



State of Illinois Annual Report 2020

Department of Innovation & Technology (DoIT)

Governor JB Pritzker

Acting Secretary and State Chief Information Officer Jennifer Ricker

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Contents

| | |
|--|----|
| Executive Summary..... | 2 |
| Foundational Pillars | 2 |
| Status of IT Transformation | 3 |
| Budget Summary FY19 - FY21 | 4 |
| FY21 Budget Overview..... | 4 |
| 2020 Strategies in Action | 5 |
| Infrastructure/Network/Applications/Architecture | 5 |
| Administration | 6 |
| Information Security | 6 |
| ERP | 6 |
| Data & Analytics..... | 7 |
| Agency Outreach..... | 7 |
| Agency Assistance..... | 8 |
| Appendix A..... | 9 |
| Appendix B | 10 |

Executive Summary

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

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

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

Created by Executive Order 16-01 in 2016 and codified by Public Act 100-0611 in 2018, DoIT is Illinois' newest state agency. During 2020, DoIT executed on established strategies and priorities to strengthen the state's IT foundational structure and beginning in March, responded to a high volume of requests for COVID-19 related projects. The agency is under the leadership of Acting Secretary and State Chief Information Officer Jennifer Ricker.

Foundational Pillars

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

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



Status of IT Transformation

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

At the end of 2020, the transformation status of agencies is listed below.

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

Budget Summary FY19 - FY21

DoIT utilizes a chargeback structure to recover its costs associated with IT and Telecommunication services. Revenues are received from state agencies and other entities as payment for IT services rendered. The fund was created as a mechanism to support 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.

FY21 Budget Overview

Personnel - \$286.0 Million:

Costs include DoIT Legacy and Transformed payroll, along with annualized costs of non-transformed agencies. The lines include all salaries and fringe benefits.

Base IT and Telecom Support - \$177.0 Million:

These are the traditional DoIT charges such as phone bills, IT bills, and planned base electronic purchases from user agencies.

IT Contracts and Initiatives/Cash Flow Driven - \$187.0 Million:

Funding budgeted by the agency for IT and telecom initiatives necessary to complete agency missions, often part of multi-year investments. Also, funding budgeted by the agencies for IT and telecom contracts that will be consolidated into DoIT. Additional spending authority to cover possible liabilities.

Capital Funding - \$318.1 Million:

For critical IT projects, to include but not limited to Enterprise Resource Planning (ERP), Cybersecurity, and IT Transformation supporting the modernization of state government. Also, for the K12 initiative, to refresh aged components of the network and expand the existing network.

General Revenue Funding - \$15.0 Million:

To the Illinois Century Network for broadband projects.

| Department of Innovation & Technology | FY19 Appropriation | FY20 Appropriation | FY21 Appropriation |
|--|------------------------|------------------------|----------------------|
| General Revenue Fund K-12 | \$0 | \$10,000,000 | \$15,000,000 |
| Technology Management Revolving Fund | \$650,000,000 | \$650,000,000 | \$650,000,000 |
| Capital Development Fund – IT Projects | \$400,000,000 | \$393,942,296 | \$302,322,951 |
| Capital Development Fund – Statewide Broadband | \$0 | \$20,000,000 | \$15,782,700 |
| Technology, Education and Cybersecurity Fund | \$0 | \$0 | \$0.0 |
| General Revenue Fund* - AFSCME Back Wages | \$2,125,600 | \$0 | \$0.0 |
| General Revenue Fund* - AFSCME Back Wages | \$2,386,600 | \$0 | \$0.0 |
| General Revenue Fund* - AFSCME Back Wages | \$2,837,700 | \$0 | \$0.0 |
| Total | \$1,057,349,900 | \$1,073,942,296 | \$983,105,651 |

Key IT milestones achieved in 2020 are summarized below.

