



Utah Division of Technology Services

ANNUAL REPORT

NOVEMBER 2021

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OVERVIEW

The Division of Technology Services (DTS) is the information technology (IT) service provider for the executive branch of the State of Utah, offering state agencies a wide variety of services. The vision of DTS is to be a technology leader that delivers value and simplifies the lives of Utah residents.

DTS, under the state's chief information officer (CIO), has optimized all IT resources and services for the State of Utah into one division to improve accountability, reduce costs, increase services to taxpayers, and more closely align IT with State agencies' needs.

Utah.gov has almost 1,600 online services. The growing portfolio of technological applications is the result of an evolving strategy designed by agencies, working in partnership with DTS, to keep Utah in the forefront of the field of technology by utilizing IT tools to better serve business customers and the residents of the state.

The mission of DTS is to provide innovative, secure, and cost-effective technology solutions that are convenient and empower our partner agencies to better serve the residents of Utah. DTS has developed five cornerstones that represent the agency's main areas of focus. All activities, statistics, accomplishments, and initiatives directly relate to efforts to achieve these goals.



**THE VISION OF DTS
IS TO BE A
TECHNOLOGY
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LIVES OF UTAH
RESIDENTS.**

DTS Pillars

Stimulate Economic Development



- Promote innovative services to businesses
- Develop easy-to-use digital business services from anywhere

Elevate Operational Excellence



Foster strategic partnerships with agencies to provide value and solutions that meet agency needs

Improve Quality of Life



- Develop and support easy-to-use, accessible, and innovative government services
- Promote innovative solutions to enhance agency service delivery

Enhance Security & Compliance Excellence



- Create a mindset of Security is everyone's job
- Promote a culture and technologies that instill trust and support regulatory compliance

Ensure an Engaged Workforce



- Facilitate a Work from Anywhere environment
- Leverage technology to make it easier for employees to do their job



Activities

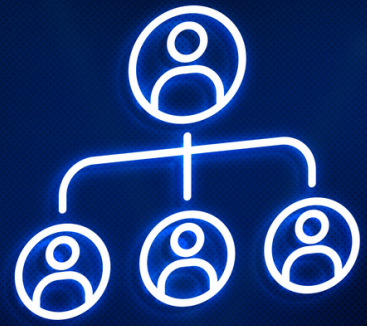
DTS is engaged in a wide range of IT endeavors and supports:

- over 1,800 servers;
- 20,000 desktop computers;
- 1.4 million internet connections daily;
- almost 1,600 online services for residents;
- over 15,000 telephones;
- security against almost two billion attempted IT intrusions daily; and
- over 4,000,000 visits to Utah.gov per month.



Internal Service Fund (ISF)

DTS operates as an ISF and charges rates for services to state agencies based on service demands. DTS service rates are reviewed and approved annually in advance of the fiscal year to assist agencies and the Governor's Office of Planning and Budget in the annual budget recommendations to the legislature. Through its prescribed rate process, DTS develops rates that accurately reflect actual costs.



