State of Illinois
Department of Innovation & Technology

DoIT
Illinois Department of
Innovation & Technology

Annual Report 2022
Department of Innovation & Technology

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'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 effective and secure services to residents, businesses and visitors while maximizing the value of taxpayer resources.

DoIT was codified as an agency by Public Act 100-0611 in July of 2018. The agency is guided by the foundational priorities in the chart below:

In 2022, DoIT focused on improving the customer and resident experience, implementing zero-trust cybersecurity measures, and modernizing legacy applications. DoIT's budget, transformation status, and accomplishments from the last 12 months are detailed in the following pages.

Budget Summary FY21 - FY23

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. A revolving fund was created as a chargeback vehicle to support centrally provided services rather than fund all central services directly though the General Revenue Fund. This approach provides a means to capture the full cost to the state in providing services and to fairly distribute that cost to user agencies. In addition, it allows the state to maximize federal funds participation in state programs.

FY23 Budget Overview
Personnel - $209.5 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 - $430.0 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 - $110.5 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 - $141.4 Million:
For critical IT projects, to include but not limited to Enterprise Resource Planning (ERP), cybersecurity, and IT transformation activities 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 - $27.7 Million:
To the Illinois Century Network for broadband projects, cybersecurity Liaison program and cyber grant matching funds.

DoIT Special Projects Fund - $50.2 Million:
To the Illinois Century Network for broadband projects, critical cybersecurity projects, and grants.

The following chart show a three-year snapshot of DoIT appropriations:

Department of Innovation and Technology	FY21 Appropriation	FY22 Appropriation	FY23 Appropriation
General Revenue Fund K-12	$15,000,000	$15,000,000	$20,000,000
General Revenue Fund - Deposit into TMRF	$0	$45,000,000	$0
General Revenue Fund - Cybersecurity Liaison Program	$0	$0	$2,000,000
General Revenue Fund - ILJA Matching funds	$0	$0	$5,700,000
Technology Management Revolving Fund	$650,000,000	$650,000,000	$750,000,000
Capital Development Fund – IT Projects	$302,322,951	$204,988,327	$134,203,139
Capital Development Fund – Statewide Broadband	$15,782,700	$9,444,363	$7,187,644
DoIT Special Projects Fund	$0	$6,000,000	$50,200,000
Total	**$983,105,651**	**$930,432,690**	**$969,290,783**

Status of IT Transformation

DoIT continued transformation efforts of both technology and personnel for its 35 mandated agencies. Through tech transformation—the activities required to transition several technical areas from the legacy environments into the DoIT enterprise such as network, end user computing, service desk, and infrastructure—DoIT is unifying and integrating siloed technology operations at each agency into an enterprise structure. This consolidation effort is aimed at addressing aged and unsupported systems, thousands of customized applications, and varied hardware components.

Another key component of this transformation effort is the unification of IT personnel functions across the agencies to help serve them more effectively and more efficiently, with a focus on enterprise goals. DoIT's federated approach seeks to leverage the work of staff that is common across the enterprise and can be standardized to gain efficiencies, while assigning activities that are unique, primarily application development, to the agencies being served. To facilitate this end state and to comply with statutory requirements, DoIT is working with GOMB to transition legacy agency IT staff onto DoIT's payroll.

As of the end of 2022, the transformation status of each of the 35 DoIT-served agencies is listed below.

Agency	Transformation Tech Status	Transformation Personnel Status
Abraham Lincoln Presidential Library	Complete	Complete
Aging	Complete	Complete
Agriculture	Complete	Complete
Arts Council	Complete	n/a
Capital Development Board	Complete	Complete
Central Management Services	Complete	Complete
Children & Family Services	In Progress	To Be Completed
Commerce and Economic Opportunity	In Progress	Complete
Corrections	Complete	Complete
Deaf and Hard of Hearing Commission	Complete	n/a
Council on Developmental Disabilities	Complete	n/a
Employment Security	Complete	Complete
Emergency Management Agency	In Progress	Complete
Environmental Protection Agency	Complete	Complete
Financial and Professional Regulation	Complete	Complete
Gaming Board	Complete	Complete
Guardianship and Advocacy Commission	Complete	Complete
Healthcare and Family Services	Complete	To Be Completed
Human Rights	Complete	Complete
Human Services	Complete	To Be Completed
Insurance	Complete	Complete
Juvenile Justice	Complete	Complete
Labor	Complete	Complete
Liquor Control Commission	Complete	Complete
Lottery	Complete	Complete

