State of Illinois Annual Report 2019
Department of Innovation & Technology (DoIT)

Governor JB Pritzker
Acting Secretary and State Chief Information Officer Ron Guerrier

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Executive Summary

The Department of Innovation & Technology (DoIT) delivers statewide technology, innovation and telecommunication services to state government agencies, boards and commissions as well as policy and standards development, lifecycle investment planning, enterprise solutions and privacy and security management.

DoIT manages the Illinois Century Network (ICN), a service that creates and maintains high speed telecommunications networks providing reliable communication links to and among Illinois schools, institutions of higher education, libraries, museums, research institutions, state agencies, units of local government and other entities that provide service to Illinois residents.

DoIT's mission: *To empower the State of Illinois through high-value, customer-centric technology by delivering best-in-class innovation to client agencies, fostering collaboration and empowering client agencies to provide better services to residents, businesses and visitors while maximizing the value of taxpayer resources.*

Created by Executive Order 16-01 in 2016 and codified by Public Act 100-0611 in 2018, DoIT is Illinois' newest state agency. In 2019 Governor Pritzker appointed Ron Guerrier as State CIO and DoIT Acting Secretary. During 2019, Secretary Guerrier built a new leadership team and established strategies and priorities to build a solid foundational structure for DoIT.

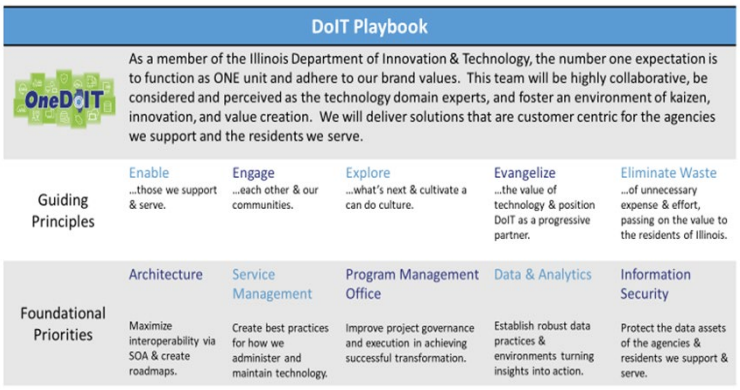
Foundational Pillars

To deliver on its mission and serve customers, DoIT is focused on five foundational pillars:

- Architecture – to maximize interoperability via service-oriented architecture
- Service Management – to create best practices for how technology is administered and maintained
- Program Management – to improve project governance and execution in achieving successful transformation
- Data & Analytics – to establish robust data practices and environments turning insights into action
- Information Security – to protect the data assets of the agencies and residents we serve

Executive Summary (cont.)

Foundational Priorities



DoIT Playbook

As a member of the Illinois Department of Innovation & Technology, the number one expectation is to function as ONE unit and adhere to our brand values. This team will be highly collaborative, be considered and perceived as the technology domain experts, and foster an environment of kaizen, innovation, and value creation. We will deliver solutions that are customer centric for the agencies we support and the residents we serve.

Guiding Principles	Enable ...those we support & serve.	Engage ...each other & our communities.	Explore ...what's next & cultivate a can do culture.	Evangelize ...the value of technology & position DoIT as a progressive partner.	Eliminate Waste ...of unnecessary expense & effort, passing on the value to the residents of Illinois.
Foundational Priorities	Architecture: Maximize interoperability via SOA & create roadmaps.	Service Management: Create best practices for how we administer and maintain technology.	Program Management Office: Improve project governance and execution in achieving successful transformation.	Data & Analytics: Establish robust data practices & environments turning insights into action.	Information Security: Protect the data assets of the agencies & residents we support & serve.

The five foundational priorities translate into DoIT's agency playbook as shown to the left.

OneDoIT

A core component of the agency has been to transform the culture, with a focus on service to client agencies. The mantra of "OneDoIT" continues as both legacy and new employees embrace the value of breaking down silos and working as an enterprise.

Customer Core Values

Providing service to agencies is a core value at DoIT and understanding their expectations of that service is pivotal. Those words, as described by agency directors of client agencies, are found in the halls of DoIT as a reminder to stay focused on what our customers expect from us.

