

# State of Illinois Annual Report 2023

## Department of Innovation & Technology (DolT)

Governor JB Pritzker  
State Chief Information Officer and Acting Secretary Sanjay Gupta

January 2024

As I reflect on the past year, it's been a continued journey of growth and transformation for the Illinois Department of Innovation & Technology (DoIT). 2023 was a milestone year for DoIT marked by several inaugural strategic initiatives like the launch of the IT Trainee Program by Governor Pritzker, which is a game changer for three key reasons:

1. First, this program establishes a new model to address the gap between the available talent and the need for IT skilled workforce.
2. Second, it will create an IT talent pipeline that brings much needed diversity to our workforce on an ongoing basis.
3. Lastly, this program draws upon the collective strengths of the City Colleges of Chicago, Lincoln Land Community College in Springfield, and the State in nurturing talent in the communities we serve by offering defined and meaningful career pathways.

DoIT's first ever strategic plan covering 2023-2027 was published with a vision to "reimagine Illinois government through innovation." The strategic plan is anchored around six goals to improve residents' experience, increase value delivered, and protect and secure systems and data, through leveraging modern technology in an innovative and collaborative manner by an engaged workforce.

To address DoIT billing challenges and feedback from customer agencies, I launched the Billing Transparency and Effectiveness Task Force comprised of CFOs and financial leads representing 11 agencies. The goal is to simplify chargeback billing, streamline processes, and enhance communications. The overwhelming response to be a member on this task force was encouraging. I also held a couple of "listening sessions" with the financial leads of over 80 boards, commissions, and other offices that DoIT services to understand their concerns with DoIT billing. The feedback from these sessions is already informing changes to DoIT chargeback billing and thereby improving relationships with customers.

In line with DoIT's commitment to enhance services for state agencies and to better serve all constituents, Phase 1 of the state website modernization project was completed. Implementation of a new and modern enterprise web content management for over 100 state websites has significantly improved customer experience in three key areas.

1. Websites are mobile friendly, making the website interactions using a mobile device like a smartphone or tablet to be rich and functional due to an adaptive design.
2. Website design meets accessibility requirements thereby providing a good experience for customers with accessibility needs.
3. Web content authoring is simpler and easier for the agency staff; therefore, content updates are more streamlined resulting in more up-to-date web content.

Phase 2 of the state website modernization project will focus on obtaining a better understanding of customer perspectives as they interact with the websites. Phase 2, planned for 2024, will entail identifying key customer personas, mapping customer journeys, and applying human-centric design principles to redesign the websites with an overall goal of simplifying customer interactions. Websites provide residents a portal into state services. As technology becomes more pervasive, it is vital to increase the availability of state services that residents can access online through modern state websites enabling positive digital experiences.

As part of DoIT's continuing efforts to improve services to state agencies, DoIT modernized telecom billing. The delivery and processing of paper telecom bills was cumbersome and inefficient, leading to errors and delays and hundreds of hours in staff work that added little value to customer agencies. Phase 1 of the modernization focused on transitioning to electronic delivery of the telecom bills, and all agencies are now receiving their telecom bills electronically as opposed to receiving voluminous paper bills. Phase 2 of the modernization entails redesigning the telecom bill and is planned for completion in late Spring of 2024. The redesign focuses on improving the layout and adding an easy-to-read summary page before the detailed billing charges. DoIT teams have been working with a group of agency stakeholders for this redesign. Modernization of telecom bills improves staff productivity by reducing the burden on staff in processing DoIT telecom bills.

The multi-year, statewide Enterprise Resource Planning (ERP) program delivered the Employee Central (EC) module to 33 non-Code agencies. This module provides functionality for HR transactions like transfers and promotions to be processed electronically in a uniform and consistent manner. The Human Capital Management (HCM) work is being done in close collaboration with the Central Management Services (CMS) teams. Recruiting capabilities that were launched in 2021 were expanded to four additional agencies who are now reaping the benefits of reduced time to recruit and hire staff. Additional functionality was developed for five agencies for the previously implemented ERP financial module. It included grantee management, asset tracking, accounts receivable processes, automated financial statements. Further, the ERP support team productivity also increased in terms of the number of tickets closed daily.

Given the strategic importance of the ERP program implementation to the State, I engaged in active oversight and ongoing risk management together with introducing accountability of key vendors. Working with vendor executives brought awareness of State needs and resolved critical open items. With the ERP program focus on implementing HCM capabilities, this established a strong collaborative partnership with CMS.

