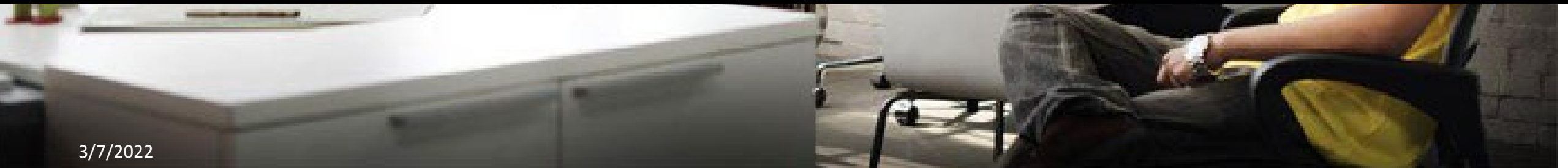




State of Connecticut IT Optimization

December 2021



3/7/2022

OPTIMIZATION

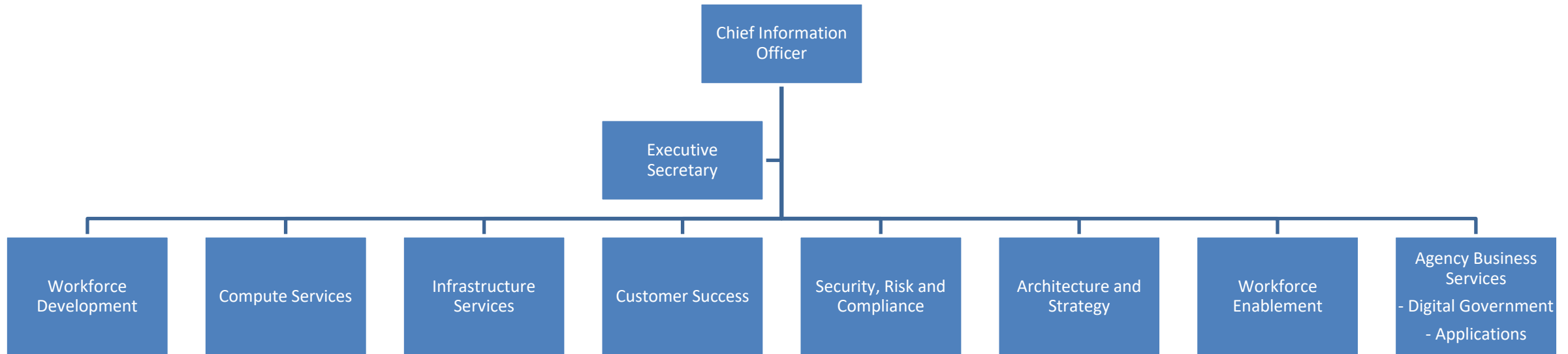
Connecticut's technology vision is bold. It requires a fundamental change to the way the Executive Branch delivers technology services to agencies and the public. It requires IT optimization.

By bringing together all executive branch technology personnel and expenditures into DAS, we

- Improve enterprise-wide IT services by sharing reusable solutions and common processes, accelerating digital government, apply shared best practices, and drive greater automation
- Prepare the state to successfully transition through upcoming retirement surge
- Create a culture focused on customer service, career growth, and skill development
- Establish the platform to accelerate data sharing and data-driven decision making

Bureau of Information Technology Solutions (BITS)

A reorganized IT solutions Bureau within DAS provides greater economies of scale, more consistent standards and control, greater automation and a critical mass of technology competencies, while also having the flexibility and mobility to respond to agency needs



Note: No new net headcount added

Key Dates 2022

Transition of Responsibilities

- New IT organization responsible for all IT services for the State of Connecticut
- IT Personnel continue in assigned role / agency AND transition to BITS
- Enterprise Governance Launched

