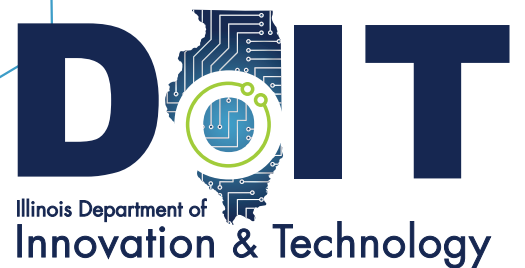




State of Illinois  
Department of Innovation & Technology

# 2025 Annual Report Illinois Department of Innovation & Technology





## A Letter from Acting Secretary Brandon Ragle

I am honored to present the 2025 Annual Report for the Illinois Department of Innovation & Technology (DoIT). Since my appointment as Acting Secretary in April 2025, I have had the privilege of leading an extraordinary team dedicated to connecting Illinois through technology, innovation, and service.

At DoIT, our work centers on **three core priorities: Financial Management, Innovation, and Service Delivery**. We ensure client agencies have access to cost efficient, modern technologies by leveraging an enterprise first approach that establishes statewide standards and drives smarter investments. In addition, we explore emerging technologies, including artificial intelligence, to enable state agencies to deliver faster, more accurate, and more accessible services to Illinoisans. At the same time, we remain focused on reliable IT operations, strong cybersecurity, and operational excellence so agencies can carry out their missions effectively.

Our mission extends well beyond the 36 client agencies we directly support. DoIT provides enterprise technology services to more than 90 government entities and delivers high speed internet access to 610 school districts serving over 1.3 million students, along with public libraries and state facilities across Illinois. Every connection we build, every system we modernize, and every solution we deliver advances a broader vision: a smarter, more secure, and more equitable state government for all Illinois residents.

The pages that follow tell the story of a department on the move, innovating boldly, managing resources wisely, and delivering services with excellence. They highlight how DoIT is not only supporting government today but also shaping the future of Illinois by connecting communities and empowering residents with the tools, technology, and opportunities they need to thrive.

I invite you to explore this report and see how DoIT is driving transformation across the state, one connection at a time.

Brandon Ragle  
Acting Secretary and State Chief Information Officer

# Table of Contents

- 01 **Who We Are**
- 02 **What We Do**
- 03 **DoIT Strategic Plan 2025-2029**

## **Notable Achievements**

- 07 Secretary's Office
- 09 Solution Delivery & Engagement
  - Health and Human Services
  - Child and Family Services and Advocacy
  - Government and Public Employees
  - Business and Workforce
  - Natural and Cultural Resources
  - Public Safety
- 16 Strategy & Innovation
- 17 Enterprise Resource Planning
- 18 State Data Practice
- 19 Office of Information Accessibility
- 20 Enterprise Application Services
- 21 Enterprise Project Management Office
- 22 Information Security
- 24 Technology
- 26 Operations
- 27 People Operations
- 28 Information Technology Procurement Office & Office of Supplier Diversity
- 29 Health & Safety
- 30 Appendices

# Who We Are

## Empowering Access to State Government Services Through Technology

The Illinois Department of Innovation & Technology (DoIT) serves as the centralized technology department for agencies under the jurisdiction of the Governor, delivering IT and telecommunication services to state agencies, boards, and commissions.

DoIT is charged with maintaining secure, reliable, and compliant technology systems that support essential programs including Medicaid, SNAP, child welfare, public safety, revenue collections, and education. DoIT also leads statewide efforts in technology modernization, data governance, accessibility compliance, and responsible adoption of emerging technologies, including artificial intelligence.



# What We Do

In partnership with leading industry providers and using modern technologies, DoIT delivers innovative solutions that help improve the experience of the residents of Illinois. DoIT services fall under six key areas.



## Technology Solutions

Deliver statewide technology and telecommunication services.



## Support

Provide technology support for state agencies, boards, and commissions.



## Cybersecurity

Enhance network and application security and data protection.



## Technology Alignment

Provide statewide technology policies and standards.



## Efficiency

Reduce redundant systems and optimize technology spending.



## Accessibility

Facilitate access to state government services.

# DoIT Strategic Plan 2025-2029

DoIT's four-year Strategic Plan outlines our vision, mission, values, and goals.

## VISION

A reimagined Illinois government empowered by innovation and technology.

## MISSION

To empower state agencies with modern and user-friendly technology solutions that bridge the gap between residents and government services.

## CORE VALUES

- **Integrity:**  
Committing to ethical principles, honesty, and accountability in all our actions and interactions.
- **Nurturing:**  
Fostering a supportive and inclusive environment that promotes the growth, well-being, and development of our employees.
- **Service:**  
Providing exceptional support and solutions that meet the diverse needs of our stakeholders.
- **Passion:**  
Demonstrating enthusiasm, dedication, and a commitment to excellence in everything we do.
- **Innovation:**  
Embracing creativity, forward-thinking, and continuous improvement to drive progress and deliver cutting-edge solutions.
- **Respect:**  
Valuing and appreciating the diversity, perspectives, and contributions of all individuals, fostering a culture of inclusivity and collaboration.
- **Empowerment:**  
Equipping our employees with the autonomy, resources, and support they need to excel, innovate, and drive positive change.

# DoIT Strategic Plan 2025-2029

## GOAL 1:

### Enhance User Experience by Delivering User Centric Digital Solutions

- **Objective 1.1:** Employ human-centered design principles to develop user friendly, accessible, and mobile-ready digital solutions.
- **Objective 1.2:** Increase the availability of self-service capabilities and proactively gather user feedback to continuously improve digital service delivery.
- **Objective 1.3:** Implement consistent design standards and user experience guidelines across all digital platforms to ensure a seamless and unified experience.
- **Objective 1.4:** Understand residents' and state agencies' needs in accessing government services.

## GOAL 2:

### Drive Innovation and Leverage Modern Technology to Streamline Government Operations

- **Objective 2.1:** Modernize the State's technology by adopting common and modern platforms that are scalable, secure, and meet the diverse needs of state agencies.
- **Objective 2.2:** Mature the architecture and governance practice to maximize the value of IT investments by aligning IT strategy and technology solutions with business needs.
- **Objective 2.3:** Expand broadband access for government institutions in the state to enable effective use of modern technologies.
- **Objective 2.4:** Explore and implement emerging technologies (e.g., AI, automation) to improve efficiency and effectiveness.

# DoIT Strategic Plan 2025-2029

## GOAL 3:

### Protect and Secure Systems and Data While Reducing Risk for the State

- **Objective 3.1:** Improve the cybersecurity posture of the State through risk-based decision-making, considering the unique security challenges faced by different state agencies.
- **Objective 3.2:** Collaborate with government entities to strengthen cybersecurity capabilities by providing tailored support, training, and shared resources.
- **Objective 3.3:** Establish a robust privacy management ecosystem that respects the data of residents and ensures compliance for state agencies.
- **Objective 3.4:** Implement proactive threat detection and mature incident response capabilities to minimize disruption.

