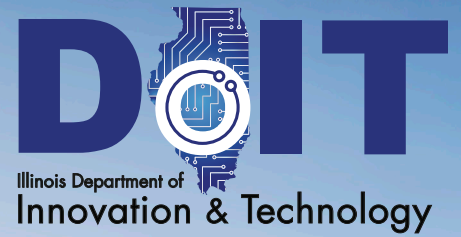




State of Illinois
Department of Innovation & Technology



State of Illinois Annual Report 2024

Department of Innovation & Technology (DoIT)

Governor JB Pritzker
Secretary and State Chief Information Officer Sanjay Gupta



JB Pritzker, Governor
Sanjay Gupta, Secretary and State CIO

January 2025

I respectfully submit to the Office of the Governor and the Illinois General Assembly the 2024 Annual Report for the Illinois Department of Innovation & Technology (DoIT).

Since assuming the role of Secretary and State CIO of DoIT, it has been my mission to make our foundational services more resilient and robust, reimagine our existing services, as well as create new and innovative services. I am pleased to report that in 2024, Team DoIT made great progress in these areas. A sharp focus on customers and service delivery improved the value delivered to our client agencies while we continued to mature as an agency.

In collaboration with client agencies, we delivered several technology-based solutions that help improve the experiences of the residents of Illinois. As a notable example, Team DoIT collaborated with the Illinois State Police (ISP) and Google Public Sector to launch the Move Over Crash Safety Alert System. It utilizes a GPS-based alert to inform drivers in real-time of ISP activity on the road, urging them to slow down and move over.

A subsequent collaboration with ISP and HAAS Alert expanded the delivery of these critical real-time alerts through compatible vehicle infotainment systems. The goal is to improve safety for law enforcement officers, emergency personnel, and drivers. These collaborations exemplify our commitment and dedication to using technology to serve our community better by improving the safety of our driving environment for everyone.

Team DoIT collaborated with the Illinois Department of Financial and Professional Regulation (IDFPR) to launch the first phase of the much-awaited new licensing system: "CORE" (Comprehensive Online Regulatory Environment). This significant upgrade streamlines processes and thereby helps improve services to stakeholders across Illinois.

Together with the Department of Human Services (DHS) and the Department of Health and Family Services (HFS), Team DoIT delivered a multi-year infrastructure upgrade to the Integrated Eligibility System (IES). This significant upgrade increases flexibility for program changes while also enhancing core infrastructure capabilities. DoIT also implemented ILogin, the State's single sign-on solution, for IES to streamline access, enhance user experience, and improve security.

My vision of a new and simplified funding model significantly improves DoIT's fiscal health and thereby increases DoIT's ability to better serve its client agencies. In collaboration with the Governor's Office and the Governor's Office of Management and Budget (GOMB), a significant milestone for DoIT's funding model was achieved with the initial tranche of direct appropriation. The increase in DoIT's General Revenue Fund (GRF) appropriation was offset by decreasing a corresponding amount in

appropriations for DoIT's client agencies. As a result, there was a net zero impact on the State's overall budget.

This shift to a hybrid funding model streamlines and improves the efficiency of State funds for essential technology services that enable client agencies to deliver on their missions. This change aligns with our strategic plan and establishes a more predictable, sustainable funding method. It simplifies financial planning for agencies, reduces the administrative burden of managing service charges, and fosters a more collaborative environment between DoIT and its client agencies, smoothing out the budget processes.

DoIT's fiscal team overhauled the rates for DoIT services which were last updated in FY 2019. In collaboration with GOMB and the Billing Transparency and Effectiveness Task Force—an internal working group DoIT established consisting of representative client agency Chief Fiscal Officers—client agencies utilized DoIT's new rates for their FY 2026 budget submissions. This was one of my key goals when I established this Task Force in 2023. We continue to actively review contracts, validate needs, and right-size them to ensure value is delivered and spending is tightly managed.

To further enhance our collaboration and dialogue with client agencies, Team DoIT held the inaugural Tech Connect, an in-person event with client agency executive leaders. We covered topics such as: Who We Are and What We Do, Roles and Responsibilities, How to Access DoIT Services, Looking Ahead and an open Q&A session. The event was very well attended, and we received overwhelmingly positive feedback. I intend to hold the Tech Connect annually.