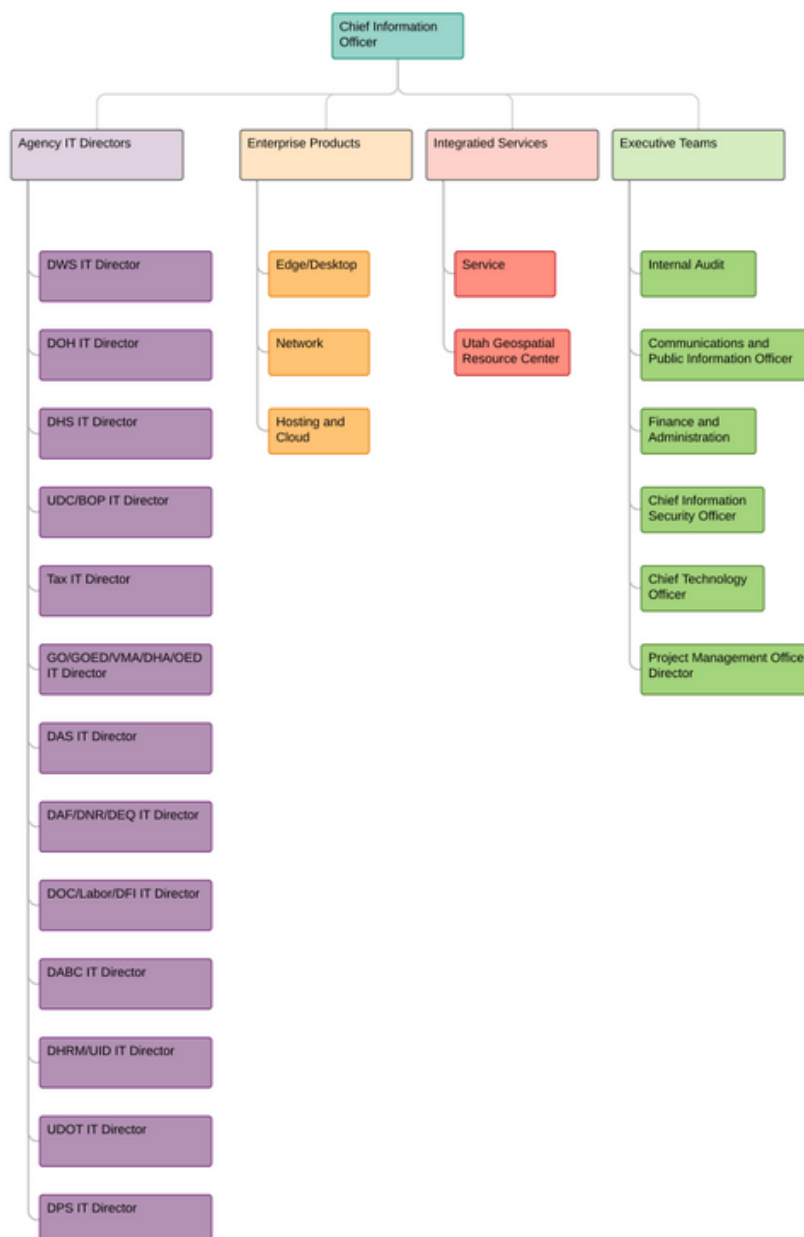
Organization Structure

In 2021, DTS became a division within the new Department of Government Operations, which aims to streamline and modernize state government. The transition from DTS being a department to a division under DGO allows DTS to 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.

DTS is organized to address functions identified in state statute (as shown in the figure to the left). During the past year, DTS made changes to its organizational structure to enhance the services DTS provides to our partner agencies by focusing on:

- creating strong agency partnerships by strategically aligning technical objectives with agency business goals,
- becoming a trusted technology partner,
- adding value to state agencies by applying a disciplined approach to services and product delivery, and
- increasing agility for delivery of IT products and services and increasing focus on customer solutions.



PERFORMANCE AND STATISTICS

ISF Rate Market Comparisons

A comparison study was conducted by an outside entity at the request of DTS to comply with legislative requirements that DTS conduct periodic market analysis of its ISF rates. The study compared DTS rates for network and desktop computing, storage, database hosting, server management, data center rack space, project management, application development, consulting, web development, and other services. The study's benchmarks included state government technology organizations in thirty-five other states, as well as commercial rate data.

Results of the study indicate that relative to rates charged by other technology organizations, DTS rates are 100 percent Reasonable to Best Value in FY 2021.

Service Level Agreements

DTS continues to utilize and track service level agreements (SLAs), which establish clearly defined and agreed-upon IT services to customers. SLAs ensure that DTS and the customer agency have a common understanding of the levels of service required in the key areas of IT service. SLAs are designed to be easily understood by all parties to ensure ongoing discussion, evaluation, and improvement. These agreements provide a clear relationship between IT costs and services, enabling agencies to make better business decisions and ensuring alignment with service-level priorities.



Performance Measures

IT strategic goals and initiatives are measurable in terms of valuable results, completion of deliverables, and adherence to cost estimates and project timelines. DTS utilizes a dashboard to measure success in achieving goals and to highlight areas where improvement is needed. Stakeholders can review the metrics in real-time. DTS will continue to develop metrics based on the DTS Strategic Plan that will be useful for the department and will enable better business practices and measurements for success in providing excellent service to customers at a reasonable cost.