## GOAL 4:

### Partner with State Agencies to Increase the Value Delivered to Residents Through Technology

- **Objective 4.1:** Collaborate with state agencies to develop technology modernization roadmaps that align with their specific missions and improve their ability to serve residents.
- **Objective 4.2:** Improve efficiency and effectiveness of IT operations and increase transparency in service delivery to state agencies.
- **Objective 4.3:** Strengthen system resiliency while being good stewards of resources.
- **Objective 4.4:** Establish clear service level objectives with state agencies to define expectations and ensure accountability.

# DoIT Strategic Plan 2025-2029

## GOAL 5:

### Enable Data-informed Decision Making for State Agencies and Improve Resident Outcomes

- **Objective 5.1:** Empower state agencies to use data to improve resident outcomes by providing them with the necessary tools, training, and support.
- **Objective 5.2:** Introduce analytics practices and develop data literacy programs for state employees.
- **Objective 5.3:** Implement a statewide data governance framework that encourages data sharing among state agencies while adhering to privacy and security regulations.
- **Objective 5.4:** Enhance insights for state agency program effectiveness and DoIT operational improvements.

## GOAL 6:

### Foster a Culture of Innovation, Collaboration, and Excellence to Develop a High-Performing DoIT Workforce

- **Objective 6.1:** Create a people-first workplace that prioritizes employee well-being, professional development, and a positive work environment.
- **Objective 6.2:** Promote employee engagement through open communication, idea sharing, and cross-functional teamwork within DoIT and across state agencies.
- **Objective 6.3:** Modernize recruitment strategies to increase diversity and reduce barriers to DoIT employment, attracting top talent with diverse skills and perspectives.
- **Objective 6.4:** Recognize and reward employee contributions and innovation to foster a culture of excellence and continuous improvement.

# Notable Achievements

## Secretary's Office

The Secretary's Office provides leadership and direction that guide DoIT's strategic priorities and day-to-day operations. Through collaboration, clear communication, and a commitment to continuous improvement, the office ensures alignment across the organization and drives progress toward agency goals. The following highlights reflect the Secretary's Office dedication to transparency, partnership, and innovation in service to the State of Illinois.

- Governor Pritzker proclaimed the month of April as Innovation and Technology Month in Illinois, underscoring the significance of IT and the dedicated efforts to establish the state as a thriving innovation and technology hub, delivering statewide services to agencies, boards, commissions, and residents.



- Collaborated on a monthly webinar series with the Department of Natural Resources that highlights information on accessibility, diversity, equity, and inclusion.
- Hosted the second annual CareerSpark STEAM Expo, a hands-on, interactive work and career readiness experience that attracted 1,400 8th graders from 20 schools in central Illinois to explore careers in STEAM fields.

# Notable Achievements

## Secretary's Office

- Partnered with Gartner to host the second annual Illinois Gartner Summit, providing DoIT employees and technology staff from other agencies with expert-led sessions on GenAI forecasting, human-centered customer journeys, storytelling, AI literacy, low-code solutions, and technical debt, fostering professional development and enhancing collaboration and communication.
- Collaborated with several organizations statewide to help promote STEAM education opportunities by publishing the monthly DoIT STEAM Newsletter, participating in the Abraham Lincoln Presidential Library & Museum's Back-to-School Bash promoting STEAM resources to central Illinois families, and attending the Illinois State Museum "Women in STEM" event.



**STEAM QUANTUM EXHIBITS SCHEDULE**

**AUGUST 7-9**  
**Learning Technology Center of IL (LTC)**  
Demonstrating 3-D printing (take home a **3-D mini butter cow**).

**AUGUST 10**  
**Department of Innovation & Technology (DoIT)**  
Reeling in Cyber Safety at the Phish Pond Challenge with an engaging, **STEAM-focused activity!**

**AUGUST 11**  
**Department of Innovation & Technology (DoIT)**  
Unraveling the mysteries of **quantum mechanics** while building unique quantum friendship bracelets

**AUGUST 12**  
**Illinois Assistive Technology Program (IATP)**  
Showcasing **assistive tools** designed to make technology more inclusive.

**AUGUST 13**  
**Google Cloud**  
Demonstrating **Artificial Intelligence applications** and how AI is shaping our future.

**AUGUST 14-15**  
**Illinois Century Network (ICN) with Illinois Quantum Information Science and Technology Center (IQiust)**  
Hosting a 3D mini track using mirrors and laser beams to guide you, and **hands-on Quantum activities** with IQiust.

**AUGUST 16**  
**TECHNO Tigers Robotics**  
Exploring the fun and excitement of **robotics**.

**AUGUST 17**  
The **DoIT** with **IQUIST** will be hosting hands-on activities, mind bending puzzles, and fun activity books.

Logos: DoIT (Illinois Department of Innovation & Technology), Learning Technology Center of Illinois, IATP (Illinois Assistive Technology Program), Illinois Century Network, TECHNO TIGERS, Google Cloud, Illinois Grainger Engineering, Illinois Quantum Information Science and Technology Center. A QR code is located in the bottom right corner.

- Hosted an exhibit in the Illinois State Fair Governor's Tent, "Connecting Innovation: STEAM, Quantum and Empowering the Future," in keeping with the 2025 State Fair theme "Adventure Awaits" by showcasing innovative technology provided by our public and private partners across the state, from 3-D printing, assistive technology, Artificial Intelligence, and quantum computing. This interactive exhibit was an opportunity for Illinois residents and visitors to interact with DoIT.

# Notable Achievements


## Solution Delivery & Engagement

Under the leadership of the Assistant Secretary, the Solution Delivery & Engagement team serves as DoIT's primary connection point for business collaboration, ensuring technology initiatives are closely aligned with the priorities of client agencies. Client agencies are organized into six portfolios, each led by a DoIT Group Chief Information Officer (GCIO), which provides consistent executive engagement and accountability for solution delivery.

The six portfolios are Health and Human Services; Child and Family Services and Advocacy; Government and Public Employees; Business and Workforce; Natural and Cultural Resources; and Public Safety. Through this portfolio model, DoIT partners with agencies to understand business needs and deliver modern, secure, and user-centered solutions, including enterprise and agency-specific business applications that improve services for Illinois residents.

### Health and Human Services

- Delivered transformative enhancements to the **Integrated Eligibility System (IES)** on behalf of the Department of Human Services, driving modernization, compliance, and efficiency across public assistance programs. Key accomplishments included integrating with the National Accuracy Clearinghouse to strengthen SNAP integrity, implementing work requirement tracking and cost-of-living adjustments, and launching critical social safety net initiatives such as Summer EBT and housing stability payments. DoIT also modernized document management with FileNet, introduced automated eligibility tools, and streamlined case processing through advanced data integration.
- **Delivered technical systems for the 1115 Healthcare Transformation Waiver** for the Department of Healthcare and Family Services (HFS), integrating health-related social needs into Medicaid, enabling automated billing, connecting community providers through secure data portals, and supporting sustainable funding for whole-person care programs.