Status of IT Transformation

IT transformation continues at DoIT with varying levels of completion in the areas of Network, Computer, End User Computing (EUC), IT Service Desk, Security, File/Print and Microsoft Office 365. A key component of IT Transformation has been to unify many IT personnel into common purpose and common cause to help serve agencies more effectively, more efficiently, and with a focus on enterprise goals. DoIT's federated approach seeks to unify staff performing work that is common across the enterprise and can be standardized to gain efficiencies while those activities that are unique amongst agencies, primarily applications development, will mostly remain assigned to the agencies being served.

At the end of 2019, the transformation status of agencies is listed below.

AGENCY	STATUS	AGENCY	STATUS
Abraham Lincoln Presidential Library	Complete	Department of Human Rights	Complete
Department of Aging	In Progress	Department of Human Services	In Progress
Department of Agriculture	Complete	Department of Insurance	Complete
Illinois Arts Council	In Progress	Department of Juvenile Justice	In Progress
Capital Development Board	Complete	Department of Labor	Complete
Central Management Services	Complete	Liquor Control Commission	In Progress
Children & Family Services	In Progress	Illinois Lottery	Complete
Commerce and Economic Opportunity	In Progress	Office of Management and Budget	In Progress
Department of Corrections	In Progress	Department of Military Affairs	In Progress
Deaf and Hard of Hearing Commission	Complete	Department of Natural Resources	Complete
Council on Developmental Disabilities	Complete	Illinois State Police	In Progress
Department of Employment Security	Complete	Prison Review Board	Complete
Emergency Management Agency	Complete	Department of Public Health	In Progress
Environmental Protection Agency	Complete	Department of Revenue	In Progress
Financial and Professional Regulation	Complete	State Fire Marshal	Complete
Illinois Gaming Board	Complete	Department of Transportation	In Progress
Guardianship and Advocacy Commission	Complete	Department of Veterans' Affairs	In Progress
Healthcare and Family Services	Complete		

Supplier Diversity and Procurement

DoIT strives to ensure that equal opportunities are provided to all Illinois businesses contracting with the State of Illinois and works to encourage diversity in procurement with programs that provide opportunities to the minority, veteran, and woman owned businesses of the state. Actions taken in recent years include:

- DoIT Awards First Sheltered Market Contract

DoIT issued an RFP under the sheltered market in the area of application rationalization to assist the State in retiring outdated, legacy applications. DoIT awarded the contract to a BEP firm.

- ITRP Resource Contracting Encourages BEP Vendors

DoIT issued the Information Technology Resource Planning (ITRP) contract, which is designed to provide specific term capacity for IT project work from pre-qualified IT vendors. DoIT will continue its outreach efforts to BEP firms to encourage them to participate as a pre-qualified vendor in the ITRP to provide the State IT consulting services.

- Project/Resource Sheltered Market (PRSM)

DoIT formed PRSM to address disparities in the State's contracting with minority, women and persons with a disability owned businesses in the IT/Telecom industry. PRSM is targeted at certified BEP suppliers to provide opportunities for them to bid on specific and well-defined projects.

Budget Summary FY18 - FY20

DoIT utilizes a chargeback structure to recover its costs associated with IT and Telecommunication services. Revenues are received from state agencies and other entities as payment for IT services rendered. The fund was created as mechanisms to support centrally provided services rather than fund all central services directly though the GRF. They provide a means to capture the full cost to the state in providing a service, and to fairly distribute that cost to user agencies. As such, they serve as real-time charge back vehicles which maximize federal funds participation in state programs.

FY20 Budget Overview

- Personnel - $290 Million: Costs include, DoIT Legacy & Transformed payroll, along with annualized costs of non-transformed agencies. The lines include all salaries and fringe benefits.
- Base IT & Telecom Support - $160 Million: These are the traditional DoIT charges such as phone bills, IT bills, and planned base electronic purchases from user agencies.
- IT Contracts & Initiatives/Cash Flow Driven/Cost Shifts - $200 Million: Funding budgeted by the agency for IT and Telecom initiatives necessary to complete agency missions, often part of multi-year investments. Also, funding budgeted by the agencies for IT and Telecom contracts that will be consolidated into DoIT. Additional spending authority to cover possible liabilities.
- Capital Funding - $413.9 Million: For critical IT projects, to include but not limited to Enterprise Resource Planning (ERP), Cyber Security, and IT Transformation supporting the modernization of state government. Also, for the K12 initiative, to refresh aged components of the network and expand the existing network.
- General Revenue Funding - $10 Million: To the Illinois Century Network for broadband projects.