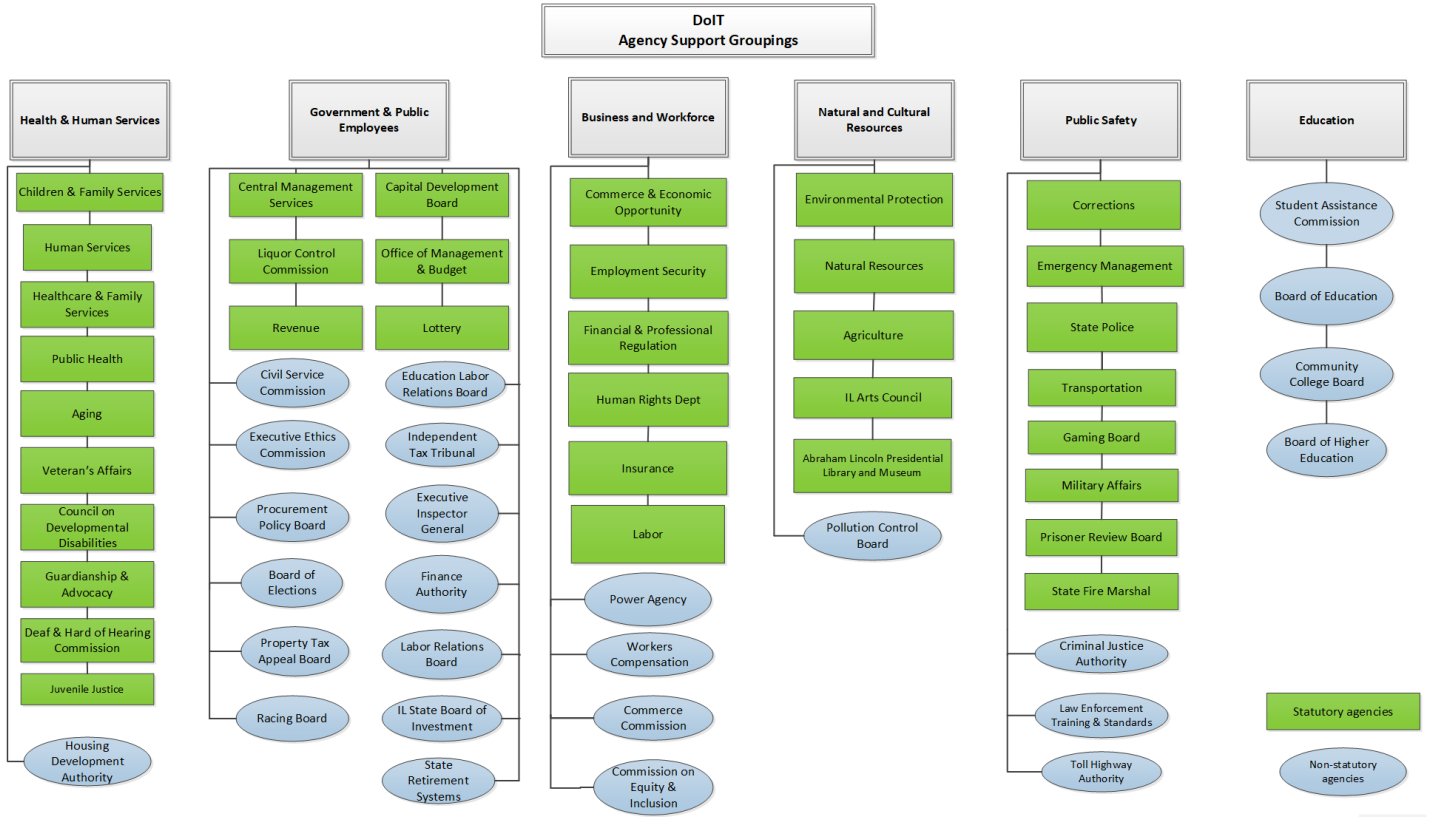| Agency	Transformation Tech Status	Transformation Personnel Status
Office of Management and Budget	Complete	n/a
Military Affairs	Complete	n/a
Natural Resources	In Progress	Complete
Prisoner Review Board	Complete	n/a
Public Health	In Progress	Complete
Revenue	Complete	Complete
State Fire Marshal	Complete	Complete
State Police	In Progress	Complete
Transportation	Complete	To Be Completed
Veterans' Affairs	Complete	Complete