- 
- Integrated Eligibility System
  - Healthcare Transformation Waiver
  - IMPACT
  - Medicaid Drug Rebate Program

# Notable Achievements

## Solution Delivery & Engagement

### Health and Human Services

- Supported **the Illinois Medicaid Program Advanced Cloud Technology (IMPACT)** project for HFS, **managing a high-capacity cloud environment to revalidate more than 240,000 providers**, streamline enrollment, safeguard billions in Medicaid payments, and prepare for the 2026 transition to integrated dual-eligible special needs plans.
- Implemented critical data infrastructure enhancements for HFS to strengthen **the Medicaid Drug Rebate Program**. The initiative streamlined high-volume pharmaceutical data integration and optimized supplemental rebate tracking, enabling more accurate claim adjudication and maximizing cost recovery from drug manufacturers. These improvements aligned HFS operations with the 2025 Preferred Drug List mandates and prepared technical frameworks for 2026 reimbursement reforms for high-cost therapies. The solution ensures robust, automated data capture capabilities that promote fiscal transparency and enhance healthcare service delivery for Illinois residents.

**IMPACT Home**

**IMPACT**  
Illinois Medicaid Program  
Advanced Cloud Technology

**WELCOME TO IMPACT PROVIDER ENROLLMENT SERVICES!**

As a provider, you want to focus on offering care, not process and paperwork. The HFS Illinois Medicaid Program Advanced Cloud Technology system, IMPACT, is designed to promote robust security, strong analytics, and program integrity. IMPACT also supports administration and oversight in an efficient, secure, and adaptable way.

IMPACT is a collection of functional components that are designed to support all aspects of managing provider eligibility, claims, and financial processing. While some functionality is not yet operational, HFS will fully transition to the Core IMPACT system in the near future.

We appreciate your patience and support as we continue to build and improve the IMPACT system.

**OUR VISION FOR THE FUTURE**

**We improve lives.**

- ▶ We address social and structural determinants of health.
- ▶ We empower customers to maximize their health and well being.
- ▶ We provide consistent, responsive service to our colleagues and customers.
- ▶ We make equity the foundation of everything we do.

This is possible because:

- ▶ **We value our staff as our greatest asset.**  
We do this by:  
Fully staffing a diverse workforce whose skills and experiences strengthen HFS.  
Ensuring all staff and systems work together.  
Maintaining a positive workplace where strong teams contribute, grow and stay.  
Providing exceptional training programs that develop and support all employees.
- ▶ **We are always improving.**  
We do this by:  
Having specific and measurable goals and using analytics to improve outcomes.  
Using technology and interagency collaboration to maximize efficiency and impact.  
Learning from successes and failures.
- ▶ **We inspire public confidence.**  
We do this by:  
Using research and analytics to drive policy and shape legislative initiatives.  
Clearly communicating the impacts of our work.  
Being responsible stewards of public resources.  
Staying focused on our goals.

## Medicaid Drug Rebate Program

# Notable Achievements

## Solution Delivery & Engagement

### Child and Family Services and Advocacy



- Implemented a centralized digital learning platform at all Department of Juvenile Justice youth centers, providing youth with consistent access to education as they move between facilities. DoIT teams also supported the launch of the Monarch Youth Center in Lincoln by delivering the digital infrastructure necessary for learning and introducing tablet-based video calling to strengthen family connections and support trauma-informed rehabilitation.
- Launched an upgraded, web-based Illinois Vital Records System to collect birth and death information, issue certificates, and report data to the Social Security Administration, enabling the Department of Public Health (DPH) to meet federal reporting requirements. The system includes modern security features, multi-factor authentication, and full compliance with digital accessibility standards.
- Assisted DPH in launching the modernized Medical Cannabis Patient Registry. The new platform integrates multi-factor authentication, a user-friendly interface, and intelligent document processing to significantly reduce manual effort and streamline the registration and renewal process for patients and caregivers.
- Supported the technology launch of the new Department of Early Childhood by deploying a cloud-based platform to process and **analyze data from more than 60 sources**, enabling faster, more accurate insights that support Illinois families and streamline agency operations.
- Launched a new Guardian Consent Portal at the Department of Children & Family Services, replacing fax and email with a secure online system that speeds approvals for services and activities for **youth in care and improves accuracy for roughly 80,000 requests each year.**

# Notable Achievements

## Solution Delivery & Engagement

### Government and Public Employees

- Modernized the ACH Debit Payment processing system for the Department of Revenue, which processes roughly \$50 billion in taxpayer deposits annually, by replacing an aging database with a modern platform that strengthened business continuity and disaster recovery.
- Transformed the Fleet Mandated Reports process for the Department of Central Management Services from a manual workflow to a fully digital system, improving compliance, oversight, and reporting efficiency statewide.
- Launched the Case Management Tracking System for the Illinois Lottery's Retail Compliance and Investigations team, replacing a paper-based process with a centralized digital solution that improves efficiency and supervisory oversight.

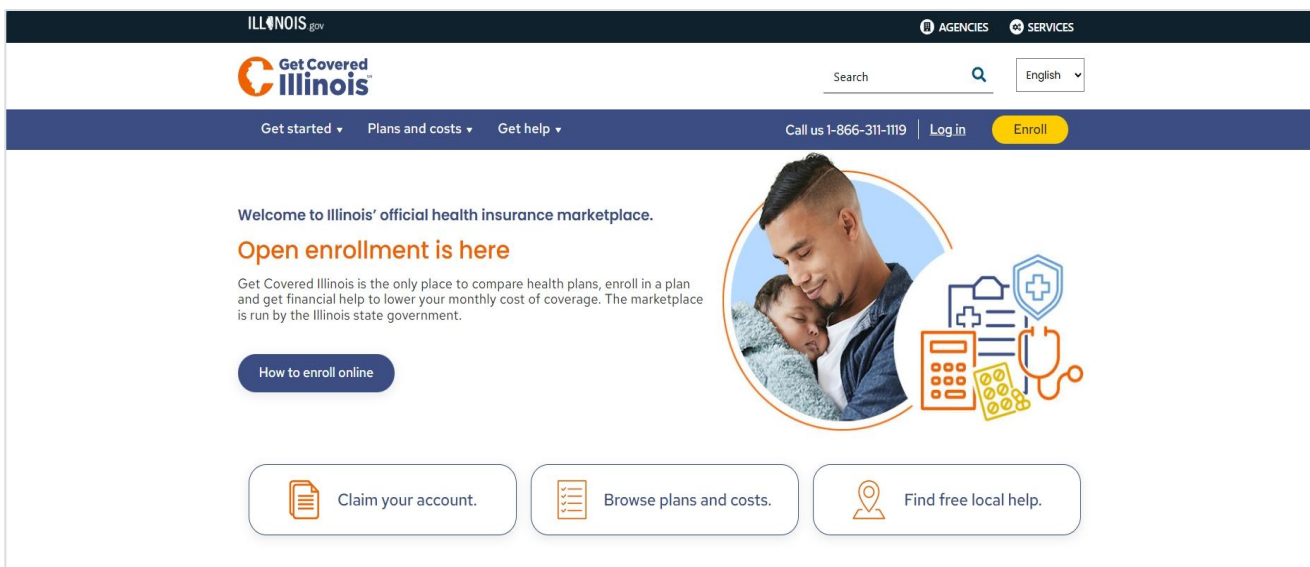
- 
- ACH Debit Payment
  - Fleet Mandated Reports
  - Case Management Tracking System

# Notable Achievements

## Solution Delivery & Engagement

### Business and Workforce

- Collaborated with the Department of Insurance and partner agencies in the successful launch of the **Get Covered Illinois State-Based Marketplace** by integrating systems, ensuring security and quality, overseeing call center implementation, and guiding governance across complex workstreams. DoIT delivered a modern website and supported procurement and legal coordination to keep the initiative on track.



