attend in lieu of a named member, attendance is an important component of service on the ACMI. A voting member who misses three or more consecutive meetings without excuse or permission in writing from the Chair will necessitate substitution through appointment by the Director of the Department of Health and Human Services via written request by the Chair to the Director.

Article 5 – Voting

5.1 Each appointed voting member of the ACMI shall have one vote.

5.2 A quorum shall consist of attendance by a simple majority of the voting members.

5.3 A concurrence of at least a majority of the voting members present of the ACMI at a given meeting shall be required on all agenda action items.

Article 6 – Compensation

6.1 No compensation is expending and funding is not allocated for additional compensation.

6.2 Any member of the ACMI, voting or nonvoting, who is an officer or employee of the State or a political subdivision must be relieved from their duties without loss of regular compensation, including for attendance at meetings, preparation for meetings, and to perform necessary work of the ACMI in a timely manner (as practicable). Under NRS 422.162(6), such members will not be required to make up time absent for work related to actions for the ACMI or take annual leave or compensatory time related to the same.

Article 7 – Staffing

7.1 The Division of Health Care Financing and Policy shall provide staff support to prepare agendas, minutes, and schedule/arrange meetings as requested by the Chair of the ACMI.

Article 8 – Meetings

8.1 The ACMI shall meet at times and places specified by the call of the Chair.

8.2 A quorum shall consist of attendance of a simple majority of the voting members of the ACMI.

8.3 Agenda items may be submitted verbally at prior meetings by members of the ACMI or no later than fourteen days before a given meeting by voting or nonvoting members as applicable.

8.4 Meetings will generally follow parliamentary procedure as contained in Robert’s Rules of Order insofar as they do not conflict with the Nevada Revised Statutes and these bylaws.

8.5 Meetings shall be conducted and noticed in accordance with NRS Chapter 241, collectively known as Nevada’s Open Meeting Law.

Article 9 – Subcommittees

9.1 The Chair may appoint a subcommittee or workgroup of the ACMI to study specific issues and report back with recommendations to the ACMI. A majority vote of the ACMI is necessary to approve the composition and object of a given subcommittee. Subcommittees are subject to Nevada’s Open Meeting Law.

9.2 A subcommittee created by the ACMI shall end upon a pre-determined end date upon its creation or upon completion of its charge if the charge is not updated or modified by the ACMI by majority vote of voting members.

9.3 Subcommittees may utilize the ACMI’s designated support staff (See Article 7) for scheduling, agendas, and minutes but should not require staff to fulfill substantive obligations of the subcommittee’s charge from the ACMI.

Article 10 – Amendments

10.1 Proposed amendments to the bylaws shall be submitted in writing to the Chair fourteen days prior to any meeting so that they may be included on the agenda for consideration.

10.1.1 Proposed amendments when submitted in writing shall be complete at the time of submission for posting and timely review by members of the ACMI.

10.2 The bylaws may be amended by a two thirds majority vote from voting members in attendance at a given meeting provided that the amendment has been submitted timely in writing and appropriately noticed on the agenda.

Article 11 – Conflicts of Interest

11.1 Members, both voting and nonvoting, shall be responsible for full disclosure of current or past affiliations which may cause a conflict of interest or the appearance of impropriety related to their actions on a given subject related to the duties of the ACMI. This includes declaration by a given member prior to discussion of any matter that would provide a direct financial benefit for that member or otherwise have the appearance of a conflict of interest.

11.2.1 A statement shall be made on the record indicating the abstention of the member from majoring motions or casting a vote before participating in related discussion.

ADOPTED and APPROVED this ____ day of _____, two-thousand and twenty.

