



2018 State of Illinois Annual Report Information Technology Transformation

Governor Bruce Rauner

Acting Secretary and State Chief Information Officer Kirk Lonbom

December 2018



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December 28, 2018

To the Members of the General Assembly:

Thank you to the members of the 100th General Assembly for their vision, support, and dedication to transforming and modernizing state government with the unanimous support and passage of Public Act 100-0611, creating the Department of Innovation & Technology in state statute.

As I complete 38 years of public service, it is with pride that I look back on what was accomplished in my tenure as Acting Secretary and State CIO of the Department of Innovation & Technology.

- Security – The State of Illinois today is more secure than it was 4 years ago. The efforts to bring about enterprise changes to the security posture of the state means that citizen, employee, and critical State data is secured and is actively being monitored.
- Enterprise Resource Planning – The ERP program has added 80% of state agencies under the governor onto the platform creating a standard approach to state finances that is more transparent, accountable, and useful. The addition of the remaining state agencies, as well as the launch of the Human Capital Management module will ensure the State's backend systems are best-in-class.
- Unified Communications & Collaboration – The VoIP project is replacing expensive phone lines with new, secure, modern digital infrastructure, lowering the overall cost of telecommunications and supporting enhanced collaboration across the state, at no increased cost to state agencies.

The lasting impact of this work is to create a state government that is more secure, more transparent, and with the digital infrastructure needed to continue serving citizens and employees with best-in-class technology services.

It has been my honor to serve in this role. After 38 years in public service, my time at DoIT as the CISO building the nation's best security operation and as the Acting Secretary and State CIO, leading the wholesale transformation of state government has been the highlight of my career.

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
Jonathan Wolff, Associate 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.

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

Over the last two and a half years, the State of Illinois has advanced from establishing the vision and business case for consolidation, unification, and digital transformation into full operationalization and execution of a robust innovation and technology strategy. This digital transformation is fundamentally changing the basis of state government through the delivery of high-value, customer-centric technology, and best-in-class innovation. DoIT's efforts in the past two and a half years have fostered statewide collaboration and empowered our client agencies to provide better services to residents, businesses, and visitors while maximizing the value of taxpayer resources.

The modernization of the State's financial and accounting systems, optimizing information technology and business operations, reducing risk, and hardening our defenses through the establishment of world-class cybersecurity capabilities, unification of 1,500 IT professionals, optimizing the State's application portfolio, and leading the nation as the first Smart State are just a few examples of the truly transformational accomplishments DoIT has achieved.

To deliver on its mission and serve its customers, DoIT is aligned around three core tenants that guide the business and governance of the organization:

- **Strategic Business Alignment and Governance** - To ensure continuous business alignment and prioritization in line with the most critical needs of the state, DoIT client agencies actively participate in strategic planning, governance, and forecasting. DoIT serves as a strategic partner in support of state agencies and executive priorities and ensures the IT needs of the State of Illinois are met through coordination and proactive planning, ensuring the most efficient and effective use of taxpayer funding.
- **Service Delivery** - DoIT delivers world-class innovation and technology services via clearly defined service catalogs and service level agreements with transparency and clarity of the costs in delivering those services.
- **Innovative Solutions** - DoIT serves its client agencies by delivering technology solutions through well-defined and consistent statements of work to ensure solutions are effectively and efficiently delivered on-time, on-budget and within managed scope utilizing best-practices project and portfolio management.

History of the Department of Innovation & Technology

The State of Illinois has gone through a variety of phases to advance modernization of technology systems culminating in the creation of the Illinois Department of Innovation & Technology.

- 1999: Executive Order 99-05 established the Illinois Technology Office within the Office of the Governor, specifically with concerns on managing Y2K issues.
- 2003: Public Act 93-025 directed Central Management Services to centralize information technology services as a component of the FY04 budget implementation act to find savings in government operations.
- 2003 – 2015: The CMS Bureau of Communication and Computer Services team worked diligently to centralize data center, network, and telecommunications efforts in the state.
- 2015: Governor Rauner’s transition committee recommended continued consolidation of technology operations and a strategic focus on technology operations.
- 2016: Executive Order 16-01 is issued and creates the Department of Innovation & Technology.
- 2018: Public Act 100-0611 cements digital transformation by creating the Department of Innovation & Technology in statute.



Status of IT Unification

A core component of IT Transformation has been to unify all IT personnel into common purpose and common cause to help serve agencies more effectively, more efficiently, and with a focus on enterprise goals.

Both Executive Order 16-01 and P.A. 100-0611 mandate that IT personnel move under the jurisdiction of DoIT. DoIT in partnership with its client agencies has worked diligently to fulfill the mandate of both the executive order and the statute and expects the full unification of personnel to be completed in 2019.

At the end of 2018, DoIT will have re-badged and changed the job codes of all IT personnel at their legacy agencies and will have IT personnel at 10 agencies moved to DoIT payroll. DoIT will continue moving agency personnel to DoIT payroll throughout 2019 to meet the requirements of P.A. 100-0611.

Transition Order	Legacy Agency	Tentative Payroll Transition Date	Completion
1	Central Management Services	September 1, 2018	✓
2	Veterans' Affairs, Department of	September 1, 2018	✓
3	State Fire Marshal, Office of the	September 1, 2018	✓
4	Financial and Professional Regulation, Department of	September 1, 2018	✓
5	Lottery, Department of	October 1, 2018	✓
6	Insurance, Department of	October 1, 2018	✓
7	Environmental Protection Agency	October 1, 2018	✓
8	ALPLM	October 1, 2018	✓
9	Capital Development Board	October 1, 2018	✓
10	Revenue	November 1, 2018	✓
11	Employment Security	December 1, 2018	<i>In Progress</i>
12	Public Health, Department of	March 1, 2019	
13	Guardianship and Advocacy Commission	March 1, 2019	
14	Gaming Board, Illinois	March 1, 2019	
15	Human Rights, Department of	March 1, 2019	
16	Agriculture, Department of	March 1, 2019	
17	Commerce and Economic Opportunity, Department of	March 1, 2019	
18	Children & Family Services, Department of	April 1, 2019	
19	Healthcare and Family Services, Department of	May 1, 2019	
20	Labor, Department of	June 1, 2019	
21	Natural Resources, Department of	June 1, 2019	
22	Transportation, Department of	June 1, 2019	
23	Emergency Management Agency, Illinois	June 1, 2019	
24	State Police	June 1, 2019	
25	Aging, Department of	FY20	
26	Human Services, Department of	FY20	
27	Corrections, Department of	FY20	
28	Juvenile Justice, Department of	FY20	

A core component of the transformation has been to change the culture of IT to focus on service to client agencies. The launch of the OneDoIT initiative has been a cornerstone of the effort towards unification and delivering best-in-class services statewide.