To recognize outstanding employees, the Secretary's Award of Excellence (SAE) program was launched in Q3 of 2023. It is based on seven key qualities: communication, commitment to service, innovation, professionalism, teamwork, versatility, and positive attitude. The eleven member SAE committee evaluates all nominations and recommends one employee who best demonstrates above qualities. Additionally, I initiated another program to recognize employee anniversaries of their state services.

DoIT held its first ever Career Day in November for the IT Trainee Program in Chicago, and I witnessed outstanding teamwork in planning, organizing, and running the event. It ran smoothly, and the long lines kept moving at a brisk pace. Collaborative and focused energy across several DoIT teams created a proud moment for team DoIT. With several hundred individuals interested in seeking a position with DoIT, the Career Day proved to be very successful.

Over the summer, I challenged the fiscal, procurement, HR, and legal teams to create a memorable and fun CIO Bootcamp event to share key highlights of their respective functions for the CIOs and Group CIOs. I was amazed at the creativity and the unique interactive approach taken by each team. I noticed strong participant engagement including fun moments throughout the event. The participant survey at the end of the event showcased the resounding success of this event with all participants rating it at the highest level.

DoIT's Supplier Day event in Chicago invited strong participation with nearly 140 attendees. The event kicked off with opening remarks by State Senator Mattie Hunter and State Representative Sonya Harper who reinforced DoIT's commitment to diversity and inclusivity. The event included panel discussions on "How to Improve Your Chances to Win" and how small and minority owned businesses can participate in state contracts. The event provided an opportunity to share DoIT's strategic path forward and to foster collaborative relationships with current and prospective vendors.

DoIT continued to make good progress with modernization by decommissioning unsupported systems. Also, the transition to cloud computing has been accelerated, which will reduce the need for regular capital investments while improving scalability and flexibility.

I envisioned and defined DoIT's strategic path forward around three service domains.

1. Make foundational services resilient and robust.
2. Reimagine and improve current services.
3. Create new and innovative services.

In order for DoIT to better service its customers, key foundational services such as financial management, procurement, workforce and communications need to be resilient and robust. DoIT instituted additional financial management controls, introduced accountability for budgets, and implemented measures to improve cash flow challenges. Also, the fiscal team started revision of the rate structure that had not been adjusted in several years to close the gap in recovery of IT services costs.

On the procurement front, all purchases are being reviewed to validate needs, as well as to ensure that they are right sized and delivering value. Additional procurement team members have been hired to be commensurate with the workload. Also, new techniques have been implemented to obtain better rates and value for the State.

From a staffing perspective, over 200 new employees across DoIT were hired in 2023 to help reduce the high vacancy ratio. A Learning & Development Director was also hired to lead workforce development initiatives. Hiring and recruiting activities are ongoing with the goal to increase diversity.

To improve communications within DoIT, I initiated the following:

1. Monthly Messages
2. Quarterly Town Hall Meeting
3. Quarterly Bulletin

DoIT's transformation of agencies continued with the Department of Children and Family Services (DCFS) personnel transformation during 2023. Transformation of the few remaining agencies is anticipated to be completed by the end of FY25.

DoIT held its first ever “Innovation Day” at the Southern Illinois University School of Medicine in celebration of Innovation Month. It featured “Innovators to Know” from Illinois public universities and two panel presentations.

In collaboration with our customer agencies such as DCFS, DHS, HFS, DPH, ISP, VA, Aging, DNR, EPA, IGB, DOI and others, DoIT launched over fifty innovations, systems and existing system upgrades with modern technologies. These systems cover a wide spectrum of capabilities including generating new revenue streams, boosting productivity, providing access to data and dashboards to residents, enhancing customer service and experience, and improving efficiency.

We continue working with key stakeholders to simplify and change DoIT’s financial model from its current chargeback model. This change will help improve the efficiency and effectiveness not only for DoIT, but also for DoIT’s customer agencies.

In summary, 2023 was a strong year for DoIT. We are underway to make foundational services robust and resilient. Efforts at reimagining and improving our current services are picking up steam while we are formulating strategies to envision new and innovative services. DoIT’s 5<sup>th</sup> anniversary in July reminded me of the relative youth of DoIT and the need for maturing quickly as an organization. DoIT’s strategic path forward is designed to improve maturity, deliver innovative solutions, and enhance customer service while improving efficiency and effectiveness.

DoIT remains committed to improving customer service, working collaboratively, accelerating modernization, innovating, and delivering value by leveraging modern technologies. Given the increasing role of technology in delivering improved services to the residents of Illinois, DoIT is bringing increased value to the State.