Key IT Milestones Achieved in 2022

- Established new DoIT Office of Supplier Diversity and hired first Chief of Supplier Diversity to proactively engage with Business Enterprise Program (BEP) vendors with the goal of increasing DoIT's BEP participation.
- Created DoIT Office of Information Accessibility and hired Chief of Information Accessibility to focus on improving virtual accessibility for state agencies' applications and websites.
- Reduced the number of aging computers in use by state agencies by 50% and upgraded or retired more than 3,000 computers running an unsupported operating system, resulting in improved user performance and reduced security risk.
- Mitigated hardware supply chain issues by developing a twelve-month forecast and working with vendors to build a delivery schedule.
- Provided client agencies with a quarterly service metric dashboard with expanded content on legacy technology.
- Implemented additional security layers to the enterprise storage solution to improve resiliency from malicious attacks.
- Upgraded the enterprise mobile device management platform to a cloud-based solution providing new functionality.
- Migrated email journaling to a modern, cloud solution introducing more capabilities and automation for records management.
- Coordinated all network and technology needs for the relocation of agencies during the 160 N. LaSalle Building remodel in Chicago as well as relocation of agencies from the James R. Thompson Center to new office locations.
- Instituted a proactive email phishing program to train State of Illinois employees on how to detect a malicious phishing email and how to effectively report emails to the DoIT Security Operations Center.
- Simplified user login experience and reduced attack surface area by eliminating duplicative legacy user accounts.
- Improved administrator account monitoring and access technologies to reduce the likelihood of attackers leveraging administrative credentials to attack state systems.

- Implemented protective technologies to ensure that users have only the minimum permissions required to perform their jobs, which reduces the ability of any malicious software to execute and spread.
- Removed unsupported and outdated systems from the State of Illinois network.
- Performed thousands of proactive vulnerability detection scans to identify and prioritize remediation of defects which could be used by malicious actors.
- Onboarded eight additional agencies to ERP Finance, with 73 agencies and 3,600+ users now in the system, and over $138 billion in vouchers processed since the program inception.
- Generated revenue and voucher data on the Statewide financial backbone for the first time, filling a critical gap in comprehensive finance information for the State.
- Supported 60+ agencies in utilizing Human Capital Management (HCM) SuccessFactors Recruiting module to post nearly 9,000 jobs.
- Transitioned 62 Illinois state web properties to cloud applications to optimize websites and mobile applications, delivering reliable and secure experiences that provide Illinoisans equal access to state services and information.
- Expanded DoIT's broadband E-rate consortium to include an additional 87 public K-12 school districts, connecting an additional 351 public K-12 sites. A total of 387 districts with 2,400 sites are connected.
- Strengthened security offerings for the Illinois Century Network's (ICN) broadband customers through additional security protection against Distributed Denial of Service (DDOS) attacks and blocking/filtering of malicious traffic.
- Hired a Recruitment Officer and implemented a Talent Acquisition Action Plan to help increase the candidate pipeline for DoIT employment opportunities.
- Organized and managed the second annual Tech Prairie STEAM Expo at the 2022 Illinois State Fair to showcase innovation and emerging opportunities. Increased the number of represented exhibitors to 48 in 2022 and increased participation in the drone competition and eSports competition.
- Expanded resources on the DoIT STEAM website, including creation of the monthly DoIT STEAM Newsletter.
- Created a dedicated new web space for sharing Quantum Resources on DoIT STEAM website and organized a DoIT World Quantum Day webinar held on April 14, 2022, titled "What is quantum science and why should I care?".
- Implemented State Data Practice tools and support needed for enterprise services.
- Installed new environments for visualizations and data governance to better support agency data management, specifically through a Design Thinking Workshop.
- Implemented State of Illinois SMART™ Health Card Vaccination Verification QR Code for Apple Wallet and Google Wallet.
- Modernized the Department of Human Services Family Community Resource Center contact center by centralizing call routing for 76 individual offices to one common system. Clients can call a single number regardless of location and leverage automation to answer routine questions or complete routine tasks. The contact center includes a combined 4,000 agents working remotely using Voice Over IP technology via a laptop and secure internet connection.
- Migrated all Department of Children and Family Services internal and external users to the enterprise virtual desktop solution to enable remote work and retire end of life infrastructure and avoid the cost of upgrading and maintaining a standalone solution.
- Added the Materials Management functionality and features of the Illinois Department of Transportation's (IDOT) Construction and Materials Management System to better support management of highway construction projects across the state.