One person can change the ~~perception~~ ^{reality} of how DoIT serves its customers.



Be the change.

Showing up doesn't just mean coming to work and attending meetings...it means making sure you are present, active and participating.

Be Accountable

All of us seek to do a good job. It's ok to make mistakes. Be accountable for the work you do. Lead from where you are.

Be Honest

We must be honest about our successes, our failures, strengths and weaknesses. Being honest doesn't mean complaining, it means coming to the table with proposed solutions.

Leave Your Personal Agenda at the Door

We are here to support the citizens of Illinois. It is crucial that we remember who we serve and why we serve.

Embrace Enterprise Thinking

It doesn't matter WHO gets it right, as long as WE get it right. It is amazing what can happen when we think beyond ourselves.

Remember we are OneDoIT

We support our citizens, the agencies and other constituency. And we do it as OneDoIT.



Stay Connected
www.doit.illinois.gov

Budget Summaries FY17-FY19

The Department of Innovation & Technology is a service provider agency that provides services to other entities and recovers the cost of those services. 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.

These funds were created as mechanisms to fund centrally-provided services rather than fund all central services directly through 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.

The Building Blocks of the DoIT Budget



- **Personnel - \$250 Million:** onboarding IT personnel onto DoIT payroll allows for the management and direction of resources in an enterprise manner, capturing efficiencies, and allowing for the creation of an agile, world-class service organization.
- **Base IT & Telecom Support - \$160 Million:** Enhanced enterprise approach to cybersecurity can be realized, as well as reducing cost through application rationalization, and other enterprise initiatives.
- **IT Contracts & Initiatives - \$240 Million:** IT Contracts Proactively Managed by DoIT will result in millions in cost savings through contract rationalization and improved management.
- **Capital Funding - \$400 Million:** Modernized and hyper-converged IT infrastructure allows the State to realize the benefits of true, consumption-based cloud-economics

DoIT Appropriations History

	FY17	FY18	FY19
Operating			
TMRF (304)*	N/A	\$350 million	\$650 million
SSRF (304)	\$700 million	NA	NA
CRF (312)	\$200 million	NA	NA
Total Operating	\$900 million	\$350 million	\$650 million
Capital			
CDF (141)	\$0	\$400 million	\$400 million
Total Capital	\$0	\$400 million	\$400 million

*TMRF was created July 1, 2018, consolidating the SSRF and CRF

Commitment to Diversity in Procurement

DoIT strives to ensure that equal opportunities are provided to all Illinois businesses contracting with the State of Illinois and has worked to encourage diversity in procurement with programs that provide opportunities to the minority, veteran, and woman owned businesses of the state.

DoIT Issues First Sheltered Market RFP

Governor Rauner issued Executive Order 2016-08, creating sheltered market opportunities to address the disparity among businesses owned by minorities, women and persons with disabilities. DoIT served as the first Illinois agency to offer procurement opportunities to sheltered markets, meaning those set aside for Business Enterprise Program, (BEP) eligible business. DoIT is looking forward to more opportunities to utilize sheltered markets to promote diversity in state contracting.

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 old, non-secured, legacy applications. DoIT awarded this contract to a BEP firm and work on this effort is currently in process. This contract investment not only supports a BEP business, it will enable the State to begin saving millions of dollars on support costs for these old applications.

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. 55% of the pre-qualified pool of vendors are BEP certified. 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.

Illinois IT Circuit

DoIT has partnered with the BEP Council to host IT networking events, partnering prime vendors and BEP sub-contractors to encourage networking and utilization by prime vendors of certified BEP firms. DoIT plans to continue encouraging these partnerships and exploration of opportunities to encourage the use of BEP firms in IT services.

Enterprise Strategies and Goals



Digital Transformation

Transform the State's Information Technology Functions

- Transform leadership to effectuate digital advancement
- Optimize the digital experience
- Create a data-driven State
- Transform business and technology operations
- Establish and maintain a 21st century digital workforce
- Create an effective digital ecosystem

Secure the State

Protect State Data and Systems from Cyber Attacks and Breaches

- Protect State of Illinois information and systems
- Reduce cyber risk
- Establish best-in-class cybersecurity capabilities
- Execute an enterprise approach to cybersecurity
- Create a cyber secure Illinois

Efficiency through Innovation

Reduce Costs and Avoid Inefficiencies

- Consolidate State technology resources
- Reduce reliance on outdated technology
- Unify the enterprise on modern technology platforms
- Leverage the State's buying power
- Provide optimum value for our investment

Digital Enablement

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

- Provide state-of-the-art innovation and technology to optimize the delivery of services to our citizens
- Ensure interoperability of systems and data across State agencies
- Create a nimble and flexible technology organization to meet the needs of agencies
- Provide best in-class technology services

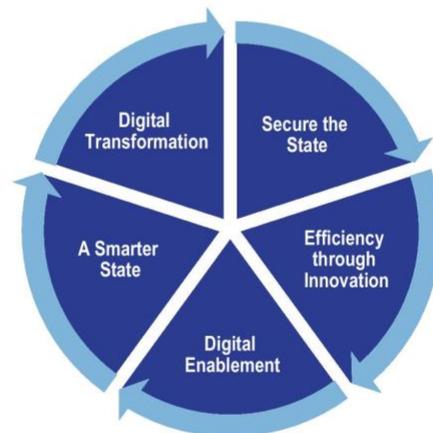
A Smarter State

Enact the Digital Transformation of the State of Illinois by Promoting and Investing in Smart Technologies

- Foster economic development and attract innovative companies to Illinois
- Improve State government efficiency and effectiveness through smart technologies
- Help local governments stay competitive, supporting the development of smart cities and connecting them into a smart region

Our Mission

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.



Connect with Us! For more information about our services and products, visit doit.illinois.gov.

Enterprise Strategies in Action

Illinois' diligence to the development and execution of actionable [strategies](#) has formed the foundation for rapid and continuous improvement. [The State of Illinois Enterprise Innovation and Technology Strategy](#) drives advancement and ensures focus toward the Governor's vision and the IT services and capabilities that our citizens deserve.