Sanjay Gupta  
State CIO and Acting Secretary

## WHAT WE DO

As the primary agency responsible for information technology in the State of Illinois, DoIT delivered a multitude of services to 35 state agencies, as well as dozens of state offices, boards, and commissions. DoIT services fall under seven key areas.

### CONNECT

Provide high speed, secure network connectivity and internet access to nearly 4,900 statewide sites including agencies, departments, boards, commissions, offices, educational institutions, and school districts.

### TRANSACT

Enable online transactions with residents such as certifications, licensing, grants, and loans, enable online intra-agency transactions using enterprise systems, and support over 79,000 email accounts.

### COMMUNICATE

Enable online information sharing and online communications with residents and stakeholders using over 140 websites that get nearly 6 million visits monthly, accessing approximately 92,000 pages of information.

### PROTECT

Secure resident data and ensure digital transactions are trustworthy and reliable. Continuously monitor state systems and respond to incidents early to keep State services operating and available.

### STORE

Securely manage and store over 12 Petabytes of data. [It is estimated that the total size of the U.S. Library of Congress including non-digital content is 3 Petabytes.]

### SUPPORT

Provide technical support to over 55,000 users in agencies, departments, boards, commissions, offices, educational institutions, and school districts, and manage over 60,000 end user devices.

### INNOVATE

Leverage new and modern technologies such as cloud computing, automation, and Artificial Intelligence to create and implement innovative solutions to enhance mission delivery.

## DOIT STRATEGIC PLAN 2023-2027

DoIT released its first-ever Strategic Plan for the years 2023-2027 after collaborative engagement and input from senior leaders across DoIT. The Strategic Plan outlines our vision, mission, values, and goals, as we reimagine Illinois government through innovation.

### VISION

Reimagine Illinois government through innovation

### MISSION

Improve access to government services by leveraging modern technologies

### VALUES

Teamwork, Reliability, Upskilling, Service, Transparency

### GOALS:

1. Improve residents' experience by delivering user-centric, digital solutions
2. Drive innovation and leverage modern technology to streamline government
3. Protect and secure systems and data while reducing risk
4. Partner with agencies to increase the value delivered to residents
5. Enable data-informed decision making
6. Foster a culture of innovation and collaboration to develop a high-performing workforce

## ENTERPRISE RESOURCE PLANNING PROGRAM

In partnership with key stakeholders and agencies, DoIT co-leads a multi-year statewide Enterprise Resource Planning (ERP) program to consolidate and modernize its complex systems landscape. A seamless integrated enterprise platform allows the State to improve efficiency of administrative services, enable transparency and information access, generate data-based insights, and improve audit compliance. With the Finance portion of the ERP program completed in 2022, the focus in 2023 was on Human Capital Management (HCM). The HCM implementation aims to fully digitize the State's employee hire-to-retire journey and modernize payroll systems. In 2023, DoIT's ERP team delivered solutions to enhance efficiencies in state government operations:

- Developed additional functionality in Finance modules for five agencies (grantee management, asset tracking, accounts receivable processes, automated financial statements).
- Expedited the delivery of financial statements to support agency GAAP reporting by implementing four system bots for streamlined functionality.
- Created and released five enterprise reports to facilitate agencies' annual preparation of Illinois State Legislature reports (ISLs).
- Actively supported the transition from traditional substantive audit tests to analytic reviews of system data for external audits.
- Onboarded four agencies to join the existing 60+ agencies utilizing the HCM SuccessFactors Recruiting module.
- Rolled out the Employee Central functionality (which allows for HR transactions such as transfers, promotions, etc.) to 33 non-Code agencies, improving Human Resources processes and employee management.

The ERP team continued support for the previously implemented Finance and Recruiting modules. The State's entire budget is processed through the Finance module that is used by over 70 agencies. The Recruiting module enabled the hiring of over 15,000 employees in 2023 by the 60+ agencies using this module. The State's entire recruitment process is approximately 90% automated (previously was 99% paper-based) resulting in end-to-end visibility into the hiring funnel, data enabled decision making and reduced errors. Implementation of the recruitment system has reduced the average time to hire by over 70%. The modern recruiting website enables applicants interested in a state job easy access to the open positions. This site averages over 15,000 visits daily. As new ERP capabilities are deployed, the State reaps the benefits of a single enterprise modern system.