- Partnered with the Department of Financial and Professional Regulation (DFPR) to expand the Comprehensive Online Regulatory Environment platform by adding 92 additional licensed professions, continuing the transition from paper-based and fragmented workflows to a single digital platform. This expansion reduced manual processing and enabled DFPR to scale licensing operations without proportional increases in staffing.
- Implemented dashboards for the Department of Commerce and Economic Opportunity's (DCEO) Benefit Payment Control staff, providing real-time insights that strengthened fraud detection, improved oversight, and enhanced operational efficiency.
- Developed a mobile-responsive PowerApps-based system for DCEO to track capital grant projects for the General Assembly, improving data accuracy, streamlining reporting, and increasing transparency.

# Notable Achievements

## Solution Delivery & Engagement

### Natural and Cultural Resources

- Partnered with the Departments of Revenue and Natural Resources to streamline the registration process for residents with newly acquired watercraft. The digital solution allows owners to submit registration forms and pay applicable taxes online, reducing administrative burden and improving the experience for both the public and state employees. An integrated compliance check enables the Department of Natural Resources to verify tax filings in real time before issuing licenses.



**EXPLORE MORE IL™**

To purchase hunting and fishing licenses, to register a watercraft or snowmobile, or to obtain a license for any other outdoor activities, please log in to your account.

[LOG IN TO MY ACCOUNT](#)

If you have never purchased a hunting, fishing or other outdoor activity license, titled/registered a watercraft or snowmobile in the state of Illinois, please create an account.

[CREATE AN ACCOUNT](#)

If you need to report a harvest click the button below. You will need your permit/tag number available.

[REPORT A HARVEST](#)

ExploreMoreIL™ is a service of the Illinois Department of Natural Resources.

- Partnered with the Departments of Revenue and Natural Resources to streamline the registration process for residents with newly acquired watercraft. The digital solution allows owners to submit registration forms and pay applicable taxes online, reducing administrative burden and improving the experience for both the public and state employees. An integrated compliance check enables the Department of Natural Resources to verify tax filings in real time before issuing licenses.

# Notable Achievements

## Solution Delivery & Engagement

### Public Safety

- Supported the launch of a pilot Electronic Health Record system at three Department of Corrections facilities, enabling the transition from paper-based records to a secure, web-based health records platform.
- Led the Illinois State Police's first mainframe-to-cloud migration, moving payroll and timekeeping systems to a modern, secure cloud environment. The 13-hour, 115-step migration reduced risk, improved disaster recovery capabilities, and positioned the agency for future modernization.
- Deployed a Predictive Flooding Analysis tool for the Illinois Emergency Management Agency using National Weather Model three-day forecast data to project and track potential impacts to roads, structures, and communities and support emergency response planning.
- Delivered a statewide FEMA-formatted digital Damage Assessment Self-Reporting application for the Illinois Emergency Management Agency, enabling faster and more accurate disaster reporting and significantly reducing processing time.
- Rolled out a tablet solution at the Department of Corrections, providing individuals in custody access to phone calls, video visits, education, legal content, and entertainment, with integration into the Offender 360 system and ongoing support.
- Supported the implementation of body-worn camera technology for the Illinois Gaming Board's sworn agents, enhancing agent safety and ensuring compliance with a state mandate.
- Launched the Construction and Materials Management System for the Department of Transportation, delivering a modern platform that supports construction and materials documentation for highway projects.

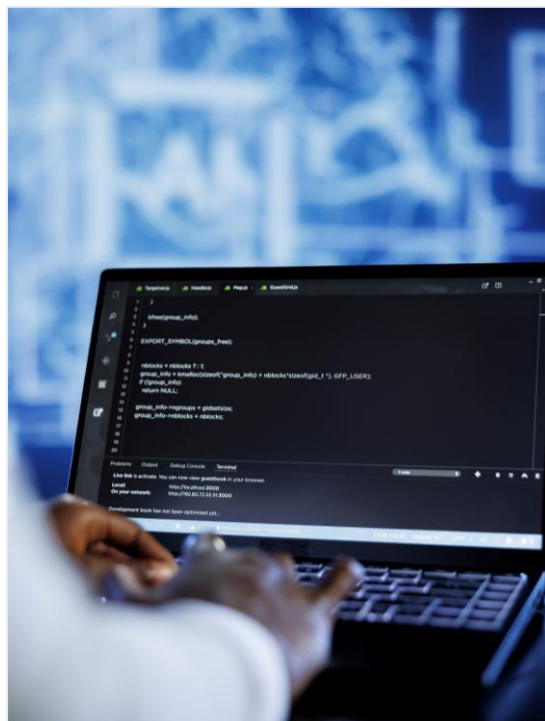
# Notable Achievements

## Strategy & Innovation

DoIT's Deputy Secretary of Strategy & Innovation leads the innovation arm of the agency. By establishing foundational frameworks, driving the adoption of emerging technologies like AI, and ensuring technology investments align with statewide objectives and client agency needs, the Strategy & Innovation team helps translate emerging needs into scalable, statewide solutions.

A key focus of the team is ensuring that technology initiatives align with enterprise standards, sound architecture, and data-driven decision making. They coordinate efforts across enterprise resource planning, data, accessibility, application solutions, and project management, strengthening governance, improving delivery consistency, and positioning the State to adopt new capabilities responsibly and effectively.

On April 1, DoIT issued an Artificial Intelligence policy applicable to agencies under the jurisdiction of the Governor. The policy balances operational efficiencies with legal, ethical, and security requirements. Following the issuance of the policy, DoIT conducted informational briefings for state agency executives and delivered training and policy templates to prepare agencies for adoption. On October 15, DoIT rolled out a generative AI chat tool statewide, enabling secure AI chat access for more than 55,000 end users across state agencies. The solution provides a protected AI experience that does not use state data for model training or external sharing, reflecting the scale and complexity of responsible enterprise AI deployment in State government



Through strategic planning, data-driven decision making, and forward-thinking initiatives, DoIT is helping position Illinois as a leader in technology innovation. The following highlights reflect the Strategy & Innovation team's efforts to deliver enterprise impact and statewide value.

# Notable Achievements

## Enterprise Resource Planning

The Enterprise Resource Planning (ERP) division's focus in 2025 was enhancing system efficiency, user education, and enterprise readiness. The team successfully migrated the ERP Finance System to the DoIT Azure environment within an eight-month project window, achieving all project milestones and resulting in a stable, uninterrupted transition that strengthened the State's overall infrastructure.

In addition, the ERP team made significant progress improving Human Capital Management (HCM) data quality across multiple legacy HRIS systems. This work represents a critical readiness milestone for the successful implementation of the statewide HCM system.