Digital Transformation

Transform the State's Information Technology Functions

Goal 1 – Transform leadership to effectuate digital advancement

- United and transformed disparate technology leadership from 38 state agencies into strategic and vertically-aligned business partners through communication, training and standardized playbooks.
- Established joint-ownership of digital transformation with agency leaders to drive innovation and digital transformation from the business perspective.
- Seamlessly transitioned agency leadership through the personnel change for acting secretary.
- Earned a grade of B+ from the Center for Digital Government as evidence of Illinois DoIT's establishment of a modernized innovation and technology environment to ensure a solid foundation for continued improvements, efficiencies, and most importantly, the ability to improve services to citizens, protect the critical information and operations of the state.
- Established the Office of Strategy and Planning to lead enterprise PMO functions, drive lean business process improvement, and continuous strategy and program alignment with business strategies.
- Recruited top performers from across the country to lead crucial transformational functions.

Goal 2 – Optimize the digital experience

- Increased mobile enabled citizen interactions from 73% to 90%.
- Modernized 90% of state websites to a consistent and uniform mobile-enabled platform for a consistent look and feel across state government while empowering the business with real-time content management capabilities.
- Established a shared solution which improved the ability of multiple agencies to serve taxpayers, saving the State \$2 million while providing a common interface to customers.
- Moved all financial and professional licensing online at the Illinois Department of Financial and Professional Regulation.
- Deployed the Illinois College to Career tool allowing students to review college costs and future career earnings.
- Deployed dozens of on-line services across myriad state agencies, improving the digital experience of our citizens.

Goal 3 – Create a data-driven state

- Established a State Data Analytics Practice and hired Illinois' first data officer, data scientists 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.

- 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 and is on track to save \$40 million this year.
- Deployed both enterprise and end-user level business intelligence/data analytics capabilities which is driving state agencies to exploit the power of data to drive more-informed business decisions.
- 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.
- 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.
- The State Data Practice assisted the Department of Revenue in the completion of an income tax analysis toward the goal of increasing tax compliance, better targeting audit candidates and enhancing the collection of past due taxes.

Goal 4 – Transform business and technology operations

- Illinois is the first state using SAP HANA Live cloud to power the ERP platform and increase the speed of business intelligence and analytics.
- 75% complete with the enterprise deployment of Office 365. Established a value-driven education and training program to ensure state employees realize the complete value provided by these and other digital tools.
- Established the business case and received and leveraged \$15 million in capital funding to build a software defined data center for an ongoing savings and cost-avoidance of over \$26 million and allowing for flexibility in a hybrid cloud and hyper converged environment.
- 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.
- Continuous improvement by following the Rapid Results/LEAN principles, utilizing agency trainers to educate all staff with process changes so far resulting in 2 FTE years of time saved.

Goal 5 – Establish and maintain a 21st century workforce

- Passed legislation mandating the unification of all IT personnel into the state for collective resourcing pools and efficiency in human capital.
- Formed a full-service human resource organization for new agency to enhance productivity and streamline operations.
- Established centers of excellence in multiple IT areas of specialty and increased participation by 50%.
- Created and nurtured competency groups focused on the most critical technologies and support services to increase the capabilities of our workforce while promoting best-practices and standards.
- Created an Innovation Academy for IT personnel to help create a culture of “innovation at the edge.”
- Prioritized funding for IT skills modernization, e-training, and piloted a competency assessment and improvement program.
- Launched quarterly employee recognition program for new agency to recognize achievements and boost employee morale.

Goal 6 – Create an effective digital ecosystem

- Partnered with members of the General Assembly and the private sector in the Blockchain Task Force to study the potential of blockchain technologies in government.
- Established a Corporate Innovators Group to advise on best practices in innovation and allowed for private sector engagement to improve government.
- Opted in to the FirstNet public safety network to enhance coordination of first responders and additional network investments in rural areas of the state.
- Founding member of the Internet of Things Talent Consortium and developed curriculum for the future of work in data analytics.
- Lead partner in establishing the Digital Transformation Exchange allowing public sector entities to exchange use cases on best-practices.
- Building recognition of Illinois' IT accomplishments around throughout the nation, as evidenced by awards such as NASCIO's State IT Recognition Awards, StateScoop 50 Awards, CompTIA and Capital City Innovation of the Year.

Securing the State

Protect State Data and Systems from Cyber Attacks and Breaches

Goal 1 – Protect State of Illinois information and systems

- Built a best-in-class and fully-staffed cybersecurity function and established a culture of cybersecurity awareness across the entire enterprise.
- Established a business to security alignment focus to ensure a proactive approach to cybersecurity in the development or acquisition and deployment of technology capabilities.
- 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.
- Established full-encryption for data at rest and in-motion.
- Implementing next-generation email and perimeter security tools to address modern threat landscape.
- Adoption of Zero Trust network design including the use of micro segmentation and user-based security decisions.

Goal 2 – Reduce cyber risk

- 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.
- 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.

Goal 3 – Establish best-in-class cybersecurity capabilities

- 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.

- The Security Operations section, consisting of the SOC, Cyber Intelligence, and Endpoint Protection teams, is leveraging the Mitre ATT&CK framework to improve detection capabilities and reduce the attack surface.
- 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.
- Deployed modern cybersecurity technology and processes to enhance threat protection, detection and rapid response to cyber-events.
- Created dashboards to track and visually communicate agency security posture to executive staff.
- Developed cybersecurity addendum to add to all cloud services procurement contracts.
- Developed Internet of Things network security standards to address security issues with devices incapable of central management.

Goal 4 – Execute an enterprise approach to cybersecurity

- Passed legislation mandating the appointment of a Chief Information Security Officer, providing assurance to businesses that information security is a priority for the state.
- Established a true business-security alignment approach to drive security improvements from the business perspective.
- Implementing a DoIT Hybrid Cloud to support enhanced cyber-resiliency capabilities for all agency applications.

Goal 5 – Create a cyber-secure Illinois

- Coordinated key partnerships across Illinois to advance the cybersecurity of the entire state, including external risk assessments and security operations center services to other constitutional offices, local units of government and universities.
- Partnered with the Illinois State Board of Elections and established a comprehensive elections security program, including directly overseeing the State of Illinois Cyber Navigator Program (support to local elections authorities), expanded real-time monitoring, cybersecurity awareness training to elections officials, and establishment of a more secure elections technology infrastructure.
- Enhanced cybersecurity support to local government and defended over 300 active DDoS attacks against schools, universities, and municipalities.
- Expansion of partnership with the National Guard for cybersecurity response preparedness and training.