DoIT Appropriations History

Department of Innovation & Technology	FY18 Appropriation	FY19 Appropriation	FY20 Appropriation
General Revenue Fund K-12	$0.0	$0.0	$10,000.0
Technology Management Revolving Fund	$350,000.00	$650,000.0	$650,000.0
Capital Development Fund – IT Projects	$400,000.0	$400,000.0	$393,942.3
Capital Development Fund – Statewide Broadband	$0.0	$0.0	$20,000.0
Technology, Education and Cybersecurity Fund	$0.0	$0.0	$0.0
General Revenue Fund* - AFSCME Back Wages	$0.0	$2,125.6	$0.0
General Revenue Fund* - AFSCME Back Wages	$0.0	$2,386.7	$0.0
General Revenue Fund* - AFSCME Back Wages	$0.0	$2,837.7	$0.0
Total	$750,000.0	$1,057,349.9	$1,073,942.3

2019 – Strategies in Action

Key IT milestones achieved in 2019 are summarized below.

Infrastructure/Network/Applications/Architecture:

- Completed VMAX upgrade
- Deployed SDDC and launched adoption process
- Awarded $420M in funding for expanding broadband, including $20M for ICN
- Created E-Rate consortium for K-12
- Completed SharePoint migrations
- Launched Project Management Portfolio (PMP) pilots
- Established Agency Proposal Review Committee (APRC) to review project proposals
- Migrated Centrex and video to VoIP
- Upgraded LAN switches at nearly 300 sites
- Launched Enterprise License and Permitting (ELP) platform in multiple agencies
- Introduced enterprise O365 service to provide cloud-based communication and collaboration tools
- Delivered 10 upgraded websites and decommissioned 16 outdated websites

Administration

- Established DoIT Audit Committee
- Enhanced deliverables and developed comprehensive record of DoIT contracts
- Filled critical senior staff vacancies, including the establishment of Chief Enterprise Architect and Chief Data Officer positions
- Established and implemented vendor management office procurement process and training for agency
- Forming policies for records retention and administrative rules
- Conducted supervisory trainings to strengthen staff management skills
- Calculated and processed payments for bargaining unit backpay and merit compensation employees
- Reached agreement with AFSCME to implement required fingerprint background checks
- Established recruitment officer position and successfully filled 92 vacant positions
- Hosted three supplier days to engage vendor community and strengthen supplier diversity
- Co-hosted Illinois Digital Government Summit, with the addition of a local/county govt assembly
- Honored with four national State Government IT awards including CIO 100, NASCIO and StateScoop
- Conducted 3 Rapid Results training programs, adding 42 trained employees

ERP

- Prepared for largest ERP go-live to date (Jan. 1, 2020) with the addition of 9 agencies and 1,100 users – key milestones included: 250 unique scenarios tested, 3.7M+ interface transactions tested, 450 data files successfully loaded in SAP, 7M+ records successfully converted, 360 training classes planned across 8 cities
- Developing custom executive dashboards for greater transparency into ERP
- Partnered with agencies to kick off design for human capital management wave and analytics functionality

Data & Analytics

- Initiated data science Center of Excellence to introduce data analytics to internal users and provide subject matter guidance, as needed
- Contributed to creation of opioid matching program through data index creation and machine learning tools
- Collaborated with DOR to increase cost savings on tax fraud analytics program
- Created data governance model with DCFS to use across agencies