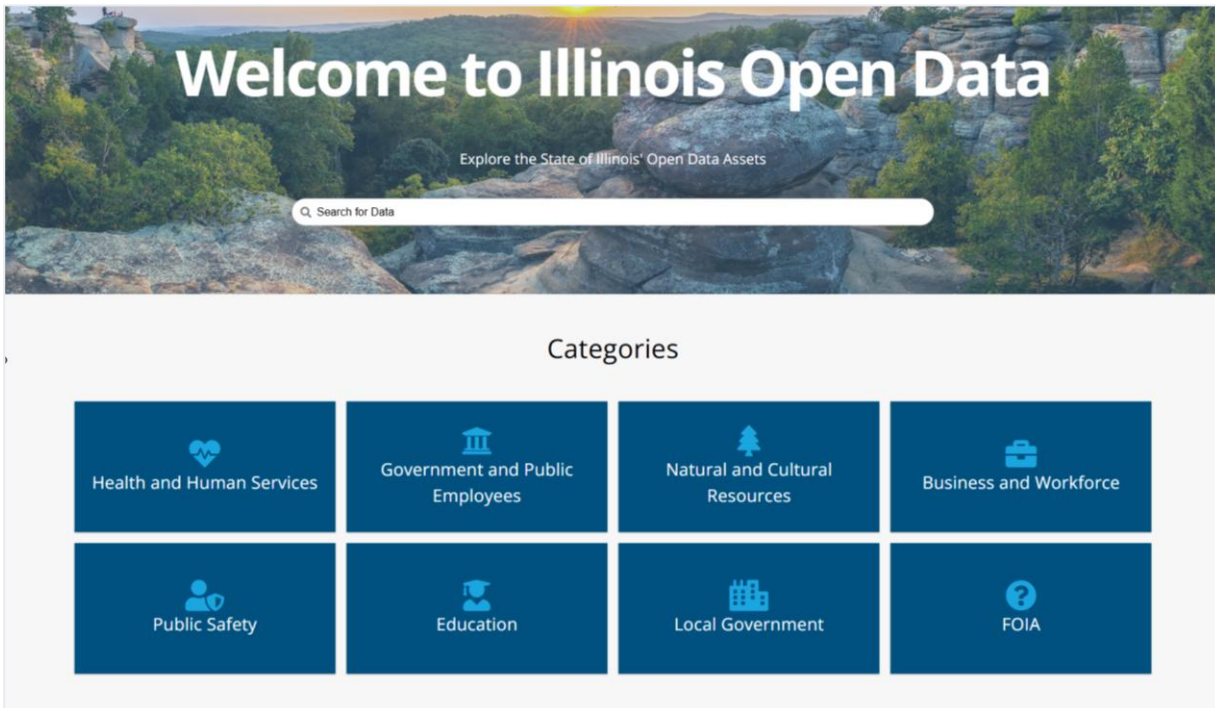


# Notable Achievements

## State Data Practice

In 2025, DoIT's State Data Practice undertook initiatives to better manage and utilize data to enhance government operations. With a strong emphasis on data governance, the implementation of innovative platforms, and streamlined processes, the team advanced data-driven decision making across the enterprise. These efforts improved efficiency and effectiveness while promoting collaboration and data literacy across state agencies and public organizations.

During the year, the team launched a new Open Data Portal, providing a more secure, accessible, and user-friendly platform for state data. The portal brings together datasets from multiple agencies, improves the accuracy and availability of information, and makes it easier for lawmakers, agencies, and the public to access and use state data.



# Notable Achievements

## Office of Information Accessibility

DoIT's Office of Information Accessibility ensures that state digital services, websites, and technology solutions comply with accessibility standards, making them usable for individuals with disabilities. The accessibility team, which provides guidance, resources, and oversight to promote inclusive technology and equal access for all Illinois residents, had the following accomplishments in 2025.

### Key Accomplishments



#### **Broad Outreach**

Supported over **1,300+ staff** across **50 state agencies** to enhance digital inclusivity



#### **Operational Excellence**

**67+ projects reviewed** to ensure early-stage compliance



#### **Strategic Enablement**

**57+ accessibility reviews** conducted for existing and new platforms



#### **Technical Support**

**53+ technical assistance sessions** provided to help agencies navigate complex requirements



#### **Compliance & Governance**

All activities were aimed at meeting **Department of Justice (DOJ) requirements**