Digital Enablement

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

Goal 1 - Provide state-of-the-art innovation and technology to optimize the delivery of services to our citizens

- Deployed the Illinois State Police Lab Information Management System as a fully-cloud enabled solution serving one of the largest crime lab systems in the world.
- Implemented the Illinois State Police Automated Biometric Information System providing for expanded law enforcement biometric capabilities.

- Drove the harmonization of the State’s pool of administrative law judges through demonstrating the value of enterprise case management, leading to an Executive Order mandating the creation of a full enterprise solution.
- Integrated an enterprise payment solution with the State Treasurer’s office to streamline payment collection.
- Reduced environmental inspection reporting from 5 months to 1 week using digital tools for inspectors.
- Enhanced the Benefit Information System to generate electronic workflows for benefit investigations.
- Deployed an interactive, web-based app with housing options for people with disabilities
- Launched an online elderly abuse registry to protect vulnerable seniors.
- Launched a mobile caseworker app for the Department of Children and Family Services to allow timelier investigative reports.
- Department of Labor transitioned to an online wage claim filing process to improve the accuracy of submissions by nearly 80 percent.

Goal 2 - Ensure interoperability of systems and data across State agencies

- 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.
- Established an Enterprise Architecture approach to ensure interoperability of technologies, compliance to standards and alignment with the enterprise approach to business service delivery.
- Standardized a modern master data management platform to drive interoperability and exploitation of data across the enterprise.
- Established a standardized API gateway architecture to enable API-driven solution delivery to promote agility, speed and scale for business solutions.

Goal 3 - Create a nimble and flexible technology organization to meet the needs of agencies

- Advanced agile solution-delivery capabilities which reduced solution delivery time and improved customer satisfaction.
- Improved project governance efficiency by 80% while doubling project reviews to reduce redundancy and achieve optimum efficiencies.
- Implemented the DoIT Daily video conference, uniting over 100 leaders across the 38 agencies DoIT serves as both an operational accountability and services-culture building tool.
- Created Rapid Results competency group and rolled out internal training to expand the understanding and use of the process improvement methodology.

Goal 4 – Provide best-in-class technology services

- Established the role of Chief Services Officer and instilled specific focus on best-in-class service delivery aligned with best-practices.
- IT Service Management (ITSM) cloud-based solution with anytime, anywhere access to self-service service desk, change management and service level management tools.
- Drastically improved customer-service through process improvements. Examples include the achievement of a 2.4% help desk call abandon rate, high service level agreement achievement and a consistent customer satisfaction rates at 92+ %.

Efficiency through Innovation

Reduce Costs and Avoid Inefficiencies

Goal 1 – Consolidate State technology resources

- Passed legislation mandating the unification and consolidation of all IT resources.
- Consolidated 93% of the State’s technology infrastructure.
- Moved to a unified collaboration and communications platform allowing the State to sunset 11,000 legacy phone lines.
- Decommissioned over 300 physical servers.
- Consolidated databases for a \$450,000 savings in licensing costs.

Goal 2 – Reduce reliance on outdated technology

- Reduced the State’s overall application portfolio by a third.
- Modernized legacy data center infrastructure across the enterprise to reduce security risk, enhance performance and ensure continuity of service delivery.
- Overhauled the legacy network infrastructure through the replacement of aged network devices including switches, firewalls and routers.
- Executing a software-defined infrastructure (data center and network) providing for efficient and secure centrally managed capabilities and agility.
- Automated an outdated paper process at Department of Natural Resources to save over \$250,000 annually

Goal 3 – Unify the enterprise on modern technology platforms

- Implemented ERP at 36 state agencies, registered 1,596 users, disbursed \$6.68 billion in funds, processed 512,000 vouchers, and have \$672 million in assets under management.
- Consolidated the State’s multiple Customer Relationship Management (CRM) instances to one common platform.
- Established an Enterprise Licensing Platform to unify disparate licensing systems for enhanced citizen-centric service and experience while expanding rapid deployment, on-line licensing and permitting capabilities to all state agencies.
- Established an enterprise learning management system, resulting in millions in cost avoidance and targeted applications for decommissioning.
- Established the business case, acquired funding and executing the modernization of compute and storage capabilities into a hyper-converged infrastructure.
- Migrated Illinois agency websites to the enterprise platform resulting in decreased costs and consistency. The Illinois team currently hosts nearly 120 websites.

Goal 4 – Leverage the State’s buying power

- Passed legislation allowing for joint and cooperative purchasing, allowing Illinois to access national contracts.
- Signed three contracts for smart street lighting allowing local units of government to access preferred pricing for smart lighting upgrades and future IoT development.
- Leveraging security investments to monitor and assist local governments in the event of a security incident.
- Rationalized an initial 20% of state IT contracts formerly held at state agencies.
- Increased supplier diversity through minority outreach and goal setting on IT contracts.

Goal 5 – Provide optimum value for our investment

- Implemented a mandatory cost-benefit analysis template in the IT governance process to assist in prioritizing projects across the enterprise.
- Established an existing in-house application as an enterprise learning management solution for statutorily mandated cyber security training, ethics training, and sexual harassment training.
- Leveraged effective governance to implement a uniform tax solution across two agencies for a savings of \$800,000 annually.

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.

Goal 1 - Foster economic development and attract innovative companies to Illinois

- Chosen as the National Governors Association lead state advisor and host for the Smarter States -Smarter Communities Learning Lab, which will help empower five other states to advance a smart state strategy.
- Established the Illinois Blockchain Initiative to explore use cases on the blockchain for the public sector.
- Passed regulatory guidance exempting digital currency transactions from enforcement under the Transmitters of Money Act, encouraging exploration of the technology.
- Passed legislation mandating the appointment of a Chief Information Security Officer, providing assurance to businesses that information security is a priority for the state.

Goal 2 - Improve State government efficiency and effectiveness through smart technologies

- Deployed IoT devices to monitor water quality at state veteran's homes and incorporated smart technologies into future building plans.
- Advanced the state's Smart Building initiative through the establishment of data feeds and analytics to better manage and reduce energy costs for the state's 7,000 buildings.
- Released the first draft of the DOT Asset Management Program using data analytics to prioritize maintenance of transportation infrastructure.
- Partnering with the Illinois Department of Corrections in the development of a state-of-the-art smart medical/detention facility.
- 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 WiFi Super Cluster.