Complete Transition

- Move budget items
- Complete operating in new methods



Internal Accomplishments

- Launched a new org structure and name – Bureau of Information Technology Solutions
- Executed memorandums of understanding with participating agencies
- Mapped all employees and contractors to new groups and teams in the new organization
- Provided employees over 13,000 hours of technical and interpersonal skills training this year
- Piloted a Service Desk at one agency to speed resolution of employee technical needs
- Created a new work culture built upon three core principles of:
 - Own the Outcome – driving all work to swift and complete conclusion
 - Be one Team – fostering partnership across all of technology and with our agencies and the public we serve
 - Make it Better – bringing continual improvement to our processes and expansion of our skills and capabilities



Summary

The Bureau of Information Technology Solutions is prepared to Optimize Connecticut's information technology

New structure and culture positions the organization to use talent flexibly while honoring work contracts and to create a professional pride and sense of one team

Greater efficiency and effectiveness in technology requires gradual shifts in the operating model; no big bang

2021 DAS Led and Facilitated Accomplishments

- Statewide Collaboration Tools for all agencies
 - Microsoft Teams for remote work and cross agency collaboration
 - Moved email to the cloud – reducing risk and effort for supporting email – greater security
- Security Capabilities added for all agencies
 - Vulnerability scanning, 24x7 monitoring of incidents
 - Network and Ransomware protection
 - Multi-factor authentication reduces remote work risks
- COVID-19 Response
 - Contact Tracing Technologies, Responsive Covid-19 portal, Chatbot, QR Code
 - Built applications for Small Business Loans, Business Opening, Business Complaints
- Digital Government
 - DMV renew driver's license
 - CT Paid Leave
 - Business.CT.Gov – Complete checklist to start a business
 - additional releases that streamline activities

Questions and Suggestions

Agencies in Scope

Agricultural Exp Station	Dept of Insurance
CT State Library	Dept of Revenue Services
Department Veterans Affairs	Div of Criminal Justice
Department of Correction	Freedom of Information Comm
Department of Education	Governor's Office
Department of Housing	Lt. Governor's Office
Department of Labor	Mental Health/Addiction Svcs
Department of Motor Vehicles	Military Department
Department of Social Services	Office of Gov Accountability
Department of Transportation	Office of Policy and Management
Dept Emergncy Srvc Pub Protect	Office Chief Medical Examiner
Dept Enrgy & Envir Prot	Office of Consumer Council
Dept of Admin Services	Office of Early Childhood
Dept of Aging & Disability Srv	Office of Health Strategy
Dept of Agriculture	Office of State Ethics
Dept of Banking	Psychiatric Sec Review Board
Dept of Children and Family	Public Health
Dept of Consumer Protection	Teachers Rtrmnt Board
Dept of Developmental Services	Workers Comp Comm

Job Classes in Scope

Chief Data Officer	DPOpnsSuprtSpec2	InformationTechnologyManager3
CJIS Program Manager	DPOpnsSuprtSpec2(RC)	InformationTechnologyManager4
CompOperationsSupv	DPOpnsSuprtSpec3	IT Analyst 1
DataEntryOperator1	DPTechAnlyst4RC	IT Analyst 1 RC
DCJ InfoTechManager 3	EmerTelecomMgr	IT Analyst 2
DCJInformationTechnologySME	ERPFinancialsBusAnlyst	IT Analyst 3
DCJInfoTechAnalyst1	ERPFinancialsBusSpec	IT Analyst 3 (Conf)
DCJInfoTechAnalyst2	GeographicInfoSystemsCoordRC	IT SubjMatterExpert
DCJInfoTechAnalyst3	GeographicInfoSystemsTechRC	IT Supervisor
DirEmrgncyTelecom	Info Tech Analyst 1 (Confid)	IT Technician
DPOpnsSuprtSpec1	InformationTechnologyManager1	PUSupvOfTechAnlyst
DPOpnsSuprtSpec1(RC)	InformationTechnologyManager2	TelecomTechSpec

Labor Classes in Scope

UNION	NUMBER OF EMPLOYEES
Admin and Residual (P-5)	3
Administrative Clerical (NP-3)	16
Confidential	2
Crim Justice Managerial Exempt	1
Crim Justice Non-Mgmt Exempts	5
Engineer, Scien, Tech (P-4)	521
Managerial	66
Total	614