Infrastructure/Network/Applications/Architecture

- Expanded remote work capabilities for 20,000 state employees
- Enabled 1,500 call center agents for agencies to answer calls from home
- Introduced chat bots leveraging artificial intelligence to answer more than 19,000 questions per day on agency websites
- Expanded the unemployment benefits systems infrastructure to support a 22-fold increase in claims and introduced workflow automation
- Expanded web infrastructure to support a more than 1,300% increase in visits and launched eight new websites
- Expanded contact center infrastructure to support a 200% increase in call activity
- Launched a contact tracing application
- Implemented high performance, scalable firewall solution to strengthen protection of agency data and networks
- Expanded public K12 customers to the ICN with 80 customers and 357 sites now protected behind new firewalls
- Offering ICN public K12 customers access to cloud-based layered security, which currently protects nearly 60,000 educators and students statewide
- Implemented an enterprise text messaging platform providing agencies with a proactive notification solution
- Initiated a transition to flexible Wide Area Network (WAN) connections allowing DoIT to adjust bandwidth on WAN connections, as needed (at year end 2020, 27 agencies had sites converted, totaling 259 locations)
- Expanded office automation capabilities to enable collaboration, document sharing, electronic signature, video streaming, online surveys and task management
- Implemented Microsoft Dynamics for case management
- Implemented Salesforce Customer Relationship Management platform for case management and website development and launched solutions for online lottery claims, online FOIA submissions, and COVID-19 contact tracing
- Launched a new mobile application for COVID-19 testing, resulting in a gain of 86% efficiency in first three hours of implementation and an average of 84% automated match rate for tickets assignment
- Upward Mobility Program (UMP) system enhancements (Phase one – complete), which included replacing multiple disparate UMP systems with a single web-based solution
- Enhanced Enterprise Licensing & Permitting (ELP), which included username recovery, save and continue feature, reject and resubmit, renewals and agency admin enhancements
- Launched enterprise Service Management Program with the completion of discovery phases in preparation for 2021 go-lives

Administration

- Conducted regular all-employee meetings to stay connected while working remotely
- Established DoIT Diversity, Equity & Inclusion (DEI) committee
- Increased BEP spending in FY20 over prior fiscal year
- Reissued a sheltered market solicitation to address disparities in the State's contracting with minority, women and persons with a disability owned business in the IT/Telecom industry
- Performed outreach to BEP firms to raise awareness about the Information Technology Resource Planning (ITRP) program for IT project work from pre-qualified IT vendors
- Developed vendor fact sheet on compliance with the Illinois Information Technology Accessibility Act to promote technology access to people with disabilities
- Negotiated dozens of pandemic-driven contracts to support resident access to government and employee remote work
- Finalized settlement agreements with vendors to eliminate prompt payment interest
- Implemented administrative rules regarding organization and rulemaking, access to records, and ADA grievance procedures
- Participated as a pilot agency for the Hiring Reform Initiative
- Filled 103 vacancies
- Honored with four State Government IT awards from StateScoop and eRepublic's Government Experience award for the use of AI to support COVID needs
- Co-hosted Illinois Digital Government Summit, including a local government roundtable

Information Security

- Oversaw SOI's employee Information Security Awareness Training Program to over 60K State of Illinois employees
- Implemented Multi-Factor Authentication (MFA) to better secure State of Illinois accounts and information
- Led Cyber Navigator program with State Board of Elections to prepare county election officials for security related matters, in advance of 2020 General Election

ERP

- Executed two additional financial go-live events, putting 90% of the budget under the Governor in ERP; all agencies that went live, including, but not limited to HFS, DOC, and ISP transitioned successfully with minimal impact on operations
- Stabilized the financial business intelligence self-service platform, enabling the IL ACTS team, agency leaders, and other key stakeholders to leverage the data that is centralized now that 58 agencies process in ERP
- Kicked off the deployment of the Human Capital Management (HCM) rollout, in partnership with the Department of Central Management Services and the Illinois Office of the Comptroller, which is expected to start in January 2021 and wrap up by July 2022

Data & Analytics

- Promoted the Data Science Center of Excellence to share data analytics information with internal users and provide subject matter guidance, as needed
- Collaborated with the Governor's Office and relevant agencies to provide COVID-related data and analytics to assist with critical decisions
- Worked with multiple state agencies to initiate the development of the Illinois Longitudinal Data System 2.0