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

Strategic Plan Metrics

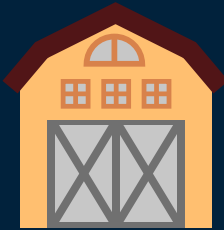


Increase number of digital transactions by 15% annually

85% of Utah businesses will utilize Utah's Business Portal by 2023



Increase number of rural-based DTS employees by 15 by 2022



Customer satisfaction rating will be 90%



Reduce number of audit compliance findings by 25%



Engagement model will be implemented on 100% of qualifying projects



Baseline cost savings to citizens and improve by 10%



Capture positive impact and efficiencies gained through new technologies



Deliver business solutions 25% faster

Improve infrastructure project throughput by 25% each year

75% of eligible employees will participate in Remote Work program



Validate an 85% cyber maturity level by conducting independent third-party assessments every two years

SCORE

Project delivery value score of 90%



Measure number of threats detected

Increase state employee successful participation in security awareness training by 25%



Reduce employee turnover rate by 10%



100% of employees complete diversity training



Improve employee skills by 25%



Financials

DTS provides IT services to state and other governmental institutions and collects revenue by charging rates for service pursuant to ISF statute. Since 2007, DTS has saved state government over \$83 million in new cost savings including an additional \$4.2 million in FY2021.

The following table shows changes in ISF net income from FY 2017 to FY 2021. DTS continually strives to create value for customers while meeting financial obligations. DTS has made a conscious effort to use the positive net income to fund new projects and capital investments and to not raise rates for customer agencies.

DTS ISF Net Income from Fiscal Year 2017 to FY 2021

FY 17	FY 18	FY 19	FY 20	FY 21
\$5,865,000	\$4,365,849	\$3,007,863	\$3,306,797	\$3,983,715

For eleven of the past twelve rate proposals, DTS has kept rates the same or decreased rates in total to customer agencies (not including the legislative-funded compensation package). This is quite an accomplishment considering that there have been increases in technology expenses where DTS found efficiencies to cover the added costs.

Complete DTS financial statements can be viewed on the DTS website (dts.utah.gov).



ACCOMPLISHMENTS

The following is a brief sampling of the DTS accomplishments over the past year. A complete list can be viewed on the [DTS website](#).

Remote Work Success

As more employees work from home, DTS needs to provide the IT support and tools they need to effectively provide government services to the residents of Utah. The team had to pivot the service model very quickly over the past year and half. DTS provided employees a secure virtual private network, collaboration tools, video conferencing tools, laptops, and softphones, all while providing support remotely instead of in person. DTS must continue these efforts into the future.

Department of Human Services Migration to the Cloud

This migration of the Office of Recovery Services Information System (ORSIS) from the mainframe to the cloud resulted in a significant decrease in operations costs and also opened up the opportunity to further modernize ORSIS with both new technologies and further optimizations to cloud native technologies. This migration was accomplished in a manner that allowed workers to transition seamlessly to the new system.

Oil, Gas, and Mining Mobile Field Inspection Tool

Working together, the DTS Development Team; the Division of Oil, Gas, and Mining Geographic Information Systems (GIS) Team; and the Utah Geospatial Resource Center (UGRC) designed, developed, and deployed two new mobile device field inspection tools. Using the new mobile application, field inspectors are able to download data to their device prior to their on-site inspections. Both data and photos can be collected and submitted as part of the inspection process.

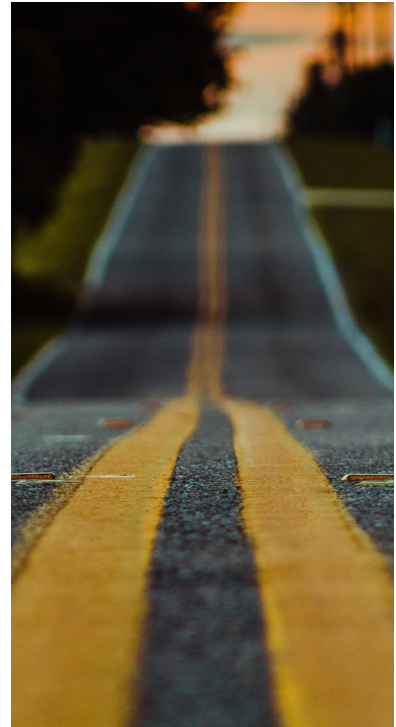
Mobile Driver License (mDL)

The Driver License Division has rolled out mDL usage for Utah. Part of this project was creating a way for the mDL application to receive the data securely stored on the device. This required creating an interface to handle significant traffic and ensure it was ready when requests came in. In addition, DTS did an elastic service in the cloud that allows the system to grow with the demand as more users come online with the application. This will also enable easy

growth with Apple's mDL and Google's offering of mDL on Android devices.

Road Usage Charge (RUC) Project

The aim of the RUC Project was to give a high-level dashboard and information to RUC administrators. This project leveraged Google Cloud to import files from the RUC platform and then visualize data from the files in a way that is beneficial to the Utah Department of Transportation.



