



Information Technology Transformation

2017 Annual Report

Bruce Rauner
GOVERNOR

Kirk Lonbom
CHIEF INFORMATION OFFICER
ACTING SECRETARY

December 31, 2017



Information Technology Transformation

Table of Contents

Letter from Acting Secretary Lonbom	1
Executive Summary.....	2
Digital Transformation	6
Securing the State.....	10
Digital Enablement	12
Efficiency through Innovation	13
Building a Smarter State.....	15
Digital Transformation in Action.....	16
Online References.....	22
Recommendation for Legislation	24
Frequently Asked Questions	25

APPENDICES

Executive Order 2016-01	Appendix A
Agency Support Plan Groupings	Appendix B
IT Budget by Agency	Appendix C
Draft of Recommended Legislation	Appendix D

December 31, 2017

To the Members of the General Assembly:

The Illinois Department of Innovation & Technology (DoIT) is pleased to present its annual report to the General Assembly, as required by Executive Order 16-01.

DoIT is leading a digital transformation of government that is focused on the core tenants of modernizing and improving citizen interaction points, increasing transparency and accountability into state finances, leading the charge on a data driven government through analytics, and embedding cyber security practices and strategies throughout our enterprise.

As we continue our focus on improving the core functions of government and modernizing our systems, DoIT continues to be a leader in the establishment of Illinois as the nation's first Smart State, helping to drive cost-savings in local government through a smart street lighting contract, developing the first cybersecurity strategy in state history, fostering innovative technologies like blockchain and artificial intelligence, and innovation in state purchasing to lower costs and increase diversity in procurement.

As we continue our journey in strengthening our infrastructure, improving our security posture, modernizing our systems and delivering best in class customer service, we continue to seek the General Assembly's partnership in protecting citizen data and improving government services. We believe this report highlights those critical areas and helps develop greater understanding of DoIT's mission and importance in improving state government for our residents, taxpayers, and employees.

Sincerely,



Kirk Lonbom
Acting Secretary

CC: John Cullerton, Senate President
Michael Madigan, House Speaker
Jim Durkin, House Minority Leader
Bill Brady, Senate Minority Leader

Tim Anderson, Secretary of the Senate
Al Kroner, Director, Legislative Research Unit

Executive Summary

The Mission of the Illinois Department of Innovation & Technology

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.

On January 25, 2016, Governor Bruce Rauner issued Executive Order 16-01, directing the consolidation of multiple information technology functions under a single agency. The former Information Technology Office, also known as the Office of the Chief Information Officer, was reconstituted as a new principal department of the Executive Branch of state government, directly responsible to the Governor. This executive order created the Illinois Department of Innovation & Technology.

The establishment of the Illinois Department of Innovation & Technology (DoIT) was an important strategic decision intended to both address significant deficiencies in the state's information technology environment as well as accelerate an overall digital transformation in the State of Illinois. The Executive Order specifically identified key weaknesses and risks facing the state.

- Although Illinois devoted significant resources to information technology functions, Illinois ranked in the top five states by technology expenditures while being ranked in the bottom quartile of all states for digitization and technology advancement.
- Agencies were maintaining their own technology infrastructure and supporting their own software and application development, operating in a vacuum, resulting in wasted technology spending and the existence of thousands of redundant, outdated, non-interoperable systems which were extremely costly to maintain.
- The private information of our employees and their dependents, consumers of state services, taxpayers and the residents and businesses of Illinois was at significant risk due to cyber-threats. In addition, critical state services were being delivered via outdated and unmaintained technology systems which were extremely vulnerable to cyber-attack, potentially disrupting the state's ability to serve its citizens.

The Department of Innovation & Technology (DoIT) was created to address these deficiencies, weaknesses and waste and to serve in a leadership role to effect the digital transformation of state government. Information technology consolidation and unification was identified as the best way to rapidly address the decades of technical debt while accelerating the overall digital transformation. The Secretary of DoIT was charged with specific responsibilities to effectuate the digital transformation.

- **Digital Transformation** - Transform information technology functions
- **Securing the State** - Protect state data and systems from cyber-attacks and breaches



Information Technology Transformation

- **Digital Enablement** - Enable state agencies to provide better services to Illinois citizens and key stakeholders
- **Efficiency Through Innovation** - Reduce Costs and avoid inefficiencies

2017 Overview

In 2017, DoIT and its client agencies built on the momentum established in 2016, making significant progress toward overall digital transformation, enhancing cybersecurity, improving both information technology and agency operations and establishing foundations which provide significant efficiencies and cost-savings. In addition, DoIT provided key leadership and guidance to advance the State of Illinois as the first “Smart State” in the nation and continued to ‘lean forward’ through innovative partnerships and establishing a technology-ripe ecosystem to advance leading-edge technology use and promote Illinois as a “State of Innovation.”

Digital Transformation – Digital transformation includes transformative activities in six key areas, namely leadership transformation, enhancing the digital experience, establishing a data-driven government, transforming business and technology operations, workforce transformation and establishment of an effective digital ecosystem.

During 2017, DoIT made considerable progress in all six digital transformation areas. Key technology leadership positions were established to lead the ongoing transformation. Agency leadership was continually engaged in driving the digital transformation. DoIT’s rapid expansion of the use of mobile technologies has resulted in a drastic increase in the percentage of mobile interactions with citizens.

DoIT’s State Data Practice is empowering agencies to exploit analytics and save the state millions of dollars, and technology consolidation is establishing a unified, more cost-effective technology infrastructure.

The General Assembly and external stakeholders have been engaged to help establish a rich future for technology growth in the state. In January, the General Assembly will release a report regarding the potential usage of blockchain technologies to improve government services, and key cybersecurity legislation was passed to ensure our employees can effectively serve as a first-line of defense against cyber-attacks.

Securing the State – In 2017, DoIT completed and commenced execution of the state’s first Cybersecurity Strategy while enhancing the protection of 6 billion confidential electronic records. DoIT further established the state’s first Cybersecurity Operations Center which is reducing the impact of cyber-attacks on a real-time basis. Risk was reduced to state data and systems by providing cybersecurity awareness training to over 46,000 state employees. The Executive Order established the DoIT Secretary as the data steward for the state’s data, which has established clear responsibility for ensuring the security of this critical information.

Digital Enablement – Digital transformation is yielding great benefits for our agencies and our citizens. In 2017, focus on mobile applications has improved how the state engages with its citizens. Modernization



Information Technology Transformation

of digital solutions is significantly increasing on-line citizen interaction in areas such as licensing, and the creation of new solutions are providing enhanced efficiencies and safety to our workforce. Data analytics is driving better decisions and identifying focus areas for improving the life of our citizens.

The State's Enterprise Resource Planning (ERP) initiative is providing accountability, credibility, transparency and sustainability for the management of the state's resources. This critical initiative is a key component to the digital transformation but more importantly, is addressing decades of inconsistent and ineffective financial management processes.

Data and system interoperability governance and capabilities are being established which will result in enhanced visibility and improved services in the health and human services (HHS) area. Federal funding was obtained which is assisting with the establishment of an HHS interoperability platform which will help transform how the state serves its citizens in need.

DoIT is establishing enhanced service delivery to its client agencies through process improvement and the implementation of modernized services systems. DoIT has adopted best-practices service management procedures and operations, and is receiving high marks in terms of end-user customer satisfaction.

Efficiency Through Innovation – Technology infrastructure consolidation is key to reducing costs. In 2017, infrastructure and network unification efforts resulted in savings and cost-avoidance of over \$20 million. Migration of the disparate technology domains of agencies is further increasing efficiencies through the elimination of redundant systems while also reducing cyber risk. Efforts including conversion of the state's phone lines to Voice over IP and establishing and moving state computing workload to the cloud is reducing the state's need for unsupported legacy hardware as well as avoiding new equipment procurements.

The execution of information technology governance and a focus on enterprise solutions is resulting in significant cost-avoidance and elimination of redundant systems and processes. Hundreds of legacy applications are being eliminated through the establishment of the ERP, and dozens of individually supported licensing applications are being replaced through an enterprise licensing platform. Moving forward, enterprise case management and grants management solutions will be provided via established enterprise platforms, saving the state millions of dollars by eliminating a high number of 'one off' solutions. DoIT is further leading an enterprise-wide application rationalization effort, which will significantly reduce costs, improve efficiencies and increase value.

DoIT is identifying opportunities and facilitating cross-agency solutions. An effort involving the Department of Revenue, Department of Employment Security and DoIT eliminated the need for the procurement of a system, avoiding millions in costs, and further providing a consistent user experience to our citizens.

DoIT is leading a technology contract rationalization effort which is examining the technology contracts across DoIT client agencies. The responsibility for technology contracts of DoIT client agencies is being transferred to DoIT, which will identify significant redundancies and cost savings, while utilizing the



Information Technology Transformation

collective buying power of the unified technology environment under DoIT. DoIT further executed the first “sheltered market” procurement, cementing the state’s and DoIT’s commitment to diversity in state procurement.

Building a Smarter State – In 2017, Illinois led the nation in the establishment of a “Smart State.” Partnerships remain key in this endeavor, demonstrated through a partnership with the University of Illinois and assisting the National Association of State Chief Information Officers (NASCIO) with driving the Smart State paradigm across the nation. DoIT completed a state-wide procurement for smart-street lighting, which will enable cities of all sizes across Illinois to take advantage of the state’s collective buying power and help digitally transform their own communities. Work is in progress toward ‘smart buildings’ for state government as well as early requirements gathering for a “smart-kiosk” RFP to further assist local governments with advancing our Smart State direction. Accelerating the use of technologies such as artificial intelligence, chat-bots, advanced data analytics tools and others will advance Illinois’ overall effort for improving citizen services in a more efficient manner through innovation.

Digital Transformation

Transform the State's Information Technology Functions

DoIT has focused on transparency throughout the digital transformation process. While this report contains significant information regarding transformation activities in 2017, DoIT has ensured overall transparency by posting relevant documents and information on the [DoIT public web site](#).

The State of Illinois Digital Transformation strategy includes transformative activities in six (6) key areas;

LEADERSHIP TRANSFORMATION - Leadership must develop the vision for digital transformation; a vision to provide optimal value to our citizens, to our employees and to our partners.

- **Advisory Boards** were formed, consisting of agency directors, representatives from the Governor's Office, Governor's Office of Management and Budget and staff from Illinois-based organizations to provide knowledge, expertise and guidance in DoIT's development of IT strategy.
- **Established joint-ownership of digital transformation with agency leaders** to drive innovation and digital transformation from the business perspective. An example of this is demonstrated in the video included [here](#).
- **Quarterly Business Reviews (QBRs)** are conducted with agency leadership to review DoIT's service delivery and help prioritize agency and cluster initiatives.
- **Cluster Chief Information Officer (CIO)** positions were established to lead transformation activities within each of seven vertical business alignments: Families, Children, Elderly and Veterans; Government and Public Employees; Business and Workforce; Natural and Cultural Resources; Public Safety; Students and Transportation. Positions were structured to accelerate IT Transformation from within agencies, aligned in groups by common customer set and service delivery. (see Appendix B - Agency Support Plan Groupings)
- DoIT hosts **Annual Strategic Planning Summits** to bring together Directors, CIOs and business leaders for an impactful session of identifying and focusing on enterprise-wide missions and strategies that DoIT supports to align with the Governor's initiatives.
- Monthly **CIO Council** meetings bring together agency CIOs to align strategies and best practices.

EXPERIENCE TRANSFORMATION – Providing superior products and services and enhancing the digital experience.

- DoIT is rapidly expanding the **Going Mobile in Illinois** strategy, with over 40 mobile apps now live to improve citizen interaction points and streamline access to information. This effort has led to an increase of mobile-enabled citizen interactions from 3% to 45% in the last year.
- Launched the new DoIT.Illinois.gov site, integrating news, information and services and optimized search capabilities.
- DoIT is **integrating service-management best practices** throughout the enterprise and establishing clear service level agreements to ensure transparency and accountability in information technology service delivery.
- **Innovative technologies** including chat-bots and artificial intelligence are providing DoIT with enhanced abilities to serve its customers. A chat-bot hackathon in partnership with Microsoft and Innovate Springfield accelerated chat-bot development for the state, and an RFI for artificial intelligence uses for government was released and responses are currently being evaluated.

INFORMATION TRANSFORMATION – A focused approach to extract and develop the value and utility of information and establish a highly-mature data driven government.

- Established a **State Data Analytics Practice** and hired Illinois' first data officer, data scientist and data architect. The practice supports established standards for evaluating data to strengthen decision making across state agencies in order to share appropriate data and make informed decisions toward serving Illinois citizens.
- Facilitated an enterprise memorandum of understanding (eMoU) among 13 state agencies for **Data Sharing Practices** and encourage inter-agency data sharing to improve state services.
- DoIT saved \$1.2 million by migrating to a new **Open Data Portal**, leveraging the power and security of an open source platform and increasing transparency and functionality within the system.
- Achieved cost savings through the use of data analytics. Key metrics for the Governor's Council on Children and Youth are effectively tracked through the use of a data dashboard. The Department of Revenue identified \$19 million in fraud during the first year using data analytics.

[Governor's Medicaid fraud prevention initiatives save the state more than \\$450 million](#) - DoIT served as the conduit for a data agreement to bring enterprise approach to systems resulting in cost savings.

TRANSFORMATION OF BUSINESS AND TECHNOLOGY OPERATIONS - The ability to make state business operations more responsive by leveraging digitally connected systems, services, assets, people and stakeholders, while transforming the operations of IT to be more efficient, cost-effective and future ready.

- **DoIT is transforming the way agencies do business** through myriad capabilities and solutions while continuing to work to consolidate and move to virtualization which is improving efficiency, increasing the life of computing assets and reducing costs for the state.
- **Migration to the Cloud** is underway to centralize service delivery, including labor, hardware and security provided by an organization that has the staff already trained and available to support an established, reliable and secure environment that adheres to the National Institute of Standards and Technology (NIST) to promote innovation and industrial competitiveness.
- Collaborated with the Information Technology & Innovation Foundation (ITIF) for the formation of the **Digital Transformation Exchange (DTE)**, the nation's first open-source online library available to all units of government that details completed projects and best practices for digital transformation.
- DoIT is creating an **Enterprise Architecture Framework** modeled after the U.S. Federal Enterprise Architecture which provides a common approach for the integration of strategic, business and technology management as part of organization design and performance improvement.

WORKFORCE TRANSFORMATION – The ability to create digitally driven opportunities for our employees and citizens while increasing competencies and producing 21st century talent.

- Close to 1,500 employees were badged as DoIT employees to create an **Enterprise Approach to IT for the State of Illinois**. Technology staff, formerly working for agencies, continue to serve and be co-located at their originating agencies.
- **Competency Centers** have been established to enable collaboration across agencies and take advantage of expert resources across the State of Illinois to build standards, best practices and enable tools, processes and procedures that can be shared across the state. Three new competency groups were launched in November to engage DoIT employees across agencies with expertise in specific focus areas including CRM, Forms Automation and Java.
- Staff is engaged through **Employee Town Hall** meetings, which are held quarterly via live video streaming to facilitate a unified approach and offer employees opportunities to ask questions to a panel of executive leadership.
- DoIT employees are being selected for training on the basics of **Rapid Results** to develop an expertise in identifying business performance issues and improving core business processes.

AN EFFECTIVE DIGITAL ECOSYSTEM – Effecting digitally-inviting policies, prioritizing funding for digital advancement and leveraging the State of Illinois as a powerful convener of resources.

- **DoIT supports legislation** that requires state employees to undergo annual cybersecurity training, by administering on-line training that helps employees detect phishing scams, prevent spyware infections and identity theft as well as learn how to respond to data breaches.

- **Commitment to Diversity in State Purchasing**
 - Released the first agency **Sheltered Market RFP** in the area of IT consulting to promote minority and disadvantaged businesses.

 - **Awarded the first sheltered market contract** under Governor Rauner’s Executive Order 2016-08 creating sheltered market opportunities to address disparity among businesses owned by minorities, women and persons with disabilities.

 - Created the Information Technology Resource Planning (ITRP) contract pool to encourage specific term capacity for IT project work for pre-qualified IT vendors. **44% of the pre-qualified pool are certified as Business Enterprise Program (BEP) firms.**

 - Partnered with the BEP Council to host IT networking events, bringing prime vendors and BEP sub-contractors together to **encourage networking and utilization by prime vendors of certified BEP firms.**

- Launched the **Illinois Blockchain Initiative**, a collaborative effort to explore the innovations of blockchain and distributed ledger technology and their impact on government. In addition, the **Illinois Legislative Blockchain and Distributed Ledger Task Force** was established to study how and if the State of Illinois, county governments, and municipal governments can benefit from a transition to a blockchain based system for recordkeeping and service delivery. The Task Force Report will be released in January 2018.

[Reality Check App Puts Career Planning Tools in the Hands of Youth, Job Seekers](#) - in a joint announcement with Department of Employment Security, DoIT released a new mobile app that offers Illinois-specific career planning and exploration functionality.

[State of Illinois Migrates to Updated Open Data Management System](#) – as a step toward improved transparency and access to information, Illinois moved to a new open data portal platform.

[Children's Cabinet to use real-time data to drive policy](#) - DoIT introduced a new data dashboard to provide information to enable better-informed decisions on the health, safety, education and work readiness of Illinoisans younger than 25.

[Smarter and Future-Ready Illinois Continues to Execute on Its Digital Transformation Strategy](#): Illinois released a plan to make public its intention to become the first Smart State.

Securing the State

Protect State Data and Systems from Cyber Attacks and Breaches

- The Secretary of DoIT shall serve as the data steward for the state
- Implement data security policies that ensure the security of the state's data
- Ensure compliance with federal and state laws pertaining to data of DoIT and the client agencies

DoIT Cybersecurity Initiatives:

- Established the state's **first Enterprise Chief Information Security Officer (CISO)**.
- **Secured, removed, or encrypted nearly 6 billion records** to protect state information and protect personally identifiable information held by the state, which avoided over \$11 billion in potential data breaches.
- Launched **cybersecurity awareness training** for almost 46,000 state employees bringing an estimated reduction of \$4,522,750 in future costs due to breaches, malware eradication, lost productivity and investment necessary to contain incidents.
- **Established a best-in-class cyber-resiliency program** which is being executed across the enterprise to better protect the critical business of the state from the impacts of cyber-attack or other incidents and provide rapid recovery capabilities.
- Established and continue to execute **cybersecurity assessments**, which consists of Risk Assessment, Business Impact Analysis, Application Vulnerability Scanning, Data Classification and System Categorization at all agencies across the enterprise. By implementing a standard and ongoing assessment process, the State of Illinois is better prepared and equipped to protect against cyberattacks. Recommendations from these assessments avoided over \$1 million in potential security containment costs in FY 17.
- **Implemented a Cybersecurity Operation Center**, which has rapidly identified cyber-attacks and facilitated immediate response and remediation, while protecting the core services of state agencies.
- Upgraded network taps for **increased capacity to monitor** network traffic for security incidents.
- Implemented additional appliances for Distributed Denial of Service Attacks (DDoS) **ensuring the state is well protected**, as these attacks continue to increase in intensity.

[Governor, DoIT Unveil Cybersecurity Strategy to Protect Services and Information](#) - a comprehensive cybersecurity strategy was introduced by Governor Rauner and DoIT to provide a framework for the Governor's vision for a cyber secure Illinois.



Information Technology Transformation

[Illinois Department of Veterans' Affairs Executes Rapid Response to Cyber Issue](#) - on July 3, 2017, DVA reported a malware attack that DoIT quickly responded to, minimizing the incident and its impact on the state.

[Gov. Rauner signs bill to protect Illinois from cyber threats](#) - House Bill 2371 was signed by Governor Rauner on August 7, 2017 providing cybersecurity training for state employees to strengthen the state's defense against cyberattacks.

Digital Enablement

Enable State Agencies to Provide Better Services to Illinois Citizens and Key Stakeholders

- Provide state-of-the-art technology
- Ensure interoperability of systems and data across state agencies
- Create a nimble and flexible technology organization to meet the needs of agencies
- Provide timely and up-to-date technology services

DoIT aggressively serves its client agencies to digitally enable agencies to provide better and more efficient services. Below are just a few examples of the collaborative work of DoIT with the agencies in 2017. An extensive review of state agency digital enablement can be reviewed in the “Digital Transformation in Action” section on page 16.

- Engaged in analyzing and advising on the **First Responder Network Authority (FirstNet)** opt-in, which allows DoIT to enhance public safety services and develop innovative applications to assist first responders.
- Acquired Federal funding and initiated the project to establish a health and human services interoperability capability (the **Illinois Shared Interoperability Platform**) which will accelerate HHS transformation through secure integration of disparate systems, providing a ‘one view’ of our citizens who are most in need of state services.
- Assisted the Illinois Department of Revenue in the identification of over \$19 million in fraud using data analytics while establishing DOR’s capabilities to connect technology to the business of DOR to identify fraud, waste and savings on an ongoing basis. (Video overview [here.](#))
- Assisted the Department of Revenue and the Department of Employment Security in the establishment of a shared solution which improved the ability to serve taxpayers. The use of a shared solution versus the development of a new solution saved the State \$2 million while providing a common interface to customers. (Video overview [here.](#))
- Improved care delivery of the Department of Children and Family Services through the establishment of a mobile application to help field-based case workers make better decisions to protect Illinois children. (Video overview [here.](#))
- Established enhanced credibility and efficiency for the Department of Financial and Professional Regulation (DFPR) through technology solutions which resulted in moving DFPR from 0% of applications received on-line to 100% digital completion of license renewals, 100% of digital licenses retrieved on-line, 82% of initial applications digitally available, and mobile-enabling all interactions. (Video overview [here.](#))

Efficiency through Innovation

Reduce Costs and Avoid Inefficiencies

- Consolidate state technology resources
 - Develop statewide enterprise solutions
 - Leverage the State's buying power
 - Provide better value for our investment
-
- Launched the **First Enterprise Financial Platform** (through Enterprise Resource Planning or ERP), bringing greater efficiency to government operations. ERP offers a single system for finance, human resources, procurement, grants management, asset management and other administrative functions of Illinois agencies. The integration of legacy systems across the state will help with reporting and auditing transparency, and allow agencies to streamline their generally accepted accounting principles (GAAP) and audit reporting processes and improve the ability to coordinate and manage shared services. There are currently 13 agencies up and running on the platform that runs ERP.
 - DoIT continues to modernize the state network and operations by deploying modern hardware and innovative solutions, like cloud computing. These modernization efforts increase security of state systems and allow efficiencies in operations which resulted in **savings and cost avoidance of over \$20 million in 2017**. Key highlights of this effort include:
 - Migrated 81% of state agencies to the Illinois.gov platform, reducing cyber risks and costs of maintaining multiple domains.
 - Converted 33% of state phone lines to VoIP, reducing fixed telecommunications operating costs.
 - Moved 10% of state computing workload to the cloud, increasing security and reducing the need for legacy equipment.
 - Increased server virtualization by 12%, at savings of \$2,000 per virtualized server plus increased security of the systems.
 - Initiated an **enterprise application rationalization initiative** which will significantly reduce costs, improve efficiencies and increase value. Nearly 3,000 business applications have been identified which contribute significantly to the state's technical debt. This effort is identifying opportunities to eliminate redundant solutions, re-platform antiquated applications to improve security and reduce costs and help prioritize the establishment of enterprise solutions. Value is well-described in this [video](#).
 - Established an **Enterprise Service and Rates Committee** to oversee the transformation of the DoIT business into a services oriented technology organization. The focus is to identify and deliver services that are requested by DoIT customers, to make sure they are the right services at competitive rates and measure service delivery quality.

Information Technology Transformation

- Collaborated with 10 other states and the National Association of Purchasing Officers (NASPO) on a **Cloud Services RFP**, which established the foundation for increased usage of cloud services in Illinois.
- Issued the **Information Technology Resource Provider (ITRP)** contract to accelerate the procurement of IT consulting contracts, which was historically difficult and cumbersome to navigate.
- **Built an Enterprise Program Management Office (EPMO)** to provide visibility into IT projects across all executive office entities. Information provided by project managers and chief information officers (CIOs) across the enterprise helps to identify synergies and opportunities for resource sharing, coordinating IT investments, services and projects and aligning strategy with capability.
- **All agencies are moving to the Illinois.gov platform** to realize enterprise benefits including centralized IT Services, virtual environments for space and cost savings, cloud services, volume licensing, standardization and 24/7 monitoring.
- Opened an **Innovation Center** at the James R. Thompson Center (JRTC) to provide work space for innovative and collaborative projects. To date those have included student technology boot camps, hackathons and other meetings, presentations and “meet and greets” with city, county and state technology leaders. The area was built using surplus equipment to avoid unnecessary expenses.
- Established an approach for rapid progress toward **Shared Enterprise Applications** for common capabilities across Illinois government entities.
- Hosted the kick-off of the **2018 Corporate Innovators Council** in November at the DoIT Innovation Center. Leaders representing 12 corporations in the area including, Discover, Bosch, Mars Wrigley, Northern Trust, McDonalds, Grainger and Cigna worked with Acting Secretary Lonbom to devise a strategy for the coming year’s meetings focusing on industry best practices that can be utilized to fuel transformation and innovation in Illinois.

[Gov. Rauner acts to increase fairness and speed in administrative hearing process](#) - Executive Order 2017-04 is a component of the Governor’s priority to improve and streamline Illinois state government and DoIT is a key contributor to the workflow development and improvements.

[Procurement Innovation Continues in Illinois](#) - DoIT introduced the IT Resource Provider program, bringing an effective and timely solution for short-term, specific technology resourcing needs.

Building a Smarter State

Establish a vision, plan, and an execution road map to enact the digital transformation of the State of Illinois by investing in technologies that enable potentially radical new work processes, services and products.

- Improve overall efficiency, effectiveness, and accessibility of government services
 - Create an attractive environment for businesses and entrepreneurs
 - Increase GDP/economic value of Illinois over a decade
 - Establish leadership position across the nation and world as a Smart State
 - Create a tangible platform for global competitiveness
-
- Illinois is being acknowledged internationally as the **First Smart State in the Nation** and has served as host for two collaborative Smart State workshops. Efforts focus on implementing technology to enhance livability, workability and sustainability within Illinois.
 - Completed a Smart Street Light RFP allowing local governments the opportunity to explore, acquire and implement smart street lighting. This was the first of several “Smart State” initiatives focused on helping spread smart technologies across the state in jurisdictions which could not accomplish it on their own.
 - Partnered with the **Internet of Things Talent Consortium (IoTTC)** to offer IT training opportunities to soon to be paroled Illinois Department of Corrections (IDOC) inmates for job training.
 - **Partnered with the University of Illinois** to capitalize on synergies in analytics, cybersecurity and emerging technologies, in an effort to provide resources to the State of Illinois and strengthen a future workforce in Illinois.
 - Illinois participated in the **Global City Team Challenge (GCTC)**, which brought together organizations from across the nation to share and exhibit smart city projects and their impact on communities. Illinois helped in the creation of a blueprint document for the Public Wi-Fi Super Cluster.

[State of Illinois, U of I System Launch 'Smart State' Partnership](#) - In an ongoing effort to create a borderless culture, DoIT entered into a partnership with U of I to strengthen the scope of both entities.

[The State of Illinois to Build a Digital-Ready Workforce](#) - DoIT is building partnerships to offer training opportunities for Illinois residents in emerging technologies.

[Illinois Street Light RFP Bolsters Smart State Initiative](#) – The state leverages buying power to make smart street lighting more affordable for local communities.

Digital Transformation in Action

Executing the Strategy for Results

Key Enterprise Initiatives

Cybersecurity

Governor Rauner's vision for a cyber secure Illinois is reflected in his release of the state's first cybersecurity strategy announced earlier this year. The State of Illinois Cybersecurity Strategy was developed through a comprehensive process which included an evaluation of current capabilities, cybersecurity maturity and risk assessments, input from leadership from state agencies, boards and commissions and evaluation of the current and evolving cyber threat landscape. The strategy development was enhanced through the active participation of the Governor's Technology Advisory Board and public and private sector partners.

Execution of the strategy is resulting in significant risk reduction and protection of confidential data and crucial state systems.

Enterprise Resource Planning

The State of Illinois currently operates a patchwork of more than 260 individual financial reporting systems and more than 140 other systems focused on human resources, grants management and other functions that run better as centralized systems. Most of these systems are not connected, are outdated and costly to operate.

DoIT is implementing an ERP program that will consolidate approximately 420 different systems into one integrated platform, reducing the risk of operating these various systems and saving taxpayers \$139 to \$300 million annually once the program is fully implemented.

DoIT accelerated the roll-out of ERP program statewide. In 2017, thirteen agencies were fully deployed and are now functioning on this new platform, with an additional 25 agencies going live on the system in 2018. This has resulted in \$1.6 billion in payments through the system, 40,000 vouchers processed and tracking of \$680 million in state assets.

Enterprise Applications and Portfolio Management

After identifying over 2,900 existing applications at agencies, DoIT began an application rationalization project to retire hundreds of those applications, allowing greater focus on agency missions and reduced cost for maintenance and storage. Additionally, workers who previously maintained these legacy systems are being freed up to work on new development and modernization priorities to support their agency missions.

The application rationalization project was kicked off with the award of the first-ever sheltered market contract to assist with this very important process.



Information Technology Transformation

DoIT also launched the first enterprise view of the entire IT portfolio to enable more strategic decision making on IT initiatives, with a common governance and prioritization process for all IT investments, resulting in over \$4 million in cost avoidance by leveraging enterprise solutions and common systems.

Mobile Citizen Interaction

DoIT's goal is to bring mobility to all citizen interaction points across government. To date, 45% of these citizen interactions have been mobile enabled, increasing access to government services and information.

DoIT launched IllinoisFIRST, a mobile application container, to provide a one stop shop for mobile applications available to citizens.

Data Analytics

DoIT launched the State Data Practice (SDP) to mature the use of data across government and ensure common architecture and tools to allow collaboration and insights across verticals. The SDP created a new data dashboard for the Governor's Cabinet on Children and Youth to provide policymakers and the public with information to make better-informed decisions about the health, safety, education and work readiness of Illinoisans younger than 25.

The SDP has also been a catalyst toward the establishment of a truly data-driven government in Illinois. The SDP has empowered state agencies through data analytics assistance, mentoring and provision of advanced technology tools which are enabling agencies to "stand on their own" and harness the power of data analytics from a business perspective.

DoIT saved \$1.2 million by migrating to a new Open Data Portal, leveraging the power and security of an open source platform and increasing transparency and functionality within the system.

Cluster and Agency Focused Initiatives

Family, Children, Elderly and Veterans

The Department of Veterans' Affairs (DVA) experienced a major cybersecurity incident in July of 2017 that led to a complete rebuild of their information system. DoIT played a key role in detecting, containing and quickly responding to the security incident to minimize the impact for employees and veterans served by the agency. This incident was a true testimony to the value of Illinois' enterprise approach for improved cybersecurity.

- A mobile application for the Department of Children and Family Services' (DCFS) case workers was launched to place critical information in the hands of first responders to improve care for at risk children in Illinois.
- Department of Healthcare and Family Services (HFS), in partnership with the Department of Human Services (DHS) made significant enhancements to the Illinois Integrated Eligibility (IES) system, bringing added capabilities for case workers and more convenient self-service options for

citizens to manage their Medicaid, SNAP and TANF services through one access point. The IES rollout involved collaboration across agencies and is an excellent example of combining technology upgrades with key business process improvements to strengthen services for Illinois residents. Additionally, the new system retired a legacy system which had been in operation since 1974.

- HFS implemented enhancements to the Medicaid Management Information System (MMIS) that will allow the state to better manage its Medicaid costs.

Government and Public Employees

- Bid Buy, the state's automated procurement system was implemented at Central Management Services (CMS). The new program is being used by all agencies to process master contract procurements and will be rolled out for full enterprise use in early 2018. It replaces several aging systems and consolidates online procurement into a single, streamlined experience for bidders.
- An enterprise approach to IT has led the way for shared systems, including Department of Revenue's (DOR) human resource application that now supports more than 15 agencies with similar needs. This collaboration serves as a gap solution during the ERP implementation, which will soon deliver a full enterprise system.
- Implementation of a fully automated construction project management system (eBuilder) continues at Capital Development Board (CDB). To date, it is 75% complete.
- DOR's GenTax system became a cross-agency solution, with the addition of the Department of Employment Security's (DES) unemployment insurance tax functionality. Illinois taxpayers now have one system, where they can pay all business-related taxes.
- Additionally, DOR worked in conjunction with the State Data Practice to complete an income tax analysis toward the goal of increasing tax compliance, better targeting audit candidates and enhancing the collection of past due taxes.

Business and Workforce

- As cited above, DES successfully integrated their unemployment insurance tax collection with DOR to create a unified business tax portal.
- The Department of Financial and Professional Regulation (DFPR) modernized the licensing application system to process over 85% of new license applications online.
- The Department of Insurance (DOI), Workers Compensation Commission (WCC) & Illinois Commerce Commission (ICC) all upgraded their websites to provide a consistent user experience for Illinois residents.

Information Technology Transformation

- Mobile applications have been successfully launched at DES, DOI and the Department of Labor (DOL).
- A data sharing enterprise memo of understanding (eMOU) was signed by DFPR, DOL and DOI to strengthen enterprise efforts on behalf of the taxpayers of Illinois.

Natural and Cultural Resources

- The Illinois Environmental Protection Agency (EPA) implemented the Facility and Compliance Enforcement (FACE) application reducing reporting time for inspections, compliance reports and enforcement actions from 6 weeks to 5 days, bringing an annual estimated cost savings of \$145,000.
- The Department of Natural Resources (DNR) began implementing a web-based enterprise licensing system that will handle all licensing and permits issued and eventually all other regulatory agencies. Statewide, the new system will replace over 15 different systems and become a single license and permit portal for the State of Illinois.
- The Department of Agriculture (AG) replaced outdated systems with more efficient and secure systems that will bring an estimated annual savings of \$400,000 in costs from programming, development and risk reduction. Additionally, a new Illinois State Fair mobile application was launched that enabled credit card payments.
- Historic Preservation Agency (HPA) introduced their “Experience History” mobile app and moved systems to Illinois.gov, eliminating the need for duplicative services. In accordance with EO 2017-01, HPA service was moved to DNR and Abraham Lincoln Presidential Library and Museum (ALPLM).
- Launched a new mobile-enabled website at AG that delivers a modern design and added functionality, including improved navigation. Developed in DoIT’s enterprise SharePoint solution, AG’s new website brings a more simplified and consistent update process and includes five branded micro-sites, serving as a strong example of interagency collaboration and innovation for our state.

Public Safety

- The Illinois State Police (ISP) significantly enhanced its Traffic and Criminal Software (TraCS) system to include new investigative and intelligence capabilities. These changes include a field report component and supplemental to all 22 districts, eCitation to all 102 counties, and eCivil citation to all counties and districts.
- By utilizing enterprise staff, ISP successfully completed a system upgrade in a more efficient fashion, reducing precious system down time which minimized the impact to public safety while contributing the establishment of a modernized technology infrastructure.

Information Technology Transformation

- Moved the monitoring of the ISP network to DoIT Security Operations Center for better detection and protection.
- ISP implemented necessary system changes required by legislation.
- Illinois Emergency Management Agency (IEMA) completed a three-year effort that modernized an outdated system responsible for data feeds from nuclear plants.
- IEMA implemented their ERP system successfully, which sets the path to retire multiple internal applications.
- IEMA completed an analysis of 7 legacy applications for its radiation safety bureau. This will enable users to be more efficient and eliminate redundant and labor-intensive tasks.
- IEMA completed upgrades of WebEOC, a tool used for coordinating and managing the State Emergency Operation Center (SEOC). The goal is to implement shared views for use by all counties to ensure consistency, transparency and improve operational efficiency.
- IEMA upgraded to LED displays with better resolution to the video walls in the State Emergency Operations Center (SEOC), saving energy and providing better visibility.
- Five public safety agencies have completed the data gathering phase and are one step closer to technology infrastructure unification.
- Network updates were completed to meet security and functional requirements at Office of the State Fire Marshal (OSFM), Illinois Gaming Board and ISP.
- OSFM completed the digitization of all Underground Storage Tank inspections this year. The process was substantially expedited by utilizing an alternative management system.
- OSFM launched a new mobile enabled website in June. The development focused on a modern design and features that make it easy for users to navigate, including dynamically driven listings of most frequently used forms and applications.

Students

- DoIT, in cooperation with Governor Rauner's Cabinet on Children and Youth created an online database to help form policy decisions on health, safety, education and work opportunities for residents younger than 25 years of age. It will be a central resource for the public, as well as member agencies of the cabinet. They include the Governor's Office of Early Childhood Development and the departments of Public Health (DPH) and Commerce and Economic Opportunity (DCEO). The website will track the success of the "Apprenticeship PLUS " program launched earlier in the year and signal more ways state agencies can help young people make career choices.

- Illinois Board of Higher Education (IBHE) launched a new agency website on a mobile-enabled platform.
- IBHE also developed a new system for collecting and reporting fall enrollment from the 196 degree granting institutions authorized to operate in the State of Illinois.

Transportation

- Illinois Department of Transportation (IDOT) completely rebuilt the Contractors Transportation Bulletin (CTB) web application in 2017. The CTB delivers the regularly published bulletin of IDOT construction projects advertised for competitive bidding and awarded by the agency every 6 to 7 weeks throughout the year. The new system provides contractors with detailed, data driven information about every available contract led by IDOT. Approximately \$2 billion in contracts are awarded by IDOT each year.
- DoIT maintained the IDOT Bridge Project Tracking System, which supports the planning, design, construction and maintenance of over 26,000 roadway bridge structures throughout the State of Illinois. The Bridge Project Tracking system supports the management, tasks, resource allocation and workflows required for the agency to effectively oversee bridge related programs.
- To support the merit based evaluation process established with the Teamsters bargaining unit, IDOT developed the Employee Merit Evaluation system, a custom employee evaluation system that is used by both supervisors and subordinates to collaborate and document annual employee evaluations. The new system includes the capability to upload supporting documents, capture manager and employee comments related to job performance, and customize individual employees' competency categories.

Online References

Media releases and video examples

[Governor, DoIT Unveil Cybersecurity Strategy to Protect Services and Information](#) - a comprehensive cybersecurity strategy was introduced by Governor Rauner and DoIT to provide a framework for the Governor's vision for a cyber secure Illinois.

[Illinois Department of Veterans' Affairs Executes Rapid Response to Cyber Issue](#) - on July 3, 2017, DVA reported a malware attack that DoIT quickly responded to, minimizing the incident and its impact on the state.

[Gov. Rauner signs bill to protect Illinois from cyber threats](#) - House Bill 2371 was signed by Governor Rauner on August 7, 2017 providing cybersecurity training for state employees to strengthen the state's defense against cyberattacks.

[State of Illinois, U of I System Launch 'Smart State' Partnership](#) - in an ongoing effort to create a borderless culture, DoIT entered into a partnership with U of I to strengthen the scope of both entities.

[The State of Illinois to Build a Digital-Ready Workforce](#) - DoIT is building partnerships to offer training opportunities for Illinois residents in emerging technologies.

[Illinois Street Light RFP Bolsters Smart State Initiative](#) - The state leverages buying power to make smart street lighting more affordable for local communities.

[Governor's Medicaid fraud prevention initiatives save the State more than \\$450 million](#) - DoIT served as the conduit for a data agreement to bring enterprise approach to systems resulting in cost savings.

[Gov. Rauner acts to increase fairness and speed in administrative hearing process](#) - Executive Order 2017-04 is a component of the Governor's priority to improve and streamline Illinois state government and DoIT is a key contributor to the workflow development and improvements.

[Procurement Innovation Continues in Illinois](#) - DoIT introduced the IT Resource Provider program, bringing an effective and timely solution for short-term, specific technology resourcing needs.

[Reality Check App Puts Career Planning Tools in the Hands of Youth, Job Seekers](#) - in a joint announcement with Department of Employment Security, DoIT released a new mobile app that offers Illinois-specific career planning and exploration functionality.

[State of Illinois Migrates to Updated Open Data Management System](#) - as a step toward improved transparency and access to information, Illinois moved to a new open data portal platform.

[Smarter and Future-Ready Illinois Continues to Execute on Its Digital Transformation Strategy:](#) Illinois released a plan to make public its intention to become the first Smart State.



Information Technology Transformation

[Children's Cabinet to use real-time data to drive policy](#) - DoIT introduced a new data dashboard to provide information to enable better-informed decisions on the health, safety, education and work readiness of Illinoisans younger than 25.

[Department of Revenue: Using Analytics](#)

[Department of Employment Security: Collaborative Mindset](#)

[Department of Employment Security: Progress Despite Challenges](#)

[Department of Natural Resources/Historic Preservation Agency: Going Mobile](#)

[Department of Children and Family Services: DCFS: Improving Care Delivery](#)

[Department of Central Management Services: Rationalizing Applications](#)

[Illinois State Police: Accelerating Transformation](#)

Recommendation for Further Legislation

The Department recommended legislation that was introduced in 2017 by Senator Chris Nybo and co-sponsored by Sen. Melinda Bush and Sen. Dan McConchie. The legislation passed the Senate on a strong, bipartisan vote of 49-0. The legislation was sponsored in the House by Representative Rep. Jamie Andrade and co-sponsored by Rep. Keith Wheeler.

The proposed bill contains a series of necessary changes to existing statutes to reconcile E.O. 16-01, which consolidated multiple information technology functions into a single Department of Innovation & Technology. Many existing statutes reference the Department of Central Management Services (CMS) as it relates to information technology authority and responsibilities. The included changes would eliminate ambiguous references to CMS as well as other agencies, boards, authorities and commissions. The bill also limits the growth of subsidized network services while retaining core network capabilities.

This proposal updates statute to reflect the newly created Department of Innovation & Technology as a standalone state agency, separate from Central Management Services. This bill includes several of the following amendments to make conforming changes:

- Provides for appointment of the Secretary of Innovation & Technology and that the Secretary shall serve as Chief Information Officer of the state;
- Adds one additional Assistant Secretary position to provide administration for the Department;
- Amends the Open Meetings Act and the Gubernatorial Boards and Commissions Act, the State Fire Marshal Act, Illinois Century Network Act, Central Management Services Law of the Civil Administrative Code, Department of Commerce and Economic Opportunity Law of the Civil Administrative Code, and the State Finance Act and the Grant Information Collection Act;
- Allows current Department of Corrections (DOC) employees to maintain pension status upon transfer to DoIT;
- Limits the growth of subsidized network activities, while retaining core capabilities in providing service to anchor institutions.

This change is needed to reconcile the Governor's Executive Order 16-01 with existing statutory references and consolidate remaining IT functions into DoIT, as well as correct statutory ambiguity and outdated references.

Frequently Asked Questions

What agencies are impacted by this consolidation?

DoIT will be responsible for providing IT services to state agencies under the jurisdiction of the Governor. In addition, DoIT may enter into interagency contracts with other public agencies to provide services if those agencies find value in those services.

Will any employees be laid-off because of this consolidation?

No.

How will this consolidation affect budget?

Studies of similar IT consolidations in other states have demonstrated a cost savings and cost avoidance of approximately 15-30%, primarily due to pooling resources and leveraging buying power.

Will the new Department be subject to legislative oversight?

Yes. For example:

- The Secretary will be subject to Senate confirmation.
- The Department budget will be subject to appropriation each year.
- The Department will submit a year-end report to the General Assembly each year (2016-2019) on the status of the transformation.
- The Executive Order will be submitted to the Legislative Reference Bureau for purposes of preparing a revisory bill for consideration by the General Assembly.

What is happening to the existing office of the Chief Information Officer (CIO)?

The Office of the CIO was created as the “Information Technology Office” by Executive Order 1999-05. Under the Executive Order, that office would be reconstituted as the Department of Innovation & Technology (DoIT) and consolidated with the CMS Bureau of Communication and Computer Services (BCCS).

The position of CIO would become the Secretary of DoIT. The Governor would appoint the Secretary, subject to the advice and consent of the Senate.

Can this effort be accomplished through the Department of Central Management Services (CMS)? Why is a stand-alone IT agency necessary?

First, information technology is a business-enabler. The state needs to be nimble and flexible in order to meet agency needs of providing better customer service and to keep up with rapid technological changes. Being “buried” as a bureau of CMS does not afford the state the necessary flexibility to provide quick, time-to-market, enhanced service delivery.

Second, information technology (IT) is too critical to the state, and it needs undivided attention for modernization. The IT headcount among affected agencies is larger than the rest of CMS's headcount for all other functions. Consolidation through CMS would materially alter CMS's portfolio of responsibilities at a time when CMS is working on other needed administrative reforms.

Third, CMS continues to focus on those other reforms, such as with respect to personnel, property management and procurement. Each of those areas is a significant undertaking.

Finally, CMS tried and failed to consolidate IT services following the 2003 legislation. Agencies need IT-specific leadership and a new approach to service delivery and chargebacks, which are better accomplished through an IT-specific agency.

How will this effort succeed if the 2003 effort failed?

- **IT Leadership, Independent of CMS:** The 2003 effort was led by CMS, which as noted above is responsible for many other administrative functions. The 2016 effort is being led by a technology team with a history of successfully integrating complex IT systems in the public and private sectors.
- **Full (Not Partial) Consolidation:** The 2003 effort consolidated IT functions at only 26 agencies, and focused only on hardware and network services. Consequently, most IT personnel, applications and data continue to be managed by agencies. The 2016 effort will consolidate all functions (infrastructure, systems, applications, data and personnel) at all agencies under the Governor's jurisdiction.
- **Focus on Modernization:** In addition to driving efficiency, the 2016 effort is focused on modernizing systems and service delivery, in order to demonstrate value to agencies, state employees, taxpayers, residents, businesses and consumers of state services.
- **Service, Transparency, and Accountability:** The DoIT leadership team is committed to partnering with agencies to establish technology priorities, to provide agencies with transparency in cost accounting and to hold itself accountable for service delivery.
- **Fair Chargebacks:** Some agencies and other stakeholders believe that CMS overcharged for services following the 2003 consolidation. DoIT will avoid "double-billing" by clearly delineating recoverable and non-recoverable costs and by providing greater input and transparency to agencies. DoIT will also work to drive down costs through enterprise systems and pass those savings on to client agencies.

APPENDIX A

Executive Order 2016-01



EXECUTIVE ORDER

2016-01

**EXECUTIVE ORDER CONSOLIDATING
MULTIPLE INFORMATION TECHNOLOGY FUNCTIONS INTO A SINGLE
DEPARTMENT OF INNOVATION & TECHNOLOGY**

WHEREAS, although the State of Illinois devotes significant resources to its information technology systems – ranking Illinois among the top five states nationally by technology expenditures – the State is considered among the bottom quartile of states nationally in digitization and other metrics of technological advancement; and

WHEREAS, much of the State’s technology spending is wasted; most agencies are responsible for managing their own technologies and technology personnel, resulting in thousands of redundant and non-interoperable systems; and the State continues to use outdated systems (in some cases, dating to 1974) that are more costly to maintain; and

WHEREAS, these thousands of systems are vulnerable to cyberattack, placing private information about State employees and their dependents, consumers of State services, taxpayers, and the residents and businesses of Illinois at risk to hackers, terrorists, and criminals; and

WHEREAS, the State previously recognized and attempted to confront this problem: in 2003, the General Assembly authorized the Department of Central Management Services (“CMS”) to direct the transfer and centralization of information technology functions from State agencies under the jurisdiction of the Governor to CMS; and

WHEREAS, under that authority, CMS consolidated some, but not all, information technology functions into its Bureau of Communications and Computer Services, but the results have been disappointing: many agencies continue to maintain their own infrastructure; almost all agencies continue to support their own software and application development; more than 70% of technology spending remains outside of CMS; and agencies in aggregate employ twice as many

information technology personnel outside of CMS (approximately 1,200) as are employed by CMS (approximately 500); and

WHEREAS, although consolidation was not completed, it remains the best way to transform our information technology functions; to protect State data from cyberattack and breaches and to ensure compliance with data protection laws; to consolidate State technology resources, develop statewide enterprise solutions, leverage the State's buying power, and avoid inefficiencies; to reduce costs and provide better value for our investment; and to provide State agencies with state-of-the-art technology and ensure interoperability of systems and data across State agencies, enabling those agencies to provide better service to taxpayers, residents, businesses, and consumers and providers of State services; and

WHEREAS, consolidation and transformation of the State's information technology functions will be accomplished most effectively through an agency independent of CMS, in particular because: information technology is too large to be a bureau of another agency; the State's information technology headcount exceeds the combined headcount for all other functions performed by CMS; CMS is focused on other important administrative reforms; and the State must be nimble and flexible in order to meet the needs of its agencies and to provide timely, up-to-date technology services; and

WHEREAS, twenty-nine other states, as well as many local governments including the City of Chicago, have centralized responsibility for information technology functions within a single agency; and

WHEREAS, consolidation and transformation of the State's information technology functions will carry out the purposes of the 2003 legislation, now codified at 20 ILCS 405/405-410;

THEREFORE, I, Bruce Rauner, Governor of Illinois, by virtue of the executive authority vested in me by Section 11 of Article V of the Constitution of the State of Illinois, do hereby order as follows:

I. DEFINITIONS

As used in this Executive Order:

"BCCS" means the CMS Bureau of Communications and Computer Services, also known as the Bureau of Information and Communication Services, created by 2 IAC 750.40, or its successor bureau within CMS.

"Client agency" means each transferring agency or its successor and each other public agency to which DoIT provides service.

"CMS" means the Department of Central Management Services.

"DoIT" means the Department of Innovation & Technology.

“Information technology” means technology, infrastructure, equipment, systems, software, networks, and processes used to create, send, receive, and store electronic or digital information, including without limitation both computer systems and telecommunication systems. The term “information technology” shall be construed broadly to incorporate future technologies (such as sensors) that change or supplant those in effect as of the effective date of this Executive Order.

“Information technology functions” means the development, procurement, installation, retention, maintenance, operation, possession, storage, and related functions of all information technology.

“Information Technology Office” means the Information Technology Office, also known as of the Office of the Chief Information Officer, an office within the Office of the Governor, created by Executive Order 1999-05, or its successor office.

“Legacy IT division” means any division, bureau, or other unit of a transferring agency which has responsibility for information technology functions for the agency prior to the transfer of such functions to DoIT, including without limitation BCCS.

“Retained functions” means, with respect to a legacy IT division, non-information technology functions for which the legacy IT division is responsible, which are not transferred to DoIT.

“Secretary” means the Secretary of Innovation and Technology.

“Transferring agency” means each agency, authority, board, bureau, commission, council, department, division, instrumentality, office, or unit of the Executive Branch of State government which is directly responsible to the Governor and is transferring functions, employees, property, or funds to DoIT pursuant to this Executive Order.

II. CREATION OF DEPARTMENT OF INNOVATION & TECHNOLOGY

The Information Technology Office, also known as the Office of the Chief Information Officer, is hereby reconstituted as a new principal department of the Executive Branch of State government, directly responsible to the Governor, called the Department of Innovation & Technology (“DoIT”). BCCS shall be consolidated into DoIT as of July 1, 2016.

The head officer of DoIT shall be known as the Secretary of Innovation and Technology (“Secretary”). The Secretary shall be the chief information officer for the State and the steward of State data, with respect to those agencies under the jurisdiction of the Governor. The Secretary shall be appointed by the Governor, with the advice and consent of the Senate. DoIT may employ or retain other persons to assist in the discharge of its functions, subject to the Personnel Code. DoIT shall be subject to all of the general laws applicable to Executive Branch agencies.

The mission of DoIT is to deliver best-in-class innovation and technology to client agencies to foster collaboration among client agencies, to empower client agencies to provide better service to residents of Illinois, and to maximize the value of taxpayer resources. DoIT shall be responsible for the information technology functions on behalf of client agencies.

DoIT shall develop and implement data security and interoperability policies and procedures that ensure the security and interoperability of State data, including in particular data that are confidential, sensitive, or protected from disclosure by privacy or other laws, while recognizing and balancing the need for collaboration and public transparency. DoIT shall ensure compliance with applicable federal and State laws pertaining to information technology, data, and records of DoIT and the client agencies, including without limitation the Freedom of Information Act (5 ILCS 140/1 *et seq.*), the State Records Act (5 ILCS 160/1 *et seq.*), the Personal Information Protection Act (815 ILCS 530/1 *et seq.*), the federal Health Insurance Portability and Accountability Act (HIPAA), the federal Health Information Technology for Economic and Clinical Health Act (HITECH Act), and the federal Gramm-Leach-Bliley Act.

DoIT may establish, through the Secretary, charges for services rendered by DoIT to client agencies for which funds are provided directly to the client agency. In establishing charges, the Secretary shall consult with client agencies, ensure that charges are transparent and clear, and minimize or avoid charges for costs for which DoIT has other funding sources available.

Following the transfer of information technology functions to DoIT pursuant to Section IV of this Executive Order, client agencies shall continue to apply for and otherwise seek federal funds and other capital and operational resources for technology for which the agencies are eligible and, subject to compliance with applicable laws, regulations, and grant terms, make those funds available for use by DoIT. DoIT shall assist client agencies in identifying funding opportunities and, if funds are used by DoIT, ensuring compliance with all applicable laws, regulations, and grant terms.

DoIT and each client agency continue to have whatever authority is provided to them pursuant to the Intergovernmental Cooperation Act and other applicable law to enter into interagency contracts. To the extent permitted by law, DoIT may enter into such contracts to use personnel and other resources that are retained by transferring agencies or other public agencies, to provide services to public agencies within the State in addition to transferring agencies, and for other appropriate purposes to accomplish DoIT's mission.

III. TRANSITION

Beginning on the effective date of this Executive Order, DoIT and the transferring agencies shall work cooperatively to prepare for the transfer of functions, employees, property, and funds pursuant to Section IV of this Executive Order, and to carry out other actions required to give effect to such transfers, as of July 1, 2016. The transferring agencies shall provide DoIT with access to personnel and other resources necessary to accomplish such transition. During the transition period:

1. Under the direction of the Governor, the Secretary, in consultation with the transferring agencies and labor organizations representing the affected employees, shall identify each position and employee who is engaged in the performance of functions transferred to DoIT, or engaged in the administration of a law the administration of which is transferred to DoIT, to be transferred to DoIT pursuant to Section IV(1) of this Executive Order. An

employee engaged primarily in providing administrative support to a legacy IT division or information technology personnel may be considered engaged in the performance of functions transferred to DoIT. The Secretary shall ensure compliance with all applicable provisions of the Personnel Code and collective bargaining agreements, including providing any notices required thereunder within the applicable time periods.

2. Under the direction of the Governor, the Secretary, in consultation with the transferring agencies, shall identify personnel records, documents, books, correspondence, and other property, both real and personal, affected by the reorganization to be transferred to DoIT pursuant to Section IV(2) of this Executive Order. Such property may include contracts pertaining to the functions transferred to DoIT.
3. Under the direction of the Governor, the Director of the Governor's Office of Management and Budget, in consultation with the Secretary and the transferring agencies, shall identify the unexpended balances of both Fiscal Year 2016 and Fiscal Year 2017 appropriations and other funds, or the relevant portions thereof, to be transferred to DoIT pursuant to Section IV(3) of this Executive Order.

IV. TRANSFER OF FUNCTIONS

As of July 1, 2016, the responsibility for information technology functions shall be transferred from each transferring agency to DoIT. These functions derive from the statutes set out on Exhibit A to this Executive Order. In connection with such transfer, as of July 1, 2016:

1. Each position and employee who is engaged in the performance of functions transferred to DoIT, or engaged in the administration of a law the administration of which is transferred to DoIT (as identified pursuant to Section III of this Executive Order), and the employee in each such position, shall be transferred to DoIT, pursuant to the provisions of any applicable collective bargaining agreement. The status and rights of any such employee, the State, and its agencies under the Personnel Code shall not be affected by this reorganization.
2. All personnel records, documents, books, correspondence, and other property, both real and personal, affected by the reorganization (as identified pursuant to Section III of this Executive Order) shall be delivered and transferred to DoIT or to the State Archives.
3. The unexpended balances of Fiscal Year 2016 and Fiscal Year 2017 appropriations and other funds available for use by a transferring agency in connection with the functions transferred to DoIT or the relevant portions thereof (as identified pursuant to Section III of this Executive Order and deemed necessary by the Governor) shall be transferred to DoIT and expended for the purposes for which the appropriations or other funds were originally made or given to the transferring agency.
4. With respect to each transferring agency, this reorganization shall not affect (i) the composition of any multi-member board, commission, or authority, (ii) the manner in

which any official of the agency is appointed, (iii) whether the nomination or appointment of any official of the agency is subject to the advice and consent of the Senate, (iv) any eligibility or qualification requirements pertaining to service as an official of the agency, or (v) the service or term of any incumbent official serving as of the effective date of this Executive Order.

5. Whenever any provision of any previous Executive Order or any Act provides for membership on any board, commission, authority, or other entity by a representative or designee of a transferring agency with responsibility for the functions transferred to DoIT, the Secretary, in consultation with the head of the transferring agency, shall designate the same number of representatives or designees of DoIT or the transferring agency, as appropriate.

V. LEGACY INFORMATION TECHNOLOGY DIVISIONS

Some transferring agencies have dedicated divisions, bureaus, or other units within the agency that are responsible for information technology functions (“legacy IT divisions”). The purpose of this Section V is to provide for the winding up of those legacy IT divisions.

a. Legacy IT Divisions with No Retained Functions

A legacy IT division that is responsible for only information technology functions will have no retained functions after the transfer of those functions to DoIT. In that circumstance, (i) the functions, employees, property, and funds of the legacy IT division shall be transferred to DoIT pursuant to Section IV of this Executive Order, and (ii) the head of the transferring agency shall abolish the legacy IT division as soon as practicable after July 1, 2016.

b. Legacy IT Divisions with Retained Functions

A legacy IT division that is responsible for both information technology functions and non-information technology functions will continue to be responsible for those non-information technology functions (“retained functions”) after the transfer of information technology functions to DoIT. In that circumstance, (i) the information technology functions, employees, property, and funds of the legacy IT division shall be transferred to DoIT pursuant to Section IV of this Executive Order, and (ii) the transferring agency shall continue to be responsible for the retained functions, and the head of the transferring agency shall consolidate the legacy IT division into another unit of the transferring agency or shall reconstitute the legacy IT division as a non-information technology unit of the transferring agency, as determined by the head of the transferring agency, as soon as practicable after July 1, 2016.

If a legacy IT division has retained functions, employees, property, or funds which are not transferred to DoIT, then:

1. Each employee of the legacy IT division who is not transferred to DoIT shall continue to be employed by the transferring agency in a unit determined by the head of that agency.

The status and rights of any such employee, the State, and its agencies under the Personnel Code shall not be affected by this reorganization.

2. All personnel records, documents, books, correspondence, and other property, both real and personal, of the legacy IT division in any way pertaining to the retained functions shall continue to be possessed by the transferring agency, within a unit determined by the head of the transferring agency.
3. The unexpended balances of appropriations and other funds available for use by a legacy IT division in connection with the retained functions shall be maintained by the transferring agency and expended for the purposes for which the appropriations or other funds were originally made or given.
4. With respect to each legacy IT division and transferring agency, this reorganization shall not affect (i) the composition of any multi-member board, commission, or authority, (ii) the manner in which any official of the agency is appointed, (iii) whether the nomination or appointment of any official of the agency is subject to the advice and consent of the Senate, (iv) any eligibility or qualification requirements pertaining to service as an official of the agency, or (v) the service or term of any incumbent official serving as of the effective date of this Executive Order.
5. Whenever any provision of any previous Executive Order or any Act provides for membership on any board, commission, authority, or other entity by a representative or designee of a legacy IT division with responsibility for retained functions, the head of the transferring agency shall designate the same number of representatives or designees of the transferring agency, as appropriate.

VI. INCONSISTENT ACTS; SPECIAL FUNDS

From the effective date of this reorganization, and as long as such reorganization remains in effect, the operation of any prior act of the General Assembly inconsistent with this reorganization is suspended to the extent of the inconsistency. In particular, but without limitation:

1. As of July 1, 2016, the information technology functions transferred from the transferring agencies to DoIT shall be the responsibility of DoIT, notwithstanding any statute that provides in particular that such function shall be carried out by CMS or a transferring agency (including without limitation 20 ILCS 405/405-10, 405-20, 405-250, 405-255, 405-260, 405-265, and 405-270).
2. As of July 1, 2016, the authority of CMS to expend funds of the Statistical Services Revolving Fund (a special fund of the State established pursuant to 30 ILCS 105/5.55, 6p-1, and 8.16a) and the Communications Revolving Fund (a special fund of the State established pursuant to 30 ILCS 105/5.12, 6p-2, and 8.16b), or the successor funds, shall be transferred to DoIT; and the authority of the Director of CMS to approve any contract

or obligation incurred for any expenditure from either such special fund shall be transferred to the Secretary.

VII. REPORT TO THE GENERAL ASSEMBLY

DoIT shall provide a report to the General Assembly not later than December 31, 2016 and annually thereafter for three years, that includes data on the economies effected by the reorganization and an analysis of the effect of the reorganization on State government. The report shall also include the DoIT's recommendations for further legislation relating to reorganization.

A copy of such report shall be filed with the Speaker, the Minority Leader, and the Clerk of the House of Representatives; the President, the Minority Leader, and the Secretary of the Senate; the Legislative Research Unit; and the State Government Report Distribution Center for the General Assembly.

VIII. SAVINGS CLAUSE

1. The rights, powers, duties, and functions transferred to the DoIT by this Executive Order shall be vested in, and shall be exercised by, DoIT. Each act done in exercise of such rights, powers, duties, and functions shall have the same legal affect as if done by the agency from which they were transferred. Every person shall be subject to the same obligations and duties and to the associated penalties, if any, and shall have the same rights arising from the exercise of these obligations and duties as if exercised subject to that agency or the officers and employees of that agency.
2. This Executive Order shall not affect any act undertaken, ratified or cancelled or any right occurring or established or any action or proceeding commenced in an administrative, civil, or criminal case before this Executive Order takes effect, but these actions or proceedings may be prosecuted and continued by the successor agency in cooperation with another agency, if necessary.
3. This Executive Order shall not affect the legality of any rules in the Illinois Administrative Code that are in force on the effective date of this Executive Order, which rules have been duly adopted by the pertinent agencies. Any rules, regulations, and other agency actions affected by the reorganization shall continue in effect and be transferred together with the transfer of functions. If necessary, however, the affected agencies shall propose, adopt, or repeal rules, rule amendments, and rule recodifications as appropriate to effectuate this Executive Order. These rule modifications shall coincide with, if applicable, the transfer of functions to DoIT.
4. Whenever reports or notices are now required to be made or given or paper or documents furnished or served by any person in regard to the functions transferred from an agency to DoIT pursuant to this Executive Order, the same shall be made, given, furnished, or served in the same manner to or upon DoIT.

5. This Executive Order does not contravene, and shall not be construed to contravene, any federal law, State statute (except as provided in Section VI of this Executive Order), or collective bargaining agreement.

IX. PRIOR EXECUTIVE ORDERS

This Executive Order supersedes any contrary provision of any other prior Executive Order, including without limitation Executive Order 1999-05.

X. SEVERABILITY CLAUSE

If any part of this Executive Order is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. The provisions of this Executive Order are severable.

XI. FILINGS

This Executive Order shall be filed with Secretary of State. A copy of this Executive Order shall be delivered to the Secretary of the Senate and to the Clerk of the House of Representatives and, for the purpose of preparing a revisory bill, to the Legislative Reference Bureau.

XII. EFFECTIVE DATE

Provided that neither house of the General Assembly disapproves of this Executive Order by the record vote of a majority of the members elected, this Executive Order shall take effect 60 days after its delivery to the General Assembly.

Bruce Rauner, Governor

Issued by Governor: January 25, 2016

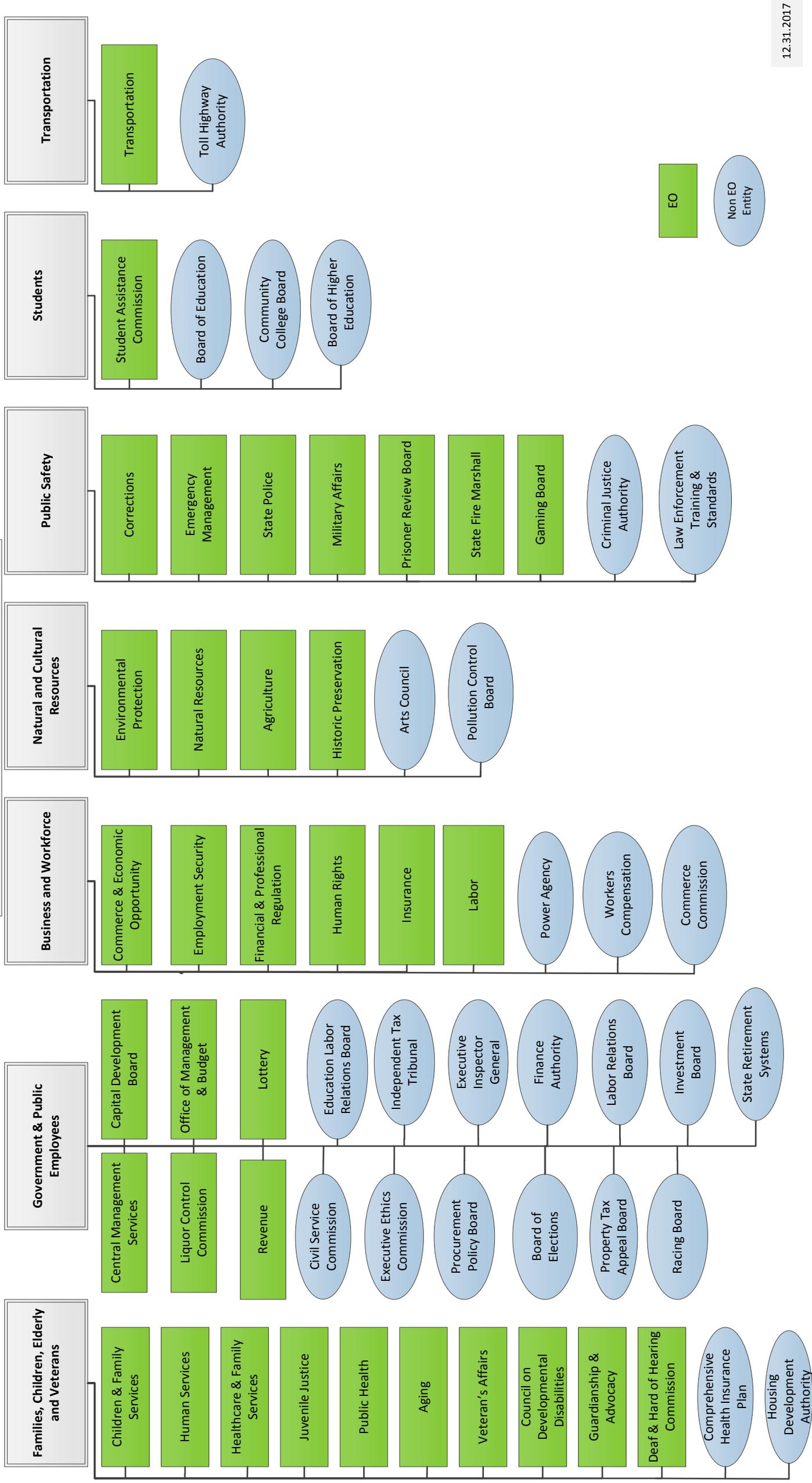
Filed with Secretary of State: January 25, 2016

**EXHIBIT A
TO EXECUTIVE ORDER 2016-01**

Transferring Agency	Statutes from Which Information Technology Functions Derive
<i>Statutes generally applicable to all or multiple agencies:</i>	5 ILCS 140/1 <i>et seq.</i> 5 ILCS 160/1 <i>et seq.</i> 20 ILCS 5/1-1 <i>et seq.</i> 20 ILCS 5/5-1 <i>et seq.</i> , including § 5-645 20 ILCS 450/1 <i>et seq.</i> 815 ILCS 530/1 <i>et seq.</i>
Capital Development Board	20 ILCS 3105/1 <i>et seq.</i> , including § 8
Deaf and Hard of Hearing Commission	20 ILCS 3932/ 1 <i>et seq.</i> , including §§ 20, 25
Department of Agriculture	20 ILCS 205/205-1 <i>et seq.</i>
Department of Central Management Services	20 ILCS 405/405-1 <i>et seq.</i> , including §§ 405-10, 405-20, 405-250, 405-255, 405-260, 405-265, 405-270, 405-272, 405-275 30 ILCS 105/1 <i>et seq.</i> , including §§ 5.12, 5.55, 6p-1, 6p-2, 8.16a, 8.16b
Department of Children and Family Services	20 ILCS 505/1 <i>et seq.</i> , including § 11
Department of Commerce and Economic Opportunity	20 ILCS 605/605-1 <i>et seq.</i> , including § 605-85
Department of Corrections	730 ILCS 5/3-1-1 <i>et seq.</i> , including §§ 3-2-5, 3-2-7
Department of Employment Security	20 ILCS 1005/1005-1 <i>et seq.</i>
Department of Financial and Professional Regulation	20 ILCS 1205/1 <i>et seq.</i> 20 ILCS 2105/2105-1 <i>et seq.</i> 20 ILCS 3205/0.1 <i>et seq.</i> 20 ILCS 3210/1 <i>et seq.</i> Executive Orders 2014-03, 2004-06
Department of Healthcare and Family Services	20 ILCS 2205/2205-1 <i>et seq.</i>
Department of Human Rights	775 ILCS 5/1-101 <i>et seq.</i> , including § 9-101
Department of Human Services	20 ILCS 1305/1-1 <i>et seq.</i> , including §§ 1-20, 1-25
Department of Insurance	20 ILCS 1405/1405-1 <i>et seq.</i> , including § 1405-35 Executive Order 2009-04
Department of Juvenile Justice	730 ILCS 5/3-2.5-1 <i>et seq.</i> , including § 3-2.5-15

Transferring Agency	Statutes from Which Information Technology Functions Derive
Department of Labor	20 ILCS 1505/1505-1 <i>et seq.</i>
Department of Lottery	20 ILCS 1605/1 <i>et seq.</i> , including § 9
Department of Military Affairs	20 ILCS 1805/1 <i>et seq.</i>
Department of Natural Resources	20 ILCS 801/1-1 <i>et seq.</i> , including § 1-15
Department of Public Health	20 ILCS 2305/1.1 <i>et seq.</i> 20 ILCS 2310/2310-1 <i>et seq.</i>
Department of Revenue	20 ILCS 2505/2505-1 <i>et seq.</i>
Department of State Police	20 ILCS 2605/2605-1 <i>et seq.</i>
Department of Transportation	20 ILCS 2705/2705-1 <i>et seq.</i>
Department of Veterans' Affairs	20 ILCS 2805/0.01 <i>et seq.</i>
Department on Aging	20 ILCS 105/1 <i>et seq.</i> , including § 4.01 20 ILCS 110/110-5
Environmental Protection Agency	415 ILCS 5/1 <i>et seq.</i> , including § 4
Governor's Office of Management and Budget	20 ILCS 3005/0.01 <i>et seq.</i> , including § 3
Guardianship and Advocacy Commission	20 ILCS 3955/1 <i>et seq.</i> , including § 5
Historic Preservation Agency	20 ILCS 3405/1 <i>et seq.</i> , including §§ 3, 4, 16
Illinois Arts Council	20 ILCS 3915/0.01 <i>et seq.</i> , including § 6
Illinois Council on Developmental Disabilities	20 ILCS 4010/2001 <i>et seq.</i> , including § 2007
Illinois Emergency Management Agency	20 ILCS 3305/1 <i>et seq.</i>
Illinois Gaming Board	230 ILCS 10/1 <i>et seq.</i> , including § 5
Illinois Health Information Exchange Authority	20 ILCS 3860/1 <i>et seq.</i> , including §§ 20, 30
Illinois Liquor Control Commission	235 ILCS 5/3-1 <i>et seq.</i> , including § 3-4
Illinois Student Assistance Commission	110 ILCS 947/1 <i>et seq.</i> , including § 15
Illinois Technology Office	Executive Order 1999-05
Office of the State Fire Marshal	20 ILCS 2905/0.01 <i>et seq.</i>
Prisoner Review Board	730 ILCS 5/3-3-1 <i>et seq.</i>

APPENDIX B
Information Technology – DoIT
Agency Support Plan Groupings



APPENDIX C

IT Budget by Agency

Agency	Total IT Budget
Board Of Higher Education	\$30,800.00
Capital Development Board	\$445,700.00
Court Of Claims	\$7,500.00
Department Of Agriculture	\$2,395,800.00
Department Of Central Management Services	\$1,553,900.00
Department Of Corrections	\$64,400.00
Department Of Financial And Professional Regulation	\$577,600.00
Department Of Healthcare And Family Services	\$17,702,300.00
Department Of Human Services	\$6,111,700.00
Department Of Insurance	\$4,410,100.00
Department Of Labor	\$450,300.00
Department Of Natural Resources	\$2,901,700.00
Department Of Public Health	\$1,109,100.00
Department Of Revenue	\$16,339,700.00
Department Of The Lottery	\$3,720,800.00
Department Of Transportation	\$37,278,000.00
Department Of Veterans' Affairs	\$4,937,700.00
Department On Aging	\$3,460,700.00
Eastern Illinois University	\$264,000.00
Illinois Commerce Commission	\$2,071,100.00
Illinois Community College Board	\$377,800.00
Illinois Council On Developmental Disabilities	\$70,000.00
Illinois Criminal Justice Information Authority	\$146,800.00
Illinois Educational Labor Relations Board	\$18,800.00
Illinois Emergency Management Agency	\$3,100,300.00
Illinois Environmental Protection Agency	\$8,065,000.00
Illinois Gaming Board	\$2,089,200.00
Illinois Law Enforcement Training Standards Board	\$103,700.00
Illinois Mathematics And Science Academy	\$309,300.00
Illinois Racing Board	\$132,000.00
Illinois Student Assistance Commission	\$1,897,900.00
Judicial Inquiry Board	\$5,300.00
Northern Illinois University	\$637,500.00
Office Of The Auditor General	\$125,000.00
Office Of The Secretary Of State	\$8,642,100.00
Office Of The State Appellate Defender	\$967,000.00
Office Of The State Fire Marshal	\$2,179,900.00
Office Of The State's Attorneys Appellate Prosecutor	\$43,000.00
Prisoner Review Board	\$76,100.00
Property Tax Appeal Board	\$73,200.00
Southern Illinois University	\$1,150,100.00
State Board Of Education	\$459,000.00
State Employees' Retirement System	\$800.00
State Universities Civil Service System	\$22,000.00
Western Illinois University	\$131,900.00
Workers' Compensation Commission	\$3,001,400.00
Grand Total	\$139,658,000.00

APPENDIX D

Draft of Recommended Legislation

(Attached Separately to Digital Version)

Online at:

[http://ilga.gov/legislation/billstatus.asp?DocNum=1606&GAID=14&GA=100&DocTypeID=SB
&LegID=104298&SessionID=91](http://ilga.gov/legislation/billstatus.asp?DocNum=1606&GAID=14&GA=100&DocTypeID=SB&LegID=104298&SessionID=91)