# NOTABLE ACHIEVEMENTS

## OFFICE OF THE CHIEF TECHNOLOGY OFFICER:

DoIT's Office of the Chief Technology Officer (CTO) manages and maintains the enterprise infrastructure, including the Data Center, midrange platform, wide area and local area networks, and telecommunications. Also included are production operations such as enterprise printing, records management, network operations center and customer service functions. The Illinois Century Network (ICN) provides high speed, secure network connectivity and internet access to nearly 4,900 statewide sites including agencies, departments, boards, commissions, offices, educational institutions, and school districts. The CTO team also manages and maintains the Integrated Eligibility System (IES), which is a key mission critical system for the State.

The CTO team continued to lead the way in implementing modern solutions to enhance security and management of administrative accounts, safeguard sensitive information, and ensure the integrity of our systems. Their proactive approach and dedication to staying ahead of potential security threats have been instrumental in maintaining a robust and resilient technological infrastructure for the agency. Additionally, their commitment to fostering a culture of innovation and collaboration has empowered the team to tackle complex technological challenges with creativity and expertise.

The CTO team accelerated modernization and made significant progress in retiring unsupported hardware and software. Also, the transformation journey continued with DCFS transformation in 2023. Working with DCFS, the CTO team implemented standardized computer configurations including cybersecurity tools.

The dedication and expertise of the CTO have been integral in providing end user computing, networking infrastructure, and operations. These services are the cornerstone of our tech operations, playing a vital role in supporting the agency's tech needs and ensuring seamless operations. Their continuous efforts to deliver top-notch services have significantly contributed to the agency's overall success and efficiency.

- Introduced a new mobile device management tool to better support and secure Apple computers.
- Streamlined archiving of text messages on nearly 15,000 state-issued smartphones using modern technology.
- Enhanced security and management of administrative accounts with a software solution that provides advanced protection and streamlined control over important access credentials.
- Migrated and refreshed 3,500 DCFS computers to the enterprise computer management solution, improving security, device management, and user experience.
- Implemented zero trust micro-segmentation to protect applications and data within the enterprise network.
- Deployed Security Service Edge technology for stronger security in cloud-based services.
- Oversaw the replacement of aging legacy hardware across the enterprise with modern technology.

## HUMAN RESOURCES:

In 2023, DoIT Human Resources (HR) was instrumental in driving the agency's growth and success through their strategic initiatives and impactful accomplishments. From developing a Talent Acquisition strategy that resulted in a doubling of DoIT hires to launching the IT Trainee program, a first of its kind, DoIT's HR team has been at the forefront of building a strong and talented workforce.

- Developed a Talent Acquisition strategy that doubled the number of DoIT hires as compared to 2022 and added over 100 net new employees to the State of Illinois workforce.
- Launched an IT Trainee program, receiving over 1,600 applications, to create a pipeline of home-grown IT talent in both Cook and Sangamon counties.
- Hired a Learning and Development (L&D) Director and created a L&D Action Plan for continuous education and training programs for DoIT employees.
- Implemented an employer brand strategy that increased public interactions and awareness of the agency workplace. The strategy also led to a significant increase in prospective candidates and resident interactions with our online platforms.
- Attended over 60 job fairs in 15 counties throughout the state reaching over 9,000 potential candidates.
- Hosted the first ever Career Day (recruitment fair) in the Chicago and Springfield areas, providing the opportunity to interact with over 550 potential candidates.

## INFORMATION SECURITY:

Information technology is increasingly becoming more critical to the delivery of government services to Illinois residents and businesses. Coupled with the need for technology solutions, it is the expectation that the systems providing services are secure, trustworthy and resilient.

The risk of cyberattacks continues to grow. Cybercriminals evolve their tactics and techniques to exploit vulnerabilities, prompting DoIT's Security team to work diligently to implement advanced solutions that bolster the security posture. Implementations of Multi Factor Authentication (MFA), Zero Trust Architecture, and Identify and Access Management, were reviewed and further strengthened. This proactive approach ensures the protection of sensitive information and safeguarding of State systems. DoIT's Security team recognizes the importance of staying ahead of potential threats, and continuously updates security measures and educates staff about best practices for cyber safety. The phishing awareness campaign continues to become more prevalent with increased use and reporting by state employees. By fostering a culture of awareness and vigilance, DoIT continues to strengthen defense against cyber threats.

- Deployed zero-trust VPN solutions to facilitate remote connectivity for 13,500 employees, adding an extra layer of security for users connecting to state desktops from offsite.
- Modernized web security to better protect State of Illinois computers.
- Implemented a statewide Security Operations Center with grant funding from the federal State and Local Cybersecurity Grant Program.