- Replaced mainframe Land Acquisition System with a Software as a Solution (SaaS) product for IDOT to manage land acquisition, payment, destruction, and outdoor advertising.
- Partnered with the State of Indiana to share their platform for the licensing, track information and horse health, welfare, and safety systems for the Illinois Racing Board, allowing for the retirement of an outdated legacy platform.
- Created Windows-based applications to allow printing of watercraft registrations and hunting permits on the new high-speed printers for the Department of Natural Resources.
- Automated the Illinois Environmental Protection Agency Vehicle Inspection and Maintenance Audits Reporting system.
- Migrated and modernized the Illinois Department of Financial & Professional Regulation's online professional renewal system by moving to a cloud solution.

Appendix A: DoIT IT Support Structure for State Agencies

DoIT Agency Support Groupings

Health & Human Services
- Children & Family Services
- Human Services
- Healthcare & Family Services
- Public Health
- Aging
- Veteran's Affairs
- Council on Developmental Disabilities
- Guardianship & Advocacy
- Deaf & Hard of Hearing Commission
- Juvenile Justice
- Housing Development Authority

Government & Public Employees
- Central Management Services
- Liquor Control Commission
- Revenue
- Civil Service Commission
- Executive Ethics Commission
- Procurement Policy Board
- Board of Elections
- Property Tax Appeal Board
- Racing Board
- Capital Development Board
- Office of Management & Budget
- Lottery
- Education Labor Relations Board
- Independent Tax Tribunal
- Executive Inspector General
- Finance Authority
- Labor Relations Board
- IL State Board of Investment
- State Retirement Systems

Business and Workforce
- Commerce & Economic Opportunity
- Employment Security
- Financial & Professional Regulation
- Human Rights Dept
- Insurance
- Labor
- Power Agency
- Workers Compensation
- Commerce Commission
- Commission on Equity & Inclusion

Natural and Cultural Resources
- Environmental Protection
- Natural Resources
- Agriculture
- IL Arts Council
- Abraham Lincoln Presidential Library and Museum
- Pollution Control Board

Public Safety
- Corrections
- Emergency Management
- State Police
- Transportation
- Gaming Board
- Military Affairs
- Prisoner Review Board
- State Fire Marshal
- Criminal Justice Authority
- Law Enforcement Training & Standards
- Toll Highway Authority

Education
- Student Assistance Commission
- Board of Education
- Community College Board
- Board of Higher Education

- Statutory agencies
- Non-statutory agencies

1-12-23

Appendix B: 2022 DoIT Press Releases Issued

2-1-22: https://www.illinois.gov/news/press-release.24460.html

3-9-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=24597

4-1-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=24716

5-3-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=24844

8-15-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=25316

8-31-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=25379

9-26-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=25478

9-30-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=25497

10-4-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=25514

10-11-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=25540

10-12-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=25546

11-7-22: https://www.illinois.gov/news/press-release.25663.html

11-23-22: https://www.illinois.gov/news/press-release.25721.html

12-1-22: https://www.illinois.gov/news/press-release.25750.html

12-5-22: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=25760

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