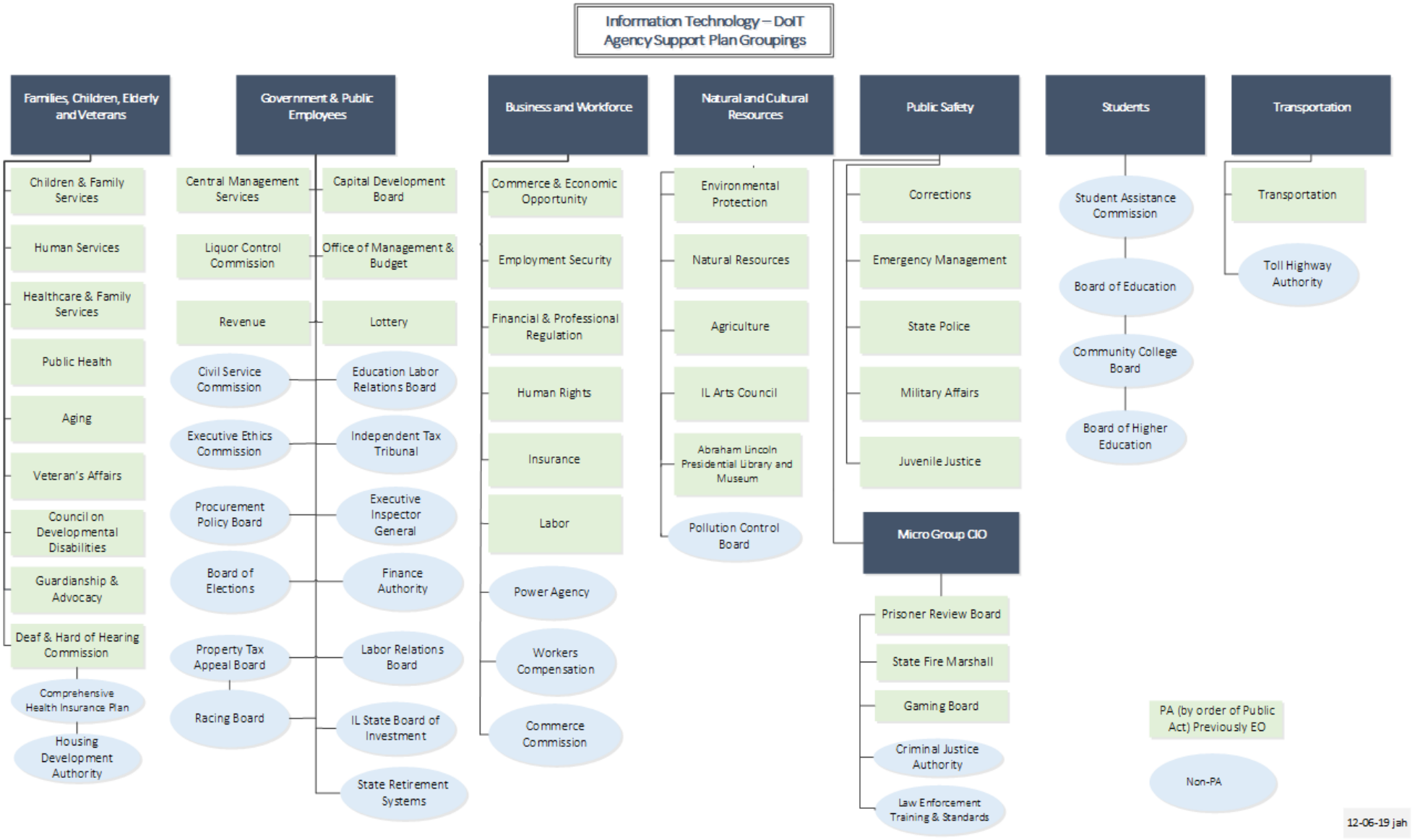
Agency Outreach

- Launched "Girls Go CyberStart" program for Illinois high school students
- Increased outreach on STEM programs in Illinois
- Expanded agency's social media presence:
  - LinkedIn – more than doubled followers to 2,077, created 99 posts with an average engagement of 9.86%
  - Twitter – added 144 followers for a total of 708, created 144 tweets, resulting in 113,974 impressions
- Recognized IT and Cyber Awareness months with messaging and activities
- Selected to participate in Governor's Tent at Illinois State Fair, with display focused on STEM and ICN
- Distributed 26 agency newsletters, 11 press releases resulting in many media mentions, staff participation in numerous speaking opportunities, and three Town Halls/Secretary videos
- Launched employee blog (SoundBytes) to strengthen internal communications

Agency Assistance

- Create senior help line and service search tools at DoA
- Implement overtime tracking system at CMS
- Launch automatic voter registration (AVR) at multiple agencies
- Transition to Illinois.gov domain and upgraded Docuware at CDB
- Generate cost savings through electronic statements at DES
- Perform upgrades for AV, fiber, UPS, survey/registration processes and migrated email at IEMA
- New gun licensing system, improvements made in TraCS & GIS functionality added at ISP
- Launch informational kiosk for exhibit at ALPLM
- Provide over 200,000 online training courses through OneNet and advanced accessibility compliance for the State of Illinois at DHS
- Progress in the advancement of securing devices, servers and database at DPH
- Advance the data practice bringing increasing cost savings to the state, upgrade Gentax system, migrate call center and implement new imaging system, as well as provide support for enterprise systems at DOR
- Improve and expand workflow automation to increase efficiencies at EEC
- Rapidly implement required program tools on portal and achieved highest rating on federal security assessment at ISAC
- Expand data analytics tools and modernize dashboards & systems at DOI
- Implement industrial hemp licensing, mapping and renewal system and modernize/upgrade systems at Dept of Ag
- Achieve advancements in the areas of data management & visualization, application enhancements, infrastructure upgrades, FOIA process and administrative processes at DCFS
- Launch mobile certification application and upgrade systems to minimize fraud and security at IES
- Perform system upgrades on multiple applications, allowing for recertifications and system integrations at DCEO
- Implement loan grant tracking system at EPA
- And decommissioning of outdated technology, ERP implementations, PC refreshes, switch upgrades at many agencies

Appendix A


Information Technology – DoIT
Agency Support Plan Groupings
Families, Children, Elderly and Veterans
Children & Family Services
Human Services
Healthcare & Family Services
Public Health
Aging
Veteran's Affairs
Council on Developmental Disabilities
Guardianship & Advocacy
Deaf & Hard of Hearing Commission
Comprehensive Health Insurance Plan
Housing Development Authority
Government & Public Employees
Central Management Services
Capital Development Board
Liquor Control Commission
Office of Management & Budget
Revenue
Lottery
Civil Service Commission
Education Labor Relations Board
Executive Ethics Commission
Independent Tax Tribunal
Procurement Policy Board
Executive Inspector General
Board of Elections
Finance Authority
Property Tax Appeal Board
Labor Relations Board
Racing Board
IL State Board of Investment
State Retirement Systems
Business and Workforce
Commerce & Economic Opportunity
Employment Security
Financial & Professional Regulation
Human Rights
Insurance
Labor
Power Agency
Workers Compensation
Commerce Commission
Natural and Cultural Resources
Environmental Protection
Natural Resources
Agriculture
IL Arts Council
Abraham Lincoln Presidential Library and Museum
Pollution Control Board
Public Safety
Corrections
Emergency Management
State Police
Military Affairs
Juvenile Justice
Micro Group CIO
Prisoner Review Board
State Fire Marshall
Gaming Board
Criminal Justice Authority
Law Enforcement Training & Standards
Students
Student Assistance Commission
Board of Education
Community College Board
Board of Higher Education
Transportation
Transportation
Toll Highway Authority
PA (by order of Public Act) Previously EO
Non-PA
12-06-19 jah

Appendix B

2019 Press Releases Issued

2-26-2019
Illinois Century Network (ICN) to Participate in Technology Educator Conference This Week

3-4-2019
Gov. Pritzker Appoints Experienced Leaders to Key State Agencies

4-2-2019
Governor Pritzker Proclaims April as Innovation and Technology (IT) Month in Illinois

4-12-2019
Gov. Pritzker Celebrates Innovation Day

5-8-2019
Illinois Honored with 2019 StateScoop 50 Awards

8-5-2019
Gov. Pritzker Signs Medicaid Overhaul to Expand Health Care Access, Eliminate Application Backlog and Increase Transparency

8-8-2019
Illinois DoIT's Inaugural Year Brings Digital Progress for State

8-15-2019
Gov. Pritzker Launches Connect Illinois, a $420 Million Statewide Broadband Expansion Under Rebuild Illinois

8-23-2019
State of Illinois Recognized at CIO 100 Symposium with Innovation and Technology Award

10-2-2019
Governor Pritzker Proclaims October as Cyber Security Awareness Month in Illinois

11-14-2019
Illinois Joins Girls Go CyberStart Challenge to Encourage More High School Students to Explore the Field of Cybersecurity