## STATE DATA PRACTICE:

In 2023, DoIT's State Data Practice brought together data enthusiasts from all over the state, launched the DoIT Design Thinking Chapter and revolutionized the approach to collaboration, resulting in a productive year of progress.

- Hosted the inaugural Love Data Week event entitled "For the Love of Data." With over 120 attendees from across the state, 17 speakers discussed topics such as data privacy, ethics, and the creation of data analytics projects.
- Launched the DoIT Design Thinking Chapter, a cross-functional group of DoIT employees with a focus on collaboration, iteration, and buildout of more user-centered processes to better serve client agencies and residents.
- Developed a plan and roadmap for annual progress and statistical reporting to the General Assembly for agencies to meet the statutory requirements of the Data Governance and Organization to Support Equity and Racial Justice Act.
- Achieved a significant increase in data analytics platform adoption. In the second half of the year, the State Data Practice saw a 70% increase in the use and adoption of all enterprise data analytics platforms. The team created pitch decks, collaborated with Fiscal to accurately capture cost recovery, and worked with Chief Information Officers to promote tooling and its benefits.

## OFFICE OF SUPPLIER DIVERSITY:

In 2023, DoIT's Office of Supplier Diversity made significant strides in promoting diversity in technology procurement by establishing a recurring webinar series. Through webinars and in person events, these initiatives demonstrated the team's dedication to cultivate inclusivity and build strong partnerships.

- Established a recurring webinar series to promote and highlight the importance of diversity in technology procurement.
- Organized and managed a Supplier Day event in Chicago for nearly 140 attendees, fostering connections with new vendors and sharing DoIT's strategic vision.

## ADMINISTRATION:

DoIT has been on a mission to streamline operations and enhance collaboration. From relocating key teams to a new, modern facility to partnering with various organizations for exciting events like “DoIT’s Magical Innovation & STEAM Tour,” we’ve been making waves. Additionally, the implementation of the Billing Transparency & Effectiveness Task Force made significant strides to simplify chargeback billing and to improve communication with agencies.

- Streamlined operations by relocating DoIT’s End User Computing, Network, and Property Control teams to a new, larger, and modern warehouse and office facility, which will facilitate better service to client agencies.
- Established the Billing Transparency & Effectiveness Task Force comprised of eleven CFOs from agencies served by DoIT to simplify chargeback billing, streamline processes, and enhance communications.
- Partnered with the Illinois Department of Central Management Services to ready network and technology in the new state building at 115 South LaSalle Street in Chicago for agencies moving from the James R. Thompson Center.
- Organized DoIT’s first “Innovation Day” event at Southern Illinois University School of Medicine as part of Innovation Month, featuring ‘Innovators to Know’ from Illinois public universities and two panel presentations.
- Partnered with various organizations to host “DoIT’s Magical Innovation & STEAM Tour” event at the 2023 Illinois State Fair in the Governor’s Tent. This event showcased interactive science, technology, engineering, arts, and mathematics opportunities for fairgoers.
- Teamed up with CS for Success, Discovery Partners Institute, and City of Chicago for DoIT’s participation in the *High-Tech CHI* event at Google in Chicago. DoIT organized the “Illinois Innovation Challenge” for students to create proposals using a public policy challenge and present their solutions at the event for judging.