Goal 3 – Help local governments stay competitive, supporting the development of smart cities and connecting them into a smart region.

- Established and executed a master contracting strategy for smart technologies to optimize the buying power of the state while providing local government with expert guidance in the establishment of smart capabilities.
- Completed state master contracts for smart street lighting and guided over 150 local governmental representatives regarding the establishment of a smart city foundation through smart street lighting and associated technologies.

Digital Transformation in Action

Key Enterprise Initiatives

IT Transformation and Unification

As part of the overall transformation efforts, DoIT is unifying IT processes, budgets, and personnel through infrastructure unification and modernization by consolidating and modernizing the remaining infrastructure to promote cost-savings, security practices, and ensure one view into the State's IT systems. A project plan aligned to modernization and best-practices was developed prior to the formation of DoIT and continues to serve as a guide for modernizing all services at DoIT and achieving the cost-savings projected from unification. Additionally, DoIT is unifying IT personnel into one agency which allows for the use of shared resources aligned to strategic priorities across the enterprise.

Cybersecurity

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. Cyber Security information systems are extremely vital elements to the state's ability to deliver key services and protect our citizens. Illinois must ensure the cyber-resiliency of systems and the ability to recover quickly from any successful attacks as well as prepare for disasters which negatively impact systems and compromise the state's ability to provide key information and services.

Elections Security and Cyber Navigators Program

DoIT has been an active partner with the State Board of Elections supporting them in developing security operations. As part of the FY19 budget, the Cyber Navigators program was established and DoIT is a recipient of that funding to assist in performing a comprehensive risk assessment for each election jurisdiction, analyzing system and network documentation for accuracy, making recommendations regarding software patches, system updates, email, security software, and more, and assisting jurisdictions and their IT departments with assessing their systems against the 20 Center for Internet Security (CIS) Controls.

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 once the program is fully implemented.

Enterprise Applications and Portfolio Management (Application Rationalization & HP Tool)

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. 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 cost avoidance savings by leveraging enterprise solutions and common systems. Application Rationalization is a key component of digital transformation in Illinois. For decades, Illinois has operated with antiquated systems that lacked reporting and historically functioned in silos, with a lack of interoperability. The IT environment consisted of hundreds of solutions that created duplicative processes, hindering the efficiency of the state. Application rationalization is a necessary element in the process of establishing an enterprise organization.

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.

Unified Communications and Collaboration

The VoIP project addresses the replacement of an aging voice service that is being phased out by the telecommunications industry due to lower cost alternatives offering increased functionality. This project includes migration for the remaining 22,000 lines plus modernization of the agency inside data wiring and LAN hardware which is required to support VOIP. The project also includes modernization of 200+ video conferencing systems that are out of support, failing, and unable to meet state security requirements. Once completed, the state's voice and video systems will be on current, modern technology offering increased user functionality at a lower operating cost.

Illinois Classroom Connectivity Initiative

The DoIT Illinois Century Network (ICN) staff have been actively working to improve broadband speeds for K-12 schools to expand digital learning which powers individual learning and builds 21st century skills. Through a collaboration with the Illinois State Board of Education, Governor's Office, and the non-profit Education SuperHighway, the percentage of school districts meeting recommended broadband speeds has grown from 71 to 96 percent. The Illinois Classroom Connectivity Initiative works one-on-one with school districts lacking adequate broadband connectivity to research options for increasing speeds, leverage federal e-Rate funds, negotiate competitive pricing, and educate service providers on K-12 needs. DoIT established master contracts specifically to address K-12 wireless connectivity within classrooms leveraging federal e-Rate funds and next year the Classroom Connectivity Initiative will focus on improving classroom wireless connectivity.

Integrated Eligibility System (IES) Infrastructure Refresh

DoIT began supporting the infrastructure for the IES system in 2018 using a cloud environment at the primary data center. DoIT is in the process of moving the IES databases to the new hardware and is awaiting testing by DHS and the vendor prior to moving the production application environment to the

new hardware. The move to a modernized infrastructure will result in significant system performance improvements, stability and the ability to quickly make changes to the application layer.

Hybrid Cloud

The Department recently invested in modernizing on premise systems that will greatly improve system, storage, and application performance. As a part of the Hybrid cloud project, DoIT has contracted with VM Ware to assist with the implementation of a Software Defined Data Center (SDDC) methodology which is the process of merging hardware and software resources and networking functionality into a software-based virtual network. It is estimated that it will cost \$1.5 million in FY 20 and another \$1.5 million in FY21.

Cluster and Agency Focused Initiatives

Government and Public Employees

- Department of Revenue (DOR) and Central Management Services (CMS) have both launched a data analytics practice. DOR implemented two models for the 2018 tax processing season, resulting in a combined benefit of approximately \$34 Million. CMS currently has seven analytics projects underway, ten in the pipeline and a potential of 75+ over the next two years, using DoIT established standards to address data usage and best practices.
- Department of Revenue implemented the Lien Registry function in Gentax which allows constituents statewide to easily determine if a person has an outstanding lien.
- The DOR's Internet site was modernized with more efficient navigation, mobile-responsiveness, real-time traffic-driven results, and the latest encryption techniques.
- Lottery doubled the number of offsets, by allowing municipalities, like the city of Springfield, to collect debts from Lottery winners via offset. This has helped communities reclaim revenue that may have otherwise gone uncollected.
- Legislative Tracking System (LTS) was made available to all agencies to track legislation that is pertinent to each agency and receive feedback regarding impact to their agency.
- Fleet Management System (FMS) was made available to all agencies to streamline the data collection and reporting of fleet vehicle usage and maintenance.

Business and Workforce

- Department of Insurance (DOI) established a call center for 'Get Covered Illinois' to assist with support issues and DOI also improved tools through the NetMotion and WebEx transition, Cisco video equipment, PC refresh, among others.
- DOI made advancements with data through the migration of data to the open data portal, the decommissioning of legacy SQL Servers and initiating a data driven approach across the agency.
- Following the successful implementation of the Unemployment Insurance Tax system into Gentax, the Department of Employment Security (DES) implemented numerous enhancements to improve the system for taxpayers.
- DES upgraded the Illinois Benefit Information System (IBIS) to improve the online application, reducing errors by 60 percent as well as implementing a required registration to IL Job Link to improve job search/return to work opportunities.
- Department of Financial and Professional Regulation (DFPR) capitalized on moving to an online license application process and reduced the average processing times for new license applications by 20 percent. Over 95 percent of license certifications and real estate supervision

transfers may now be processed online for improved automation, faster service and more accuracy for licensees.