Agency Outreach

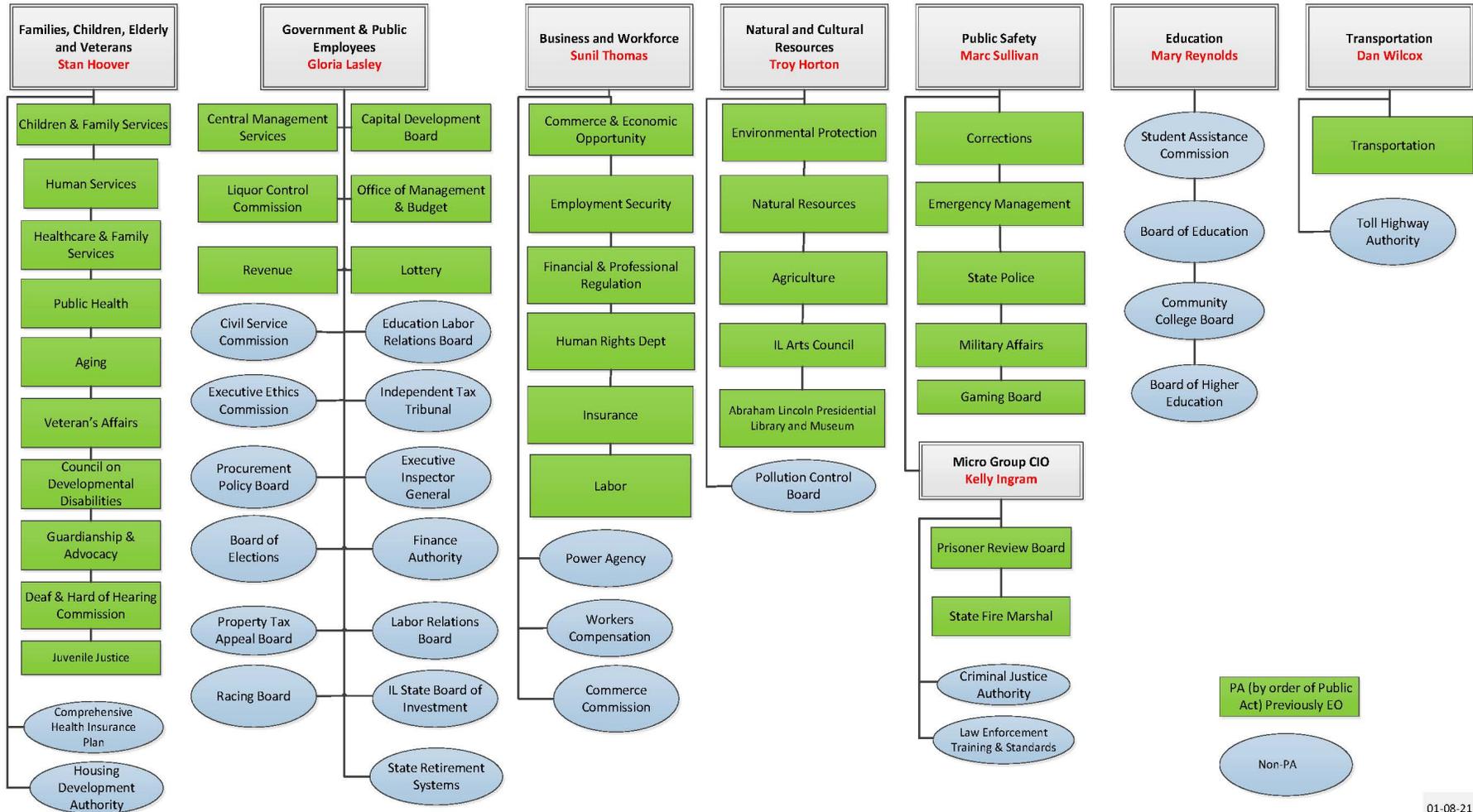
- Created and launched the DoIT [STEAM website](#) (Science, Technology, Engineering, Arts, and Mathematics) to support innovative educational initiatives throughout the state and promote learning opportunities such as CyberStart America and Computer Science Education Week
- Created a new STEAM Newsletter to connect educational resources to the Illinois education community and encourage innovative educational practices
- Worked collaboratively with K-12 and postsecondary education educators to create innovative education resources focused on STEAM, including the ongoing development of virtual reality initiatives
- Collaborated with the University of Illinois Extension Illini Science Policy Fellowship program's inaugural year to host a Fellow in the education group
- Expanded DoIT's social media presence:
 - LinkedIn – Increased followers by 34 percent with an average engagement of 7.55 percent
 - Twitter – Increased followers by 16 percent with over 59,000 impressions
- Recognized Cyber Awareness month with outreach to state employees and the public via social media
- Distributed 34 agency newsletters, participated in 8 press releases resulting in many media mentions and leadership staff participated in numerous interviews/case studies
- Held regular virtual meetings with employees, launched updated employee portal and continued outreach on employee blog to strengthen internal communications while working remotely