## AGENCY COLLABORATIONS TO DELIVER INNOVATIONS AND NEW SYSTEMS AND TO ENHANCE SYSTEMS:

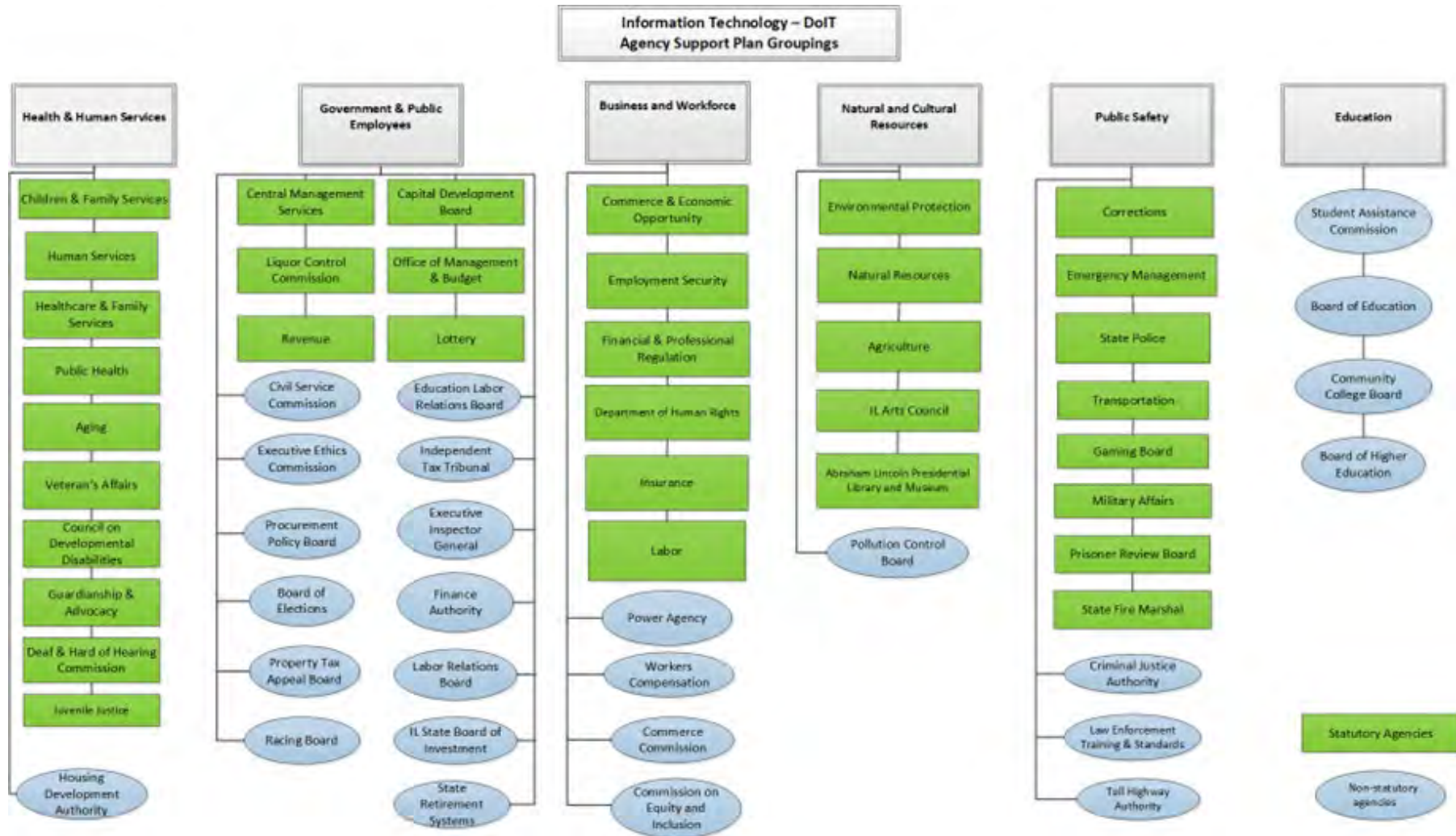
DoIT worked collaboratively with state agencies across all sectors, including health and human services, public safety, government and public employees, natural and cultural resources, and business and workforce, to serve the customers of the agencies – the residents of Illinois. Below lists some of these agency collaborations.

- Streamlined and modernized State websites by migrating them to Adobe Experience Manager (AEM), a new and modern content management platform which improved standardization, accessibility, and usability.
- Partnered with the Department of Insurance (DOI) to deliver an innovative consumer complaints system. This mobile-friendly DOI help center enables residents to easily file consumer complaints. With its intuitive interface, users can track their complaints and access the DOI system seamlessly through iLogin, DoIT's enterprise single sign-on solution. (DOI)
- In collaboration with the Department of Natural Resources (DNR) integrated the Illinois State Museum (ISM), State Museum Resource Collection Center, Lockport Museum, and Dickson Mounds State Park to the DoIT state network. This effort resulted in a more secure, stable, state of the art professionally managed and supported environment thereby enhancing functionality, ISM staff operational efficiency, and public access to Museum resources. (DNR)
- Developed a user interface that empowered the Illinois Environmental Protection Agency (EPA) Fiscal Office to independently address check processing issues, resulting in greater self-sufficiency for EPA fiscal staff. The corresponding reduction in support tickets for the DoIT-EPA team allowed them to devote resources to other support issues. (EPA)
- Developed and deployed the EPA Bureau of Air Compliance Justice Tracking system, resulting in the ability for Bureau of Air staff to note regulated facilities that are within a defined Environmental Justice area and to report specifically on those facilities. (EPA)
- Implemented a Parking Revenue system for the Abraham Lincoln Presidential Library & Museum's (ALPLM) parking garage, providing a new source of income for the museum. (ALPLM)
- Extended the Illinois.gov network in partnership with the Illinois Gaming Board (IGB) to seamlessly support the highly anticipated opening of Bally's Casino in Chicago. (IGB)
- Deployed a high-tech mobile van equipped with a cellular hotspot and an Illinois State Police (ISP) firewall. The firewall securely tunnels traffic back to the state data center, enabling Radio Lab personnel to easily connect their radios to the van's Wi-Fi and conveniently program them remotely. (ISP)
- Developed a user-friendly application with the ISP team that empowers the public to easily submit non-personal injury, property damage only crash reports to ISP using the internet. The app seamlessly interfaces with Transit Advisory Committee for Safety (TRACS), automatically generating a comprehensive CRASH report for both the person submitting and the Illinois Department of Transportation (IDOT). This innovative solution eliminates the need for a trooper to handle the call, particularly for incidents involving deer and debris. (ISP)