- Advancements at Department of Human Rights (DHR) to improve processes and efficiencies, the redesign of the public website and addition of an Illinois Sexual Harassment Hotline website.

Family, Children, Elderly and Veterans

- Capitalized on existing training application at Department of Human Services (OneNet) to create an enterprise training platform across the State of Illinois, which was utilized in 2018 for the Sexual Harassment training program.
- Strengthened the reporting capabilities at Department of Children and Family Services (DCFS) by migrating from antiquated software to an updated business analytics tool with more robust reporting tools.
- Rapidly implemented several mandated applications at the Department of Aging to improve protections for Illinois' elderly population.
- Continued to advance transformation at Department of Veterans Affairs to improve systems and services.
- Progressing on infrastructure updates for Healthcare and Family Services' (HFS) integrated eligibility system (IES) to replace outdated system.

Natural and Cultural Resources

- Department of Agriculture (AGR) has decommissioned over 60 applications.
- AGR migrated to enterprise inventory and service request systems, bringing improved transparency, tracking and service delivery.
- Multiple website redesigns at Abraham Lincoln Presidential Library and Museum (ALPLM) to enhance historical storytelling, including "Papers of Abraham Lincoln", "Civil War Tech" and "From IL to the White House".
- Department of Natural Resources (DNR) successfully launched the Target IL Poachers System and Order Tracking System for data capture and enhanced reporting functionality.
- Improved integration across programs at Environmental Protection Agency (EPA) with the Facility Activity and Compliance Enforcement System go live, as well as website and database upgrades to ensure compliance.

Public Safety

- The Illinois State Police (ISP) completed a data warehouse conversion and numerous process changes to improve efficiencies on the WAGE/Timekeeping system.
- ISP executed enhancements to the Traffic and Criminal Software (TraCS) system to include an investigative component, eCitation functionality progress and advanced reporting tools.
- Illinois Emergency Management Agency (IEMA) decreased the volume of applications for decommissioning by over 70 percent.
- The modernization of the RadHealth (Radiologic Health Management) application at IEMA addressed the registration, management and reporting of all radiation-producing devices and equipment.
- IEMA will soon be utilizing SIREN (State of Illinois Rapid Electronic Notification), an emergency notification tool, providing rapid, confidential, secure, web-based alerting and communication to enhance effectiveness in emergency responses, allowing for rapid electronic notification to IEMA employees and external partners.

- Public safety agencies and boards realized benefits from the DoIT's risk assessment and business impact analyses.
- Prisoner Review Board (PRB) successfully achieved document digitization and is near the realization of a paperless environment.

Students

- Participated with the Governor's Cabinet on Children and Youth and assisted in the delivery of a data dashboard to bring more informed decisions about the health, safety, education and work readiness of Illinoisans younger than 25.
- Illinois Student Assistance Commission (ISAC) introduced the College2Career mobile tool that allows users to review student outcome data for each of the state's community colleges and four-year institutions to provide a useful resource for Illinois students.
- Launched the Illinois Innovation Academy, in partnership with University of Illinois Springfield and the Discovery Partners Institute, a 5-week program to educate and encourage State of Illinois employees to become better problem solvers by thinking beyond business as usual. 20 DoIT employees participated in the pilot program.
- Exploring collaborative opportunities with the University of Illinois Urbana through the Intergovernmental Agreement (IGA) including a cyber fellow program.

Transportation

- In July 2018, Illinois Department of Transportation (IDOT) went live with the Asset Management Program (AMP) as the primary web-based solution for supporting all aspects of the agency's highway maintenance and operations work activities. This program will manage and track nearly \$175,000,000 annually for labor, equipment, and materials costs in support of 33,400 operations projects across the state (projected values).
- In October 2018, IDOT released Phase 1 of the Federal Program Management (FPM) system which automates and supports over 5,000 federal projects and 4,500 federal obligations required to efficiently bill approximately \$30 million *each week* for reimbursement of IDOT projects which is \$1.5 billion annually.
- IDOT released a new and greatly improved Program Planning System (PPS) system which manages an average of 1,040 projects annually at a total program cost of \$2.24 billion.
- Continued to actively test and deploy mobile computing devices (iPads and Windows Surface tablets) to agency field staff working at construction sites, sampling and inspecting materials, and performing maintenance operations activities.

Appendix A: Legislation Impacting DoIT

Creation of DoIT by Executive Order

On January 25, 2016, Governor Rauner issued [Executive Order 16-01](#) establishing the Department of Innovation & Technology (DoIT), a new state agency with responsibility for the information technology functions of agencies under the jurisdiction of the Governor.

Summary of the Executive Order:

- Consolidated the Office of the State CIO (formerly known as the Illinois Technology Office) and the CMS Bureau of Communications and Computer Services (BCCS) into a new principal department called the Department of Innovation and Technology (DoIT).
- Established the mission of DoIT to be to provide best-in-class IT services to agencies under the jurisdiction of the Governor. Client agencies are to be served in common-interest “clusters” (e.g. health and human services, transportation, education) and have input into how services are prioritized and delivered.
- Created the head of DoIT to be the Secretary, who is appointed by the Governor with the advice and consent of the Senate.
- Consolidated approximately 500 IT personnel at BCCS into DoIT, while another 1,100 IT personnel across other agencies were transferred to DoIT. The transition did not impact employee’s status or rights under the Personnel Code or any collective bargaining agreement and did not result in any lay-offs.

[Governor Consolidates Illinois' Information Technology into New Agency](#)

Cybersecurity Training

House Bill 2371 ([P.A. 100-0040](#)) was signed by Governor Rauner on August 7, 2017 providing cybersecurity training for state employees to strengthen the state’s defense against cyberattacks.

[Gov. Rauner signs bill to protect Illinois from cyberthreats](#)

Blockchain Task Force

[HJR 25](#) created the **Illinois Legislative Blockchain and Distributed Ledger Task Force** to study how and if State, county, and municipal governments can benefit from a transition to a Blockchain based system for recordkeeping and service delivery. The task force was mandated to research, analyze, and consider:

- Opportunities and risks associated with using Blockchain and distributed ledger technology;
- Different types of Blockchains, both public and private, and different consensus algorithms;
- Projects and use cases currently under development in other states and nations, and how those cases could be applied in Illinois;
- How current State laws can be modified to support secure, paperless recordkeeping;
- The State Public Key Infrastructure and digital signatures; and,
- Official reports and recommendations from the Illinois Blockchain Initiative.