# Notable Achievements

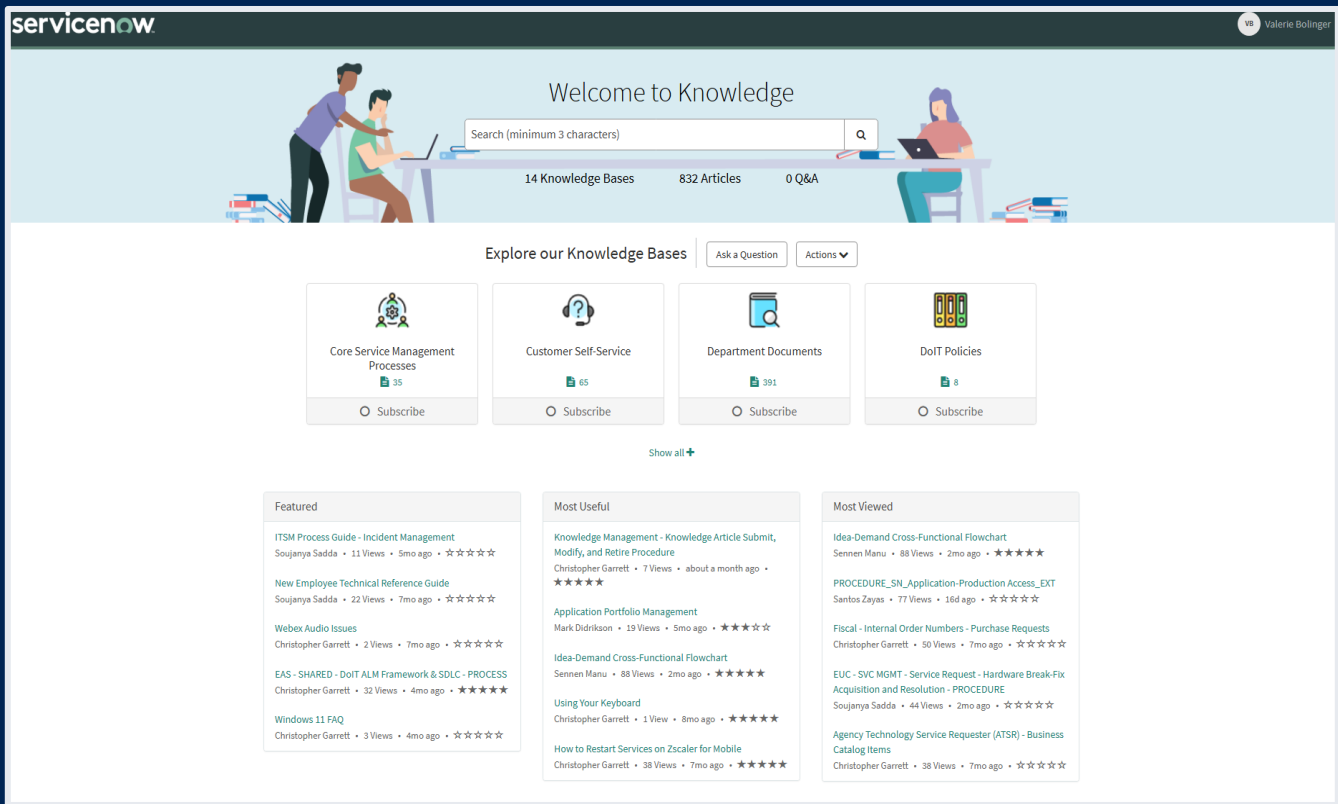
## Enterprise Application Services

- In 2025, the Enterprise Applications Services (EAS) team delivered meaningful improvements that advanced digital services and strengthened operational effectiveness across the enterprise. The team supported the successful enterprise deployment of a generative AI chat tool, helping enable secure AI capabilities for state employees while aligning implementation with enterprise standards and governance.
- EAS also launched a new, modern billing portal that allows client agencies to easily access and review their technology bills online. This self-service capability improves transparency, streamlines agency interactions, and reduces administrative friction by providing timely, centralized access to billing information.
- The Quality Assurance (QA) team within EAS was recognized with the Best Testing Project – Public Sector award at the 2025 Global Software Testing Awards. This recognition reflects the team’s work to implement automated testing for the Integrated Eligibility System (IES), a mission-critical platform that supports essential services for Illinois residents. The automated testing framework strengthens system reliability, reduces risk during system changes, and improves overall application stability.



# Notable Achievements

## Enterprise Project Management Office



The Enterprise Project Management Office (EPMO) continued to strengthen project governance and process consistency across the organization in 2025. This year, the team transitioned its documentation into Knowledge Management in ServiceNow, improving accessibility and standardization for project stakeholders. The EPMO also developed and shared comprehensive process flows for ideation and demand, supporting clearer pathways for evaluating and initiating new work.

In 2025, the EPMO **managed 166 active projects, provided oversight for an additional 76 and supported 127 potential initiatives** moving through the ideation and demand process. Staff from the project management and business analysis teams also contributed to DoIT's Audit Improvement initiative, leading to substantial reductions in outstanding findings and helping reinforce stronger organizational controls.

# Notable Achievements

## Information Security

DoIT's Information Security team actively worked to enhance the cybersecurity posture of the State of Illinois through various initiatives and collaborations in 2025. These efforts aimed to improve preparedness, awareness, and resilience against cyber threats. Key activities undertaken include the following.

- Governor Pritzker designated October as Cybersecurity Awareness Month. DoIT reinforced awareness with educational campaigns, phishing simulations, weekly "Scam of the Week" messages, and **deployed annual security training to 69,000 employees and contractors**, strengthening protection of state systems and sensitive information.



- Conducted an annual cross-agency cyber disruption exercise that enhanced information security readiness and interagency collaboration with the Department of Revenue, along with supporting agencies including the Illinois Emergency Management Agency, Illinois State Police, and the Illinois National Guard.
- Built on previous efforts to strengthen DoIT-managed systems, achieving 84% of applications with a current Business Impact Analysis, nearly double last year's total, and 47.5% of applications with documented recovery plans, up from 24%.

# Notable Achievements

## Information Security

- Established quarterly testing windows for client agencies to failover and failback applications, successfully testing major financial and data analytics systems critical to state operations.
- Completed all client agency cybersecurity risk assessments and launched the Application Risk Assessment process for critical systems, assessing approximately 10% of applications.
- Hosted the second annual Illinois Public Sector Digital Cybersecurity Summit, providing educational opportunities for public sector technology professionals on AI, cloud computing, backup/recovery, and cybersecurity best practices.
- Partnered with the Illinois National Guard to expand monitoring and response services around election day, supporting 108 election authorities.
- **Triaged over 142,000 reported phishing email to state employees, identifying and removing 24,500+ malicious emails.**
- Investigated and **mitigated over 700 incidents** for state agencies and municipalities.
- **Migrated 52 applications**, including Weatherization and Medical Cannabis, to ILogin, DoIT's enterprise single sign-on solution. This migration provided more streamlined access, enhanced user experience, and ensured better protection of personal information for approximately 5 million resident accounts.
- Enabled ZScaler Private Access always-on for all supported agencies, providing secure access to state resources from any location and advancing toward a Zero Trust environment.

**Expanded the State-funded Cyber Navigator program to 110 K-12 school districts and 298 municipalities**, providing risk assessments, training, and incident response support.

## Whole of State Cybersecurity Program



# Notable Achievements

## Technology

**5,100**

Statewide Sites  
Connected

**184**

Agency Leaders at  
Solution Showcase

**10X**

Network Capacity  
Increase

**62,000**

Computers  
Migrated/Latest OS

**610+**

School Districts  
with High-Speed  
Internet

**98%**

Customer  
Satisfaction

**34%**

Annual Cost  
Reduction

**3,100**

Staff in 23 Office  
Relocations

**2,500**

Knowledge Tool  
Views Monthly

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. The office also oversees production operations such as enterprise printing, records management, network operations center, and customer service functions. Another primary function of the team is the operation of the Illinois Century Network (ICN), which delivers high-speed broadband to nearly **5,100 statewide sites** including state agencies, departments, boards, commissions, offices, educational institutions, and school districts. In addition, the CTO team manages and maintains the infrastructure for the Integrated Eligibility System (IES), which is a key mission critical system for the State.

# Notable Achievements

## Technology

- Completed the implementation of a knowledge management tool to improve the delivery of IT services. Customer service and operations teams can easily search for a process guide or the resolution to a customer issue. The repository improves onboarding of new employees by centralizing information in an easy to search location. The tool provides insights on the most relevant data which drives the continuous management cycle of reviewing, refreshing, retiring information. **The knowledge library receives 2,500 views per month.**
- Hosted the first DoIT Solution Showcase: Let's Talk Contact Centers webinar, attracting **184 client agency leaders** and team members to explore innovative call center solutions that enhance operational efficiency and support tailored client agency needs.
- Improved the speed and security of the state network through increased firewall feature sets, application microsegmentation, and a **10x improvement in network capacity.**
- Implemented a user-friendly email feature to apply encryption to sensitive messages.
- Implemented a Data Center Inventory Management (DCIM) system to improve visibility into power consumption of IT assets and physical space allocation.
- **Migrated 62,000 computers** to the latest operating system version to ensure continued security and a reliable user experience
- Provided high-speed internet through the Illinois Century Network (ICN) to **610 school districts** to improve digital learning infrastructures and enhance educational equity for students. DoIT hosted a series of webinars for the Network and E-Rate consortium helping to enhance digital learning and connectivity for K-12 students statewide.
- Achieved a **98% customer satisfaction rate** for resolving user incidents and requests for new service.
- Enhanced campus security at the Illinois Department of Human Services Illinois School for the Visually Impaired by implementing a new communications solution. The system supports rapid incident response and mass alerts through wearable panic buttons, facility speaker systems, screens, wearable devices, and phones.
- Migrated the Enterprise Resource Planning finance solution to DoIT-managed cloud hosting, moving from a vendor-managed environment and achieving a **34% annual cost reduction** while improving system stability and oversight.
- Coordinated with the Department of Central Management Services and client agencies to **support 23 office relocations involving 3,100 staff**, including installation and configuration of network equipment, establishment of Internet services and relocation of phone systems.