- Implemented a data-driven policing initiative with ISP by providing dashboards showcasing operational data for proactive policing and incident monitoring. This initiative has received enthusiastic feedback from Division of Patrol (DOP) and Division of Criminal Investigation (DCI), who utilize the information to determine staffing levels, identify high crime or accident areas, and demonstrate improvements in overall crime control. (ISP)
- Revamped systems for compliance with the SAFE-T Act, incorporating a multitude of changes for TRACS, resulting in accountability to the criminal justice reform. (ISP)
- Streamlined the process of updating sex offender photos by automating the integration with the Secretary of State (SoS) photos database. This significant improvement not only saves time but also ensures accurate and up-to-date information. (ISP)
- Implemented a new contract database to support the Department on Aging employees' ability to manage contracts, resulting in enhanced efficiency that provides a comprehensive and easily accessible repository for all relevant data. (Aging)
- Updated and enhanced the Adult Protective Services case management portal, the Provider Portal, and the Electronic Community Care Program system to increase usability for external users and increase efficiencies for state program staff. (Aging)
- Partnered with the Department of Children & Family Services (DCFS) to implement a new Case Note Intelligent Search and Analysis Tool that uses machine learning and natural language processing to uncover insights in case notes, communications, and other narrative data. This tool delivers enhanced decision-making processes, improves case management efficiency, and ensures a more nuanced understanding of complex narratives, ultimately fostering a more responsive and informed approach to child and family welfare. (DCFS)
- Completed the online Learning and Development Center (LDC), a comprehensive, web-based learning management system for training-related information and resources for foster and adoptive caregivers, child welfare professionals, and the public, resulting in a centralized hub for continuous learning. (DCFS)
- Delivered a new provider platform for child and family services providers to receive service referrals related to the Federal Family First program, record the services rendered, and invoice DCFS for those services. This platform replaces a manual, paper-based process, resulting in significant enhancement for providers to now experience a more streamlined workflow, reducing administrative burdens, and allowing them to focus more on delivering high-quality services. (DCFS)
- Upgraded the award-winning A.S.K. mobile app to add functionality for supervisors to assign cases from the mobile app and extended the mobile app to child abuse pediatricians to provide a platform to rapidly consult with investigators during home visits. These enhancements result in a more agile and collaborative system that leverages mobile technology to strengthen the coordination between supervisors, investigators, and child abuse pediatricians. (DCFS)
- Implemented the Psychotropic Medication Consents bot to complete the reconciliation of incoming requests, send assignments to agents, draft consents, and generate and distribute a daily in-progress report. This tool aids the Office of the DCFS Guardian in reconciling and processing 1,100+ time sensitive and critical medication requests each month, estimated to reallocate 4,200+ hours annually. (DCFS)