[State of Illinois Releases Blockchain Task Force Report](#)

Codification of DoIT

On July 20, 2018, Governor Rauner signed House Bill 5611 ([P.A. 100-0611](#)) officially recognizing DoIT as a state agency.

The legislation updated statutes to reflect the newly created Department of Innovation and Technology as a standalone State agency, separate from Central Management Services. Specifically, the bill:

- Provided for the appointment of the Secretary of Innovation and Technology and that the Secretary shall serve as Chief Information Officer of the State;
- Added one additional Assistant Secretary position to provide administration for the Department;
- Created the office and position of a State Chief Information Security Officer (CISO). The State CISO will be responsible for driving cybersecurity policy, planning, and implementation across state agencies.
- Allowed Department of Corrections employees to maintain pension status upon transfer to DoIT;
- Added the Department to the Personnel Code, as requested by the Civil Service Commission;
- Limited the growth of subsidized network activities, while retaining core capabilities in providing service to public sector anchor institutions.

[Gov. Rauner signs HB 5611](#)

Appendix B: Press Releases Issued

2018 Press Releases

- [State of Illinois Announces Smart Street Lighting Vendors](#) - The State of Illinois today announced its intent to enter into a state master contract for Smart Street Lighting, following a Request for Proposal (RFP) issued in January 2017.
- [State of Illinois Releases Blockchain Task Force Report](#) - The first official government report in Illinois on blockchain is being released today on the use and opportunities available through blockchain and distributed technologies in the public arena.
- [State of Illinois Enters National Partnership for Public Sector Collaboration](#) - The State of Illinois announces participation in a national partnership that will serve as a platform to share digital transformation best practices and new technologies.
- [ISAC Awarded 2018 Most Effective IT Team Award from CompTIA AITP Chicago Chapter](#) - The Illinois Student Assistance Commission (ISAC) has been named the 2018 "Most Effective IT Team" by CompTIA AITP Chicago.
- [Illinois Department of Human Rights Launches New Website](#) - The Illinois Department of Human Rights (IDHR) is launching a new website, featuring a more modern and user-friendly design.
- [Illinois Recognized as Top Tech Employer and for Achievement of Technology Enhancements](#) - It's Information Technology Month and the Illinois Department of Innovation & Technology (DoIT) is highlighting the state's digital transformation and the positive impact on state operations.
- [Gov. Rauner issues Executive Order to eliminate backlog of human rights cases](#) - Gov. Bruce Rauner today issued an executive order mandating that steps be taken to eliminate the backlog of over 1,000 cases at the Illinois Human Rights Commission (IHRC) dealing with anti-discrimination and equal opportunity complaints.
- [Gov. Rauner signs HB 5611](#) - The Illinois Department of Innovation and Technology (DoIT), formed by Executive Order in 2016, is now officially recognized as a state agency.
- [Illinois Department of Innovation & Technology \(DoIT\) to Recognize 200 Years of Innovation in Illinois at the Illinois State Fair](#) - The Illinois Department of Innovation & Technology (DoIT) is participating in the Governor's Tent at the 2018 Illinois State Fair.
- [Illinois State Agencies Collaborate to Expand Mobile Services](#) - The Department of Employment Security (DES) and Department of Innovation & Technology (DoIT) jointly announce the release of the IllinoisJobLink.com mobile functionality.
- [October Proclaimed as Cyber Security Awareness Month in Illinois](#) - October is Cyber Security Awareness Month in Illinois, as proclaimed by Governor Bruce Rauner, to recognize the vital role that cyber security plays in identifying, protecting its citizens from and responding to cyber threats.
- [October is National Cyber Security Awareness Month](#) - During October, the Illinois Emergency Management Agency (IEMA) is joining with the Illinois Department of Innovation and

Technology (DoIT), as well as county and municipal emergency management agencies, to increase awareness of online risks and provide tips on what people can do to prevent problems.

- [Illinois smart state initiatives save money, improve service](#) - Illinois is using advanced digital technologies to give taxpayers better service at lower costs.
- [NASCIO Recognizes Illinois for Outstanding Accomplishments in IT](#) - The National Association of State Chief Information Officers (NASCIO) announced the state of Illinois' unemployment insurance tax modernization project as the winner for the Digital Government: Government to Business category as part of their 2018 State IT Recognition Awards.

2017 Press Releases

- [Reality Check App Puts Career Planning Tools in the Hands of Youth, Job Seekers](#) - The Illinois Department of Employment Security (IDES) has teamed up with the Illinois Department of Innovation and Technology (DoIT) on a new Going Mobile initiative that will help teens, young adults and those considering career changes to obtain realistic projections and information.
- [State of Illinois, U of I System Launch 'Smart State' Partnership](#) - The State of Illinois and University of Illinois System announced a new partnership today which advances Illinois as the nation's premier 'Smart State', integrating next-generation technology to improve quality of life, grow the state's economy and retain and attract residents.
- [Governor Addresses Internet of Manufacturing Conference](#) - Governor Bruce Rauner today discussed the role of innovating technology and manufacturing at the Internet of Manufacturing Conference taking place at McCormick Place.
- [Governor, DoIT Unveil Cybersecurity Strategy to Protect Services and Information](#) - Governor Bruce Rauner and the Department of Innovation & Technology (DoIT) today announced a comprehensive state cybersecurity strategy as an important step toward the governor's vision for a cyber secure Illinois.
- [April Declared Information Technology Month in Illinois](#) - Governor Bruce Rauner declared April 2017 as Information Technology Month in Illinois to celebrate the important work being done by IT professionals statewide and to encourage Illinois students to understand the growing opportunities in IT and the workforce.
- [The State of Illinois to Build a Digital-Ready Workforce](#) - The State of Illinois and the IoT Talent Consortium (IoTTC) today announced a partnership to deliver education curricula designed to further Illinois' goal of transforming into a "smart state" by using advanced technologies to deliver services better and more efficiently.
- [Illinois Department of Veterans' Affairs Executes Rapid Response to Cyber Issue](#) - On July 3, 2017, the Illinois Department of Veterans' Affairs (IDVA) reported evidence of a malware virus on the agency's network. IDVA staff quickly responded to minimize the spread and launched a security incident response through the Illinois Department of Innovation & Technology (DoIT).
- [Gov. Rauner acts to increase fairness and speed in administrative hearing process](#) - Gov. Bruce Rauner today signed Executive Order 2017-04 to improve and streamline Illinois state government.