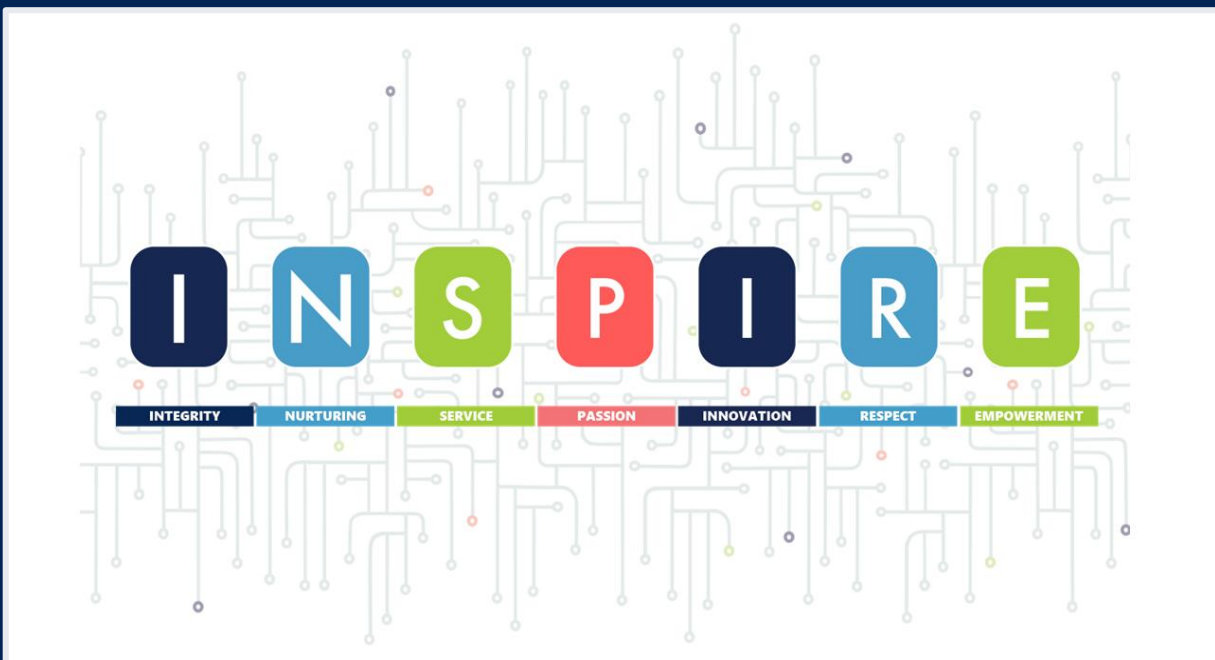
# Notable Achievements

## Operations

The establishment of DoIT's first Chief Operating Officer position, introduced a more structured operating model that improves internal alignment, service delivery, and client satisfaction. Across the organization, divisions including People Operations, Procurement, Supplier Diversity and Health and Safety worked with increased coordination, contributing to a shared operational direction centered on modernization, employee experience, fiscal responsibility and consistent enterprise practices.

DoIT entered 2025 with a renewed effort to align goals, objectives, and performance measures within an enterprise operational strategy. This framework provided a clear roadmap for agency priorities and ensured that division-level work connected directly to DoIT's mission to expand technology capabilities and improve operational effectiveness. Through strengthened planning, improved processes and enhanced oversight, the agency worked to maximize the impact of operational spending while maintaining alignment with long-term modernization goals.

- Continued agencywide alignment through DoIT **INSPIRE** – Charting Our Course 2025, an initiative that integrates workforce development, operational planning and organizational strategy to ensure all division efforts support DoIT's mission to deliver secure, reliable and innovative technology services statewide.



# Notable Achievements

## People Operations



LeaderConnect is a dedicated resource hub designed to help leaders lead with confidence and clarity. It provides essential tools, guidance, and development opportunities to strengthen leadership capabilities, support informed decision-making, and drive organizational success. From leadership competencies to best practices and growth opportunities, LeaderConnect fosters continuous learning, collaboration, and excellence at all levels of leadership.



People Operations led initiatives that support employee experience, leadership readiness, and workforce development. In 2025, the team focused on process improvements, employee engagement, and the foundational work needed for a more modern, digital People Operations environment.

- Launched the People Operations Digitalization Initiative, a multi-year effort to modernize and automate the employee lifecycle. Early work included rebuilding and standardizing workflows, digitizing key services and establishing the foundation for a future digital employee services hub.
- Expanded leadership and learning opportunities through programs such as Leadership Connect and Leadership Launch, increased access to digital learning resources and a refreshed Individual Development Plan process that strengthened alignment between employee development and organizational needs.
- Enhanced employee engagement and support by introducing a Stay Interview Program, strengthening supervisory training and modernizing the onboarding experience to promote early connection and long-term success for new employees.