I also initiated alignment meetings with client agencies. My leadership team and I sat down with client agency executives to review and confirm their top 2-3 priorities for FY 2025 with the goal of increasing dialogue and ensuring tight alignment with client agency priorities. These alignment meetings are proving to be valuable in improving Team DoIT's customer focus.

One of my foundational priorities is investing in our workforce. In 2024, we continued to build on the momentum from 2023 by launching new initiatives and revamping existing initiatives focused on our workforce development. In partnership with GovTech, DoIT held the first ever IT Leadership Summit. Presentations and discussions focused on State government IT leadership opportunities and challenges. Attendees included DoIT leaders and staff, as well as IT leaders from other state constitutional offices, providing a forum for a rich dialogue.

Continuing on the workforce investment theme, Team DoIT held an inaugural Technology Day Summit in partnership with Gartner that enabled the DoIT workforce to learn about new technologies and innovations in the industry. Based on the strong positive feedback from the over 150 attendees, I plan to hold this event annually.

I prioritized building stronger collaborations both internally and externally. Team DoIT held an inaugural Industry Day event with industry partners. Over 40 companies got an opportunity to pitch their innovative solutions and ideas to the DoIT leadership team. Both the industry partners and Team DoIT came away recognizing the value of the dialogue and the ideas that were generated. I plan to hold the Industry Day annually in the Fall while continuing to hold the Supplier Day annually in the Spring.

Throughout 2024, DoIT undertook numerous initiatives aimed at enhancing the technological infrastructure of our state. We have implemented cutting-edge solutions to improve government

services, ensuring that they are more accessible and efficient for all Illinois residents. 2024 was a year of significant growth and achievement, driven by our commitment to innovation, excellence, and sustainability.

The following report will provide a comprehensive overview of these, and many other accomplishments achieved over the past year. Highlights include the successful launch of several key projects, improvements in service delivery, and the establishment of strategic partnerships that will drive further innovation.

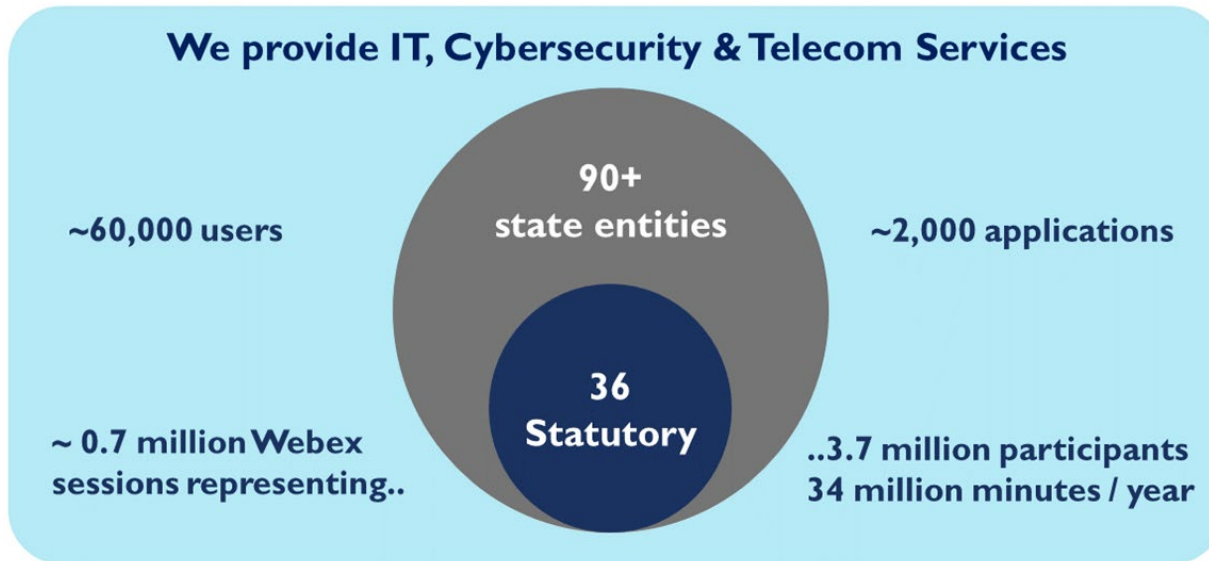
We are eager to maintain this progress and momentum for the State of Illinois in 2025. Team DoIT remains dedicated to pushing the boundaries of what is possible, ensuring that Illinois continues to lead in technological innovation while improving value delivered to the State.