- Created an application to support tracking of foster care cases through the achievement of adoption, guardianship, or reunification, focusing on barriers faced by workers and how they can best overcome them. This solution has resulted in a more informed workforce capable of navigating complexities with greater ease and led to improved outcomes for children in foster care. (DCFS)
- Implemented a web portal and process to provide a background check service to daycares, schools, churches, and other community-based service providers. The tool provides the mechanism for the submission and delivery of fulfillment of requests for background check for persons providing care to children, resulting in a more accessible, transparent, and time-effective solution that empowers service providers with the essential information needed to make informed decisions about those entrusted with the care of children. (DCFS)
- Performed integration for the Integrated IES Tollway Group I-PASS Assist Program to ensure that income-eligible individuals can realize the benefits of I-PASS. (DHS)
- Implemented Internet of Things (IoT) technology for the Department of Public Health (DPH) lab instruments in keeping with security and encryption protocols, access control, and regulatory standards. This project will enhance operational efficiency, data accuracy, and agility within the laboratory environment. (DPH)
- Integrated TeamLink in Microsoft Teams for DPH to provide real-time visibility of staff activities. DPH can now easily track team members' progress, assign tasks, and monitor project milestones, improving communication channels, fostering better coordination, and facilitating faster decision-making. (DPH)
- Delivered a new user-friendly system for Recipient HIPAA Authorization System (RHATS), allowing for the decommissioning of an antiquated legacy system that relied on manual processes. RHATS has approximately 200 users between DHS and HFS. (HFS)
- Rolled out Phase 1 of the All Kids Tracking System, which is the first major step in re-platforming and filling the gap of a critical series of applications that serve ALL Kids. There are 220 active users at HFS, resulting in a more integrated and responsive platform that allows HFS staff to efficiently manage and enhance services for the diverse range of beneficiaries, making a pivotal step forward in healthcare and family services. (HFS)
- Developed a system that generates forms to third-party insurance companies that owe HFS money for paying their claims, resulting in a more streamlined and accountable financial process, optimizing the revenue recovery mechanism for HFS and contributing to a more sustainable financial model for healthcare services. (HFS)
- Implemented the Veteran Service Officer Locator capability with the Department of Veterans Affairs (DVA) that streamlines access to critical services for veterans. This initiative aimed to enhance user experience by providing an easily accessible and user-friendly platform for veterans to locate and connect with their designated service officers. (DVA)

# APPENDIX A – DOIT IT SUPPORT STRUCTURE FOR STATE AGENCIES





## APPENDIX B – 2023 DOIT PRESS RELEASES ISSUED

03/31/2023

[DoIT Celebrates April as Innovation and Technology Month in Illinois](#)

05/02/2023

[StateScoop 50 Awards honors Illinois Department of Innovation & Technology leaders for tech achievements](#)

05/05/2023

[Department of Innovation and Technology Launches Monthly Webinar Series to Promote Inclusive Technology Procurement \(illinois.gov\)](#)

06/09/2023

[Illinois Department of Innovation & Technology offers technical details associated with global ransomware attack](#)

06/12/2023

[Illinois Department of Innovation & Technology supplier diversity office invites vendors to participate in procurement webinar](#)

06/23/2023

[Illinois Department of Innovation & Technology \(DoIT\) wins Adobe Experience Maker Award for Innovative Digital Transformation](#)

06/28/2023

[Illinois Department of Innovation & Technology to Provide Credit Monitoring and Call Center to Address Global Data Security Attack](#)

07/17/2023

[Illinois Department of Innovation & Technology to Connect Tech Talent with Exciting Career Opportunities at Upcoming Virtual Job Fair](#)

08/01/2023

[Discover the Secrets of Cutting-Edge Technology and Creativity at the Illinois Department of Innovation & Technology's Magical Innovation & STEAM Tour](#)

08/08/2023

[Illinois Department of Innovation & Technology supplier diversity office to host procurement webinar for vendors](#)

09/14/2023

[Illinois Department of Innovation & Technology selected as national awards finalist by NASCIO](#)

10/12/2023

[Gov. Pritzker Announces Paid Tech Trainee Program to Diversify and Strengthen State's Workforce \(illinois.gov\)](#)

10/16/2023

[Illinois Department of Innovation & Technology's Adam Ford Honored with State Cybersecurity Award](#)

10/19/2023

[Illinois Department of Innovation & Technology Brings Supplier Day to Chicago](#)

10/23/2023

[Illinois Department of Innovation & Technology, Illinois Emergency Management Agency-Office of Homeland Security, and Illinois State Police Urge Residents to Safeguard Against Cyber Risks during Cybersecurity Awareness Month](#)

11/08/2023

[DoIT Recognizes STEM/STEAM Day on Nov. 8 \(illinois.gov\)](#)

11/09/2023

[Illinois Department of Innovation & Technology Announces Student Illinois Innovation Challenge](#)

11/20/2023

[Secure Your Festive Finances: DoIT and IEMA-OHS Offer Tips for a Cyber-Safe Holiday \(illinois.gov\)](#)



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