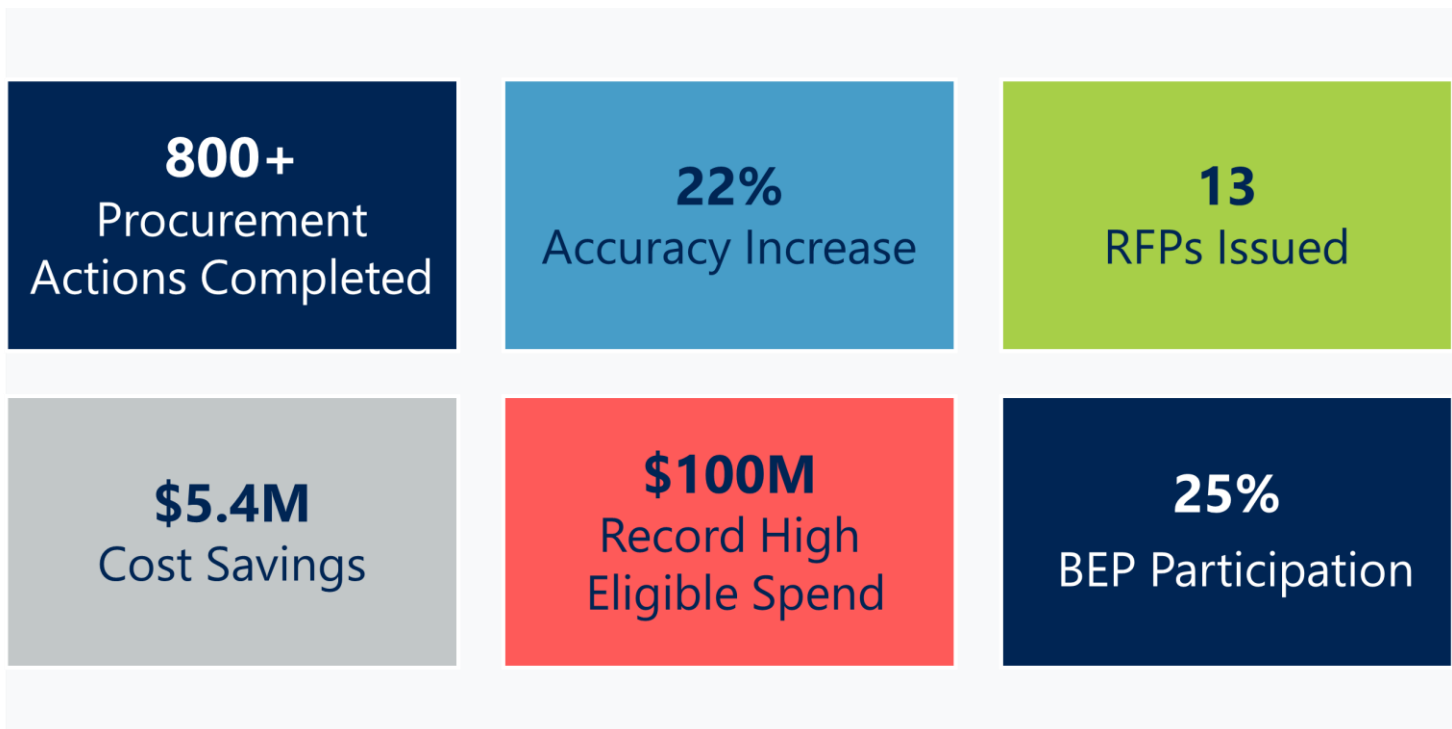
# Notable Achievements

## Information Technology Procurement Office & Office of Supplier Diversity

The Information Technology Procurement Office (ITPO) achieved strong improvements in fiscal and operational performance throughout 2025. The team completed more than **800 procurement actions, issued 13 RFPs and achieved a 22% increase in accuracy. Emergency contracting was reduced by 75% and negotiations generated more than \$5.4 million in cost savings** for the State. ITPO also strengthened enterprise procurement capabilities by establishing a new Procurement Representative role to support training and development for emerging procurement professionals.

DoIT's Office of Supplier Diversity (OSD) achieved the strongest BEP performance in DoIT's history, with more than **\$100 million in eligible spend and 25% BEP participation**. OSD expanded outreach through events such as the Chicago Supplier Day and introduced a year-round engagement model that includes webinars, office hours, and guided learning sessions. A new digital resource library increased access to procurement information and improved transparency for vendors statewide.

Together, ITPO and OSD supported more equitable, efficient and strategically aligned procurement practices across the enterprise.



# Notable Achievements

## Health & Safety

In 2025, DoIT established its first Office of Health & Safety, providing a formal structure for safety governance, emergency preparedness and workforce protection. The office implemented standardized OSHA-compliant reporting tools, conducted safety audits across DoIT workplaces, strengthened emergency preparedness efforts and developed training tailored to both field and technical operations. These initiatives enhanced employee well-being and supported operational safety across the agency.

The screenshot displays the 'Workplace Health & Safety' portal. At the top, the title 'Workplace Health & Safety' is shown with the name 'Olson, Sabrina' below it. The main content area is divided into several sections:

- WELCOME:** A introductory message followed by a list of key areas: Announcements, Facility & Access, Safety & Accidents, Health & Safety Resources, and Emergency Preparedness. It also includes contact information for DoIT.HealthandSafety@illinois.gov.
- Badging & Facility Requests:** A vertical list of three buttons: 'Security Badging', 'Report a Facility Issue or Need', and 'Space Heater Request'.
- Health & Safety Announcements:** A grid of four announcement cards. The first is 'Toolbox Talk: Holiday Safety', the second is 'Wellness Bulletin: Celebrating a Successful Walktober 2025', the third is 'Be Well Illinois: December Events, Webinars & Podcasts', and the fourth is 'Walk Like a Penguin'.
- Safety & Accident Information:** A vertical list of three buttons: 'Emergency Procedures', 'Employee Accident Report Form', and 'Report a Safety Hazard'.
- Health & Safety Resources:** A section header at the bottom right of the main content area.

# Appendices

## GCIO Agency Portfolios

### Health and Human Services

- Developmental Disabilities
- Human Services
- Healthcare & Family Services
- Deaf & Hard of Hearing
- Aging
- Veteran's Affairs
- Human Rights

### Child and Family Services and Advocacy

- Public Health
- Juvenile Justice
- Guardianship & Advocacy
- Children & Family Services
- Early Childhood

### Government and Public Employees

- Central Management Services
- Capital Development Board
- Liquor Control Commission
- Office of Management & Budget
- Revenue
- Lottery

### Business and Workforce

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

### Natural and Cultural Resources

- Environmental Protection Agency
- Natural Resources
- Agriculture
- Arts Council
- Abraham Lincoln Presidential Library & Museum

### Public Safety

- Corrections
- Emergency Management
- State Police
- Transportation
- Gaming Board
- Military Affairs
- Prisoner Review Board
- State Fire Marshal

# Appendices

## Press Releases

Release Date	Link
01/15/25	<a href="https://gov-pritzker-newsroom.prezly.com/gov-pritzker-announces-launch-of-beacon-childrens-behavioral-health-portal">https://gov-pritzker-newsroom.prezly.com/gov-pritzker-announces-launch-of-beacon-childrens-behavioral-health-portal</a>
01/27/25	<a href="https://www.illinois.gov/news/press-release.30866.html">https://www.illinois.gov/news/press-release.30866.html</a>
01/28/25	<a href="https://gov.illinois.gov/news/press-release.30872.html">https://gov.illinois.gov/news/press-release.30872.html</a>
01/29/25	<a href="https://doit.illinois.gov/doit-news/doit-in-the-news/state-task-force-releases-landmark-report-on-the-effects-of-gene.html">https://doit.illinois.gov/doit-news/doit-in-the-news/state-task-force-releases-landmark-report-on-the-effects-of-gene.html</a>
04/01/25	<a href="https://www.illinois.gov/news/release.html?releaseid=31094">https://www.illinois.gov/news/release.html?releaseid=31094</a>
05/02/25	<a href="https://www.illinois.gov/news/release.html?releaseid=31245">https://www.illinois.gov/news/release.html?releaseid=31245</a>
07/31/25	<a href="https://www.illinois.gov/content/dam/soi/en/web/illinois/iisnewsattachments/31533-073125-doit-state-fair-schedule.pdf.pdf">https://www.illinois.gov/content/dam/soi/en/web/illinois/iisnewsattachments/31533-073125-doit-state-fair-schedule.pdf.pdf</a>
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09/25/25	<a href="https://www.illinois.gov/news/release.html?releaseid=31739">https://www.illinois.gov/news/release.html?releaseid=31739</a>
10/01/25	<a href="https://www.illinois.gov/news/release.html?releaseid=31755">https://www.illinois.gov/news/release.html?releaseid=31755</a>
10/21/25	<a href="https://www.illinois.gov/news/release.html?releaseid=31833">https://www.illinois.gov/news/release.html?releaseid=31833</a>
11/26/25	<a href="https://www.illinois.gov/news/release.html?releaseid=31959">https://www.illinois.gov/news/release.html?releaseid=31959</a>