I am proud of all that we have done and believe we are well positioned to build on this momentum in 2025 and beyond.

Thank you for your continued support and collaboration.

Sanjay Gupta
Secretary and State CIO

WHO WE ARE



WHAT WE DO

As the primary agency responsible for information technology in the State of Illinois, DoIT delivered a multitude of services to more than 90 State entities. 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, innovation, and telecommunication services.
- **SUPPORT**
Provide Technology support for state agencies, boards, and commissions.
- **SECURITY**
Enhance security and data protection.
- **TECHNOLOGY ALIGNMENT**
Provide statewide technology policies and standards.
- **EFFICIENCY**
Reduce redundant systems and improve technology spending.
- **COLLABORATION**
Foster interagency collaboration.

DoIT STRATEGIC PLAN 2023-2027

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

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

NOTABLE ACHIEVEMENTS

CHIEF TECHNOLOGY OFFICE

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 5,100 statewide sites including state 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.

In addition to these core functions, the CTO division is responsible for driving innovation and implementing new technologies to enhance the efficiency and effectiveness of state operations through collaboration with various state agencies to streamline processes through digital transformation initiatives, providing technical guidance and support to ensure smooth integration of new systems. Furthermore, the division is dedicated to fostering a culture of continuous improvement and staying ahead of technological advancements to meet the evolving needs of the state and its residents.

- Partnered with the University of Urbana-Champaign, the University of Chicago, and Kankakee Community College to establish a **quantum network**, expanding Quantum Information Science research and education across Illinois. This partnership connected key academic institutions utilizing DoIT fiber, strengthening Illinois' position in tech and giving researchers access to cutting-edge quantum tools for high-level quantum research and innovation.
- Provided high-speed internet through the Illinois Century Network (ICN) to over 560 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.
- Hosted a two-part webinar series on the **benefits and features of the ICN** through technical guidance for over 100 attendees and panelists. This webinar series educated agencies on the power of cloud-based security solutions and empowered agencies to adopt better security practices, highlighting DoIT's role in improving digital safety and resilience.
- Launched the **Agency IT Dashboard** to offer real-time insights to client agencies, with plans for broader data access to enhance transparency and communication. This transparency enables informed agency decision-making and improves operational efficiency. Future expansions of data access aim to strengthen communication and collaboration between DoIT and client agencies.
- Implemented DoIT's Enterprise Computing and Broadband strategies to focus on **modernizing infrastructure**, reducing technical debt, and expanding innovative services. This focus on sustainability and efficiency, combined with the expansion of innovative services, addressed the growing demand for digital solutions in government, enhancing service delivery to Illinois residents and agencies.
- Hosted a weekly **Webex Wednesdays** series for state agency users, offering a comprehensive overview of Webex features and best practices. With an average attendance of 30 to 60

attendees, these weekly sessions taught Webex hosts and attendees how to optimize their meeting and webinar experiences.

- Worked with client agencies to collect over 7,000 unused computers, which reduced software licensing costs and improved security. DoIT continues to monitor computers that go unused for 90 days and notify client agencies for more immediate review and action.
- Launched a campaign to educate client agencies on the security risk of using old, unsupported computers, resulting in over 6,000 aging computers being refreshed.
- Installed and configured building-wide network equipment at 115 S. LaSalle, Chicago, for client agencies relocating to the new State multi-tenant building.

PEOPLE OPERATIONS:

DoIT Human Resources made significant strides by shifting to a People Operations framework, prioritizing employee engagement, growth, and experience. This transition emphasized data-driven strategies and efficiency, fostering a culture of collaboration and professional development. Key achievements included a notable increase in training hours and skill growth through our learning platform, as well as the introduction of recognition programs such as the Secretary's Award of