Agency Assistance

- Collaborated with agencies in response to COVID for the rapid transition of employees to work from home, launched remote call centers, improved website performance, provided virtual meeting capabilities/training for staff and many other pandemic technology needs
- Launched DCEO's online application for Low Income Home Energy Assistance Program (LIHEAP) customers
- Worked closely with DFPR to support the Adult Use Cannabis Dispensary License program
- Collaborated with Department of Insurance to migrate 19 servers to the Software Defined Data Center (SDDC) for improved performance and disaster recovery capabilities for business applications (other agencies will follow in 2021)
- Launched the revamped Get Covered Illinois public website to serve as the official carrier exchange for Illinois insurance customers of the federal program
- Worked with Department of Labor to launch the Back to Business website for COVID workplace safety resources and the certified transcript of payroll systems for public projects across Illinois
- Supported projects at Human Rights Commission to migrate legacy systems for eventual transition to Enterprise License and Permitting (ELP) program
- Prepared Human Rights Commission for upcoming upgrade to new case management solution
- Developed online claims system for Illinois Lottery to provide a secure claim submission process, which is due to go live in 2021
- Implemented imaging of four tax forms for Department of Revenue to enable more efficient processing and paperless transactions and transitioned to modernized electronic filing process
- Transformed Capital Development Board to the Illinois.gov domain
- Worked with Illinois Liquor Control Commission to enable virtual meetings, mass communication system and new intranet site
- Developed a web-based application for Illinois Racing Board to replace critical end of life mainframe system
- Implemented new systems at Department of Agriculture to support Cover Crop Grant program, USA Plants 2020 and Illinois State Fair MegaPass system
- Collaborated with Department of Natural Resources to develop new Hunt/Fish and vehicle registration system, an updated Nursery system to allow for online ordering, inventories and payments, and strengthened agency systems to provide for improved performance, geocoding and accessibility
- Supported improvements at EPA with the update of State Drinking Water Survey system and the completion of agency PC refresh and business impact analysis
- Worked closely with Department of Human Services to quickly transition essential IES programs in response to COVID including school lunch benefits, extending SNAP redeterminations, covering COVID testing, among many others
- Supported the use of DHS' OneNet Learning Management System to provide several required online training programs to over 60K state employees, saving an estimated \$2 million/year by using internal system
- Assisted DCFS with the launch of several COVID-related programs including Chromebook rollout for virtual interactions, implementation of digital signatures, online mandated reporter site, partnership with Microsoft for the Youth Team app for child welfare, which was recognized in December 2020 with a national award
- Assisted Illinois State Police (ISP) with the LEADS application modernization
- Launched School Safety Tip Line (Safe2Tell), as joint effort from DoIT, IEMA and ISP

Appendix A

Information Technology – DoIT Agency Support Plan Groupings



Appendix B

2020 Press Releases Issued

2-5-20

[Gov. Pritzker Announces \\$50 Million First Round of Matching Funds in Statewide Broadband Expansion](#)

2-6-20

[Pritzker Administration to Provide Opportunity for Minority-Owned Businesses to become State Vendors](#)

4-17-20

[Pritzker Administration Releases WI-FI Hotspot Map to Support Illinois Students during COVID-19 Pandemic](#)

5-20-20

[Illinois Students Advance to National Finals in Cybersecurity Challenge](#)

8-6-20

[Pritzker Administration Launches New Resource for STEAM \(Science, Technology, Engineering, Arts, and Mathematics\) to Benefit Students, Educators and Families](#)

9-22-20

[2020 StateScoop 50 Awards Honor Top Leaders and Projects in State IT, Including Four Illinois Recipients](#)

10-1-20

[Pritzker Administration Recognizes Cybersecurity Awareness Month with Emphasis on Staying Safe While Working and Learning Remotely](#)

12-9-20

[Staying Cyber Secure at the Holidays](#)