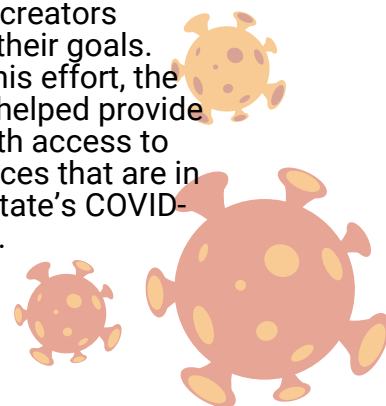
COVID-19 Response

Over the last year the DTS Cloud Machine and Core Cloud Ops teams have been instrumental in the support and ongoing design of

<https://coronavirus.utah.gov> and its supporting

applications. The teams have helped improve the reliability of the site over the last year and have helped the site developers and content creators accomplish their goals.

Along with this effort, the teams have helped provide DTS staff with access to cloud resources that are in use for the state's COVID-19 response.



FY 2022 INITIATIVES

The following is a brief sampling of the estimated 800 technology initiatives underway throughout executive branch agencies, each supported by DTS. A complete list of initiatives can be viewed in the FY 2021 IT Plan on the [DTS website](#).

Data Center Exit

DTS is working on a Salt Lake Data Center Exit project to move from the current location at the Capitol Complex as the facility is slated to be demolished within the next two years. The data center houses the servers that host state agency IT applications and systems.

The transition from the current data center to another location will be seamless for state agencies. DTS will work to migrate the systems and applications without any downtime for state agencies. The team will be working with all teams to ensure a smooth transition to the cloud or other options.

Portfolio Planning

DTS will be working with all teams to instill a culture of planning throughout the organization. The goal is to implement a consistent way to plan initiatives and projects and provide regular reporting to ensure efforts are coordinated.



Electronic Time Cards at the Department of Alcoholic Beverage Control (DABC)

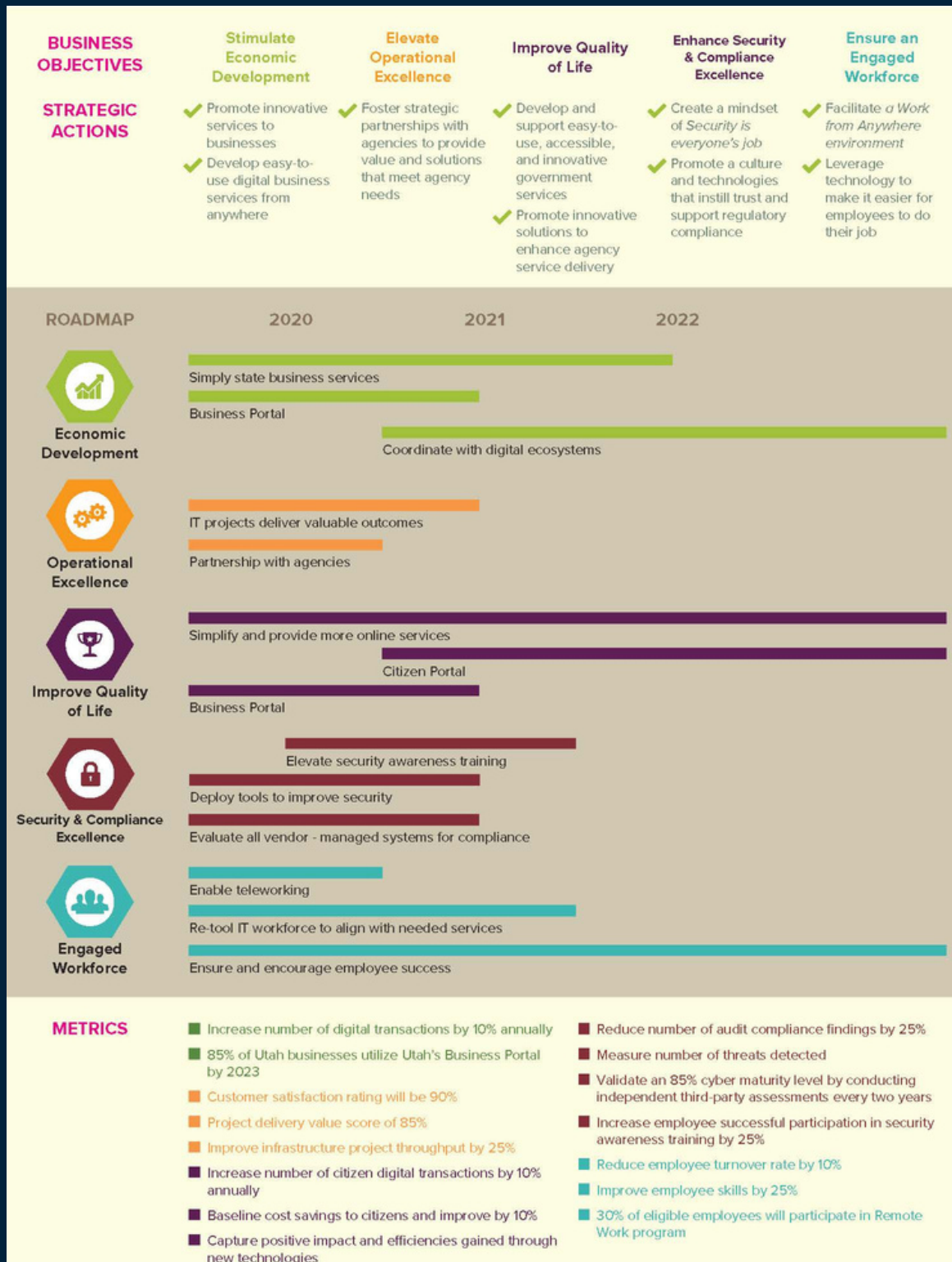
DABC currently uses paper time-stamp time cards in all fifty DABC stores and in the DABC warehouse. At the end of each time period, the manager gathers the cards, totals the work times of each employee, and then keys that information into the state's payroll system. This manual time-entry process is not only time consuming; it also lends itself to human error. To streamline the time-entry process, DABC identified and procured an electronic time card system made by TimeClock Plus. DABC is in the process of deploying these electronic time clocks to all fifty stores and the DABC warehouse. The project is scheduled to be completed by November 2021. Upon completion, work time in the stores and warehouse will be gathered using electronic time card machines where employees will clock in/out electronically. State rules have been created in the system to calculate the total amount of work time, and employees and managers will approve their time electronically, saving the state thousands of work-hours each year.

One Utah - Citizen Portal

DTS must implement a fully functional Citizen Portal by 2025. The portal will be a one-stop shop for Utah residents to be able to easily access state government services and information.

EMERGING ISSUES

A DTS Strategic Plan was published for 2021–2024, which includes several emerging issues:



AWARDS

The State of Utah has received the following national awards and recognition for digital government services.



AVA Award - Gold Award

Utah.gov was recognized for creative excellence. Utah.gov received a Gold award from the AVA Digital Awards. The award is administered and judged by the Association of Marketing and Communication Professionals. It recognizes outstanding work by creative professionals involved in the concept, direction, design, and production of media that is part of the evolution of digital experiences.



Horizon Award - Gold Award

The Horizon Interactive Awards competition recognizes the best web sites, videos, online advertising, print media and mobile applications. Each year, the competition receives thousands of entries from all over the world from diverse multi-media, graphic design, advertising, and marketing backgrounds.



Communicator Award - Award of Distinction

The Academy of Interactive and Visual Arts awarded Utah.Gov the Communicator Award of Distinction.



Government Experience Award - Second Place

Utah.gov was honored with a second-place finish in the Government Experience Awards. The awards recognize the achievements and best practices of states, cities and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered.



Interactive Media Awards - Best in Class

Utah.Gov was awarded the IMA Best in Class Award in the Government category. The Best in Class award is the highest honor bestowed by IMA. It represents the very best in planning, execution, and overall professionalism. In order to win this award level, your entry had to successfully pass through our comprehensive judging process, achieving very high marks in each of our judging criteria - an achievement only a fraction of entries in the IMA program earn each year.



Internet Advertising Competition - Best Government Website

The Web Marketing Association has selected Utah.gov as the Best Government Website in its 2021 Internet Advertising Competition Awards.



WebAward - Outstanding Website

Utah.gov has won an Outstanding Website WebAward from the Web Marketing Association. The WebAward program is the longest running annual website award competition dedicated to naming the best Web sites in 96 industries while setting the standard of excellence for all website development.

CONCLUSION

The primary activities of DTS in the coming year will focus on securing the state's data assets and the continued optimization of IT resources across the state. IT services continue to evolve, exposing new opportunities for enterprise shared services, improvements in service effectiveness, and accountability to customers. Ongoing efforts are underway to optimize service offerings within the evolving technical architecture and business requirements of state agencies, local governments, and interbranch collaboration with the legislative and judicial branches. DTS will continue to partner with state agencies in order to improve services for the residents of Utah.