Chair, The Advisory Committee on Medicaid Innovation

Voting Members of the Advisory Committee on Medicaid Innovation:

Name Title

Name Title

Name Title

Name Title

Name Title

Name Title

Name Title

Name Title

Name

Title

Voting Members of the Advisory Committee on Medicaid Innovation (Continued):

Agenda Item #8

FISCAL YEAR 2022 ACTIVITIES AND FORECASTED PROJECTS

A Report for the Information Technology Advisory Board



**Department of Administration
Enterprise Information Technology Services Division**

Timothy D. Galluzi, Administrator/State CIO
August 6, 2022

FISCAL YEAR 2022 ACTIVITIES

- The Enterprise Information Technology Services Division (EITS) used federal CARES Act dollars to invest in videoconference equipment and licensing compatible with Microsoft Teams.
- EITS Office of Information Security successfully added agent-based vulnerability scanning. This enhanced technology is one that was requested by several agencies and allows EITS to manage vulnerabilities on state devices that are being used remotely, as well as making vulnerability management within SilverNet easier.
- The Office of Information Security coordinated the response for agencies to the global log4j attacks. This was an easily exploitable zero-day vulnerability in a software library that is used in hundreds of products, making identification of vulnerable systems a challenge.
- The Office of Information Security also renewed contracts for security awareness training and phishing email reporting (KnowBe4 and PhishER), as well as completing a renewal of their continuous monitoring and managed Security Operations Center service (Accenture).
- EITS announced a feature enhancement that enabled multi-factor authentication (MFA) for all unlicensed users, guest accounts, and external user accounts accessing data in the state Office 365 tenant. As a result of feedback received from EITS' partner agencies, this decision has since been revisited by the Office 365 Governance Committee, and the planned MFA enhancement rollout was cancelled.
- The DUO VPN multi-factor authentication system was replaced by FortiToken.
- The Information Technology Advisory Board's (ITAB) quarterly meetings were stalled due to a lack of appointed members. Two appointments late in the fiscal year brought the board's appointed membership to seven, which makes a quorum possible for 2023.
- The State Website Platform Modernization Initiative kicked off in January 2022 with its first phase of implementation, which included a discovery phase, the migration of 10 websites to the new Adobe Experience Manager platform, and training for state employees.
- A single service level agreement (SLA) document that outlines EITS's services and the responsibilities of the service provider and the partner was created as a communication tool and beta tested with several agencies.
- EITS received and had approved two 2021 Homeland Security Grant Program awards, including a cyber tracking tool grant of \$60,000 and Federal Information Processing Standard computer security standard (FIPS 140) grant of \$60,000.
- EITS readied state systems for Windows 11® and has communicated with technical teams and end users about Windows 10® end of life in October 2025.
- Supply chain issues impacted multiple units and project implementation timelines. Additionally, the increased costs of goods, such as vehicles needed for the Network

Services Unit and paper needed for the Computing Services Unit, impacted the division's budgets.

- All units of the Enterprise Information Technology Services Division (EITS) have experienced turnover due to an increase in opportunities statewide and internal promotions. Hiring to fill vacancies was slow throughout the year due to a lack of applicants, new and changed human resources process, and Criminal Justice Information System background check delays. Some chronic vacancies, such as database administrator positions within the Agency IT Services unit, persist.

FORECASTED FISCAL YEAR 2023 PROJECTS

- Renew the statewide Office 365 contract at a significant cost savings to the state.
- Complete the multi-biennia, statewide Office 365 implementation.
- Replace the state's password system, EmpowerID, with Office 365 password reset capability. This is expected to create savings in software licensing costs for the state because Office 365's reset feature is included with the state's Azure Active Directory and Office 365 licensing.
- Coordinate the Information Technology Strategic Planning Committee (ITSPC) ranking of statewide technology initiatives for the 2024-2025 budget build and submit this information to the Governor's Finance Office.
- Submit the division's Agency Recommended Budget by September 6, 2022, and track all fiscal and legislative initiatives throughout the 2023 Legislature.
- Manage the State Website Platform Modernization Initiative.
- Roll out the SLA to all partner agencies.
- Resume the SilverNet over Wi-Fi pilot that will allow secure wireless access to the state's network.
- Start the unified communications pilot and study that will allow softphone integration with Microsoft Teams, among other things.
- Kick off the microwave network's end-of-life replacement project.
- Engage partner agencies in long-term mainframe services planning that will help inform the Computing Services Unit's long-term organizational planning and staffing plan.
- Submit a 2022 Homeland Security Grant Program application.
- Continue to identify opportunities suitable for American Rescue Plan Act funding and submit these to the Governor's Finance Office for consideration.