- [Gov. Rauner signs bill to protect Illinois from cyberthreats](#) - Today, Governor Rauner signed House Bill 2371, requiring all executive branch State of Illinois employees responsible to the Governor, not including public university employees, to undergo annual cybersecurity training to understand the risks, threats and best practices to defend against cyber threats.
- [Department of Innovation & Technology \(DoIT\) Participating in Governor's Tent at 2017 Illinois State Fair](#) - Today, the Illinois Department of Innovation & Technology (DoIT) unveils the agency's 2017 Illinois State Fair display in the Governor's Tent.
- [Procurement Innovation Continues in Illinois](#) - The Department of Innovation & Technology (DoIT) today announced the annual application period for the Information Technology Resource Planning (ITRP) Program, which provides an effective way for state agencies to secure IT vendors.
- [Gov. Rauner announces leadership transition at DoIT](#) - Acting Secretary and State CIO Hardik Bhatt will be leaving the Department of Innovation and Technology (DoIT) after leading the digital transformation in state government for more than two years. Kirk Lonbom, the Chief Information Security Officer at DoIT, will assume responsibilities as interim secretary of the department.
- [National Cybersecurity Awareness Month Recognized in Illinois](#) - Governor Bruce Rauner proclaimed October as National Cybersecurity Awareness Month in Illinois.
- [October is National Cyber Security Awareness Month](#) - Governor Bruce Rauner has proclaimed October National Cybersecurity Awareness Month to highlight the importance of understanding and avoiding cyber risks.
- [State of Illinois Migrates to Updated Open Data Management System](#) - The State of Illinois today announced the move to a new open data management platform bringing a more functional and straightforward system that will deliver significant cost savings to Illinois, resulting in \$1.2 million in savings over five years.
- [Children's Cabinet to use real-time data to drive policy](#) - Gov. Bruce Rauner's Cabinet on Children and Youth turned on a new data dashboard today that policymakers and the public can use to make better-informed decisions about the health, safety, education and work readiness of Illinoisans younger than 25.
- [Governor's Medicaid fraud prevention initiatives save the State more than \\$450 million](#) - Gov. Bruce Rauner's Health Care Fraud Elimination Task Force reported that the State has saved, prevented or recovered approximately \$450 million in fraudulent or wasteful Medicaid spending in fiscal years 2016 and 2017.
- [State opts in to FirstNet advanced communications network](#) - A new partnership between Illinois and FirstNet will ensure that the lifesaving advantages of enhanced wireless broadband technology are available to public safety personnel statewide, Gov. Bruce Rauner announced today.

- [Governor Consolidates Illinois' Information Technology into New Agency](#) - Governor Bruce Rauner signed Executive Order 16-01 today to create the new Illinois Department of Innovation and Technology (DoIT).
- [Department of Innovation and Technology Moves Forward in Transforming Illinois' Digital Landscape](#) - Governor Bruce Rauner and State CIO Hardik Bhatt announced today the Administration is moving forward in the formation of the new Illinois Department of Innovation and Technology (DoIT).
- [Governor Rauner Takes Executive Action to Improve Administrative Hearing Process](#) - Governor Bruce Rauner today signed an Executive Order to begin a pilot program in an effort to reduce the backlog of administrative hearings in Illinois.
- [State agencies pledge to share data to provide better services to Illinoisans](#) - Thirteen state agencies that are members of the State's Health and Human Service enterprise announced the signing of an Enterprise Memorandum of Understanding (eMOU) for inter-agency data sharing.
- [Governor Rauner Announces Participation in Data-Driven Justice Initiative](#) - Governor Rauner announced today that Illinois will participate in the White House's Data Driven Justice (DDJ) Initiative.
- [Going Mobile in Illinois](#) - Department of Innovation & Technology (DoIT) Introduces Four New Mobile Apps to Increase Accessibility for Services and Information.
- [Illinois Makes Dramatic Improvement in Technology Rating](#) - In an announcement today at the 2016 National Association of State Chief Information Officers (NASCIO) Conference in Orlando, Florida, the Center for Digital Government named Illinois as one of the most improved states in the country for technology and innovation.
- [October is National Cyber Security Awareness Month](#) - To highlight the importance of understanding and avoiding cyber risks, Governor Bruce Rauner has proclaimed October National Cyber Security Awareness Month in Illinois.
- [Illinois Partners with State of Telangana, India to Strengthen Smart State Initiatives](#) - In a move to advance smart state initiatives, the Illinois Department of Information and Technology (DoIT) signed a memorandum of understanding (MoU) with the State of Telangana, India to accelerate the progress of both parties toward emerging smart state technologies.
- [Illinois Announces Initiative to Grow Innovation Sector](#) - A consortium of Illinois state and county agencies today announced the official launch of the Illinois Blockchain Initiative.
- [Illinois on Track to Become First Smart State in the U.S.](#) - The State of Illinois' Department of Innovation and Technology (DoIT) recently hosted the Smart State Roadmap Workshop, a two-day workshop to pursue becoming the first 'Smart State' in the nation.

Appendix C: Agencies Under P.A. 100-0611 by Cluster

Family, Children, Elderly and Veterans (HHS)

- Aging
- Children and Family Services
- Healthcare and Family Services
- Human Rights
- Human Services
- Public Health
- Veterans' Affairs
- Deaf and Hard of Hearing Commission
- Guardianship and Advocacy Commission
- Council on Developmental Disabilities
- Illinois Health Information Exchange Authority

Government and Public Employees

- Central Management Services
- Lottery
- Revenue
- Capital Development Board
- Governor's Office of Management and Budget
- Liquor Control Commission

Public Safety

- Corrections
- Juvenile Justice
- Military Affairs
- State Police
- Emergency Management Agency
- Illinois Gaming Board
- State Fire Marshal
- Prisoner Review Board

Business and Workforce

- Commerce and Economic Opportunity
- Employment Security
- Financial and Professional Regulation
- Insurance
- Labor

Natural and Cultural Resources

- Agriculture
- Natural Resources
- Environmental Protection Agency
- Arts Council

Transportation

- Transportation

Students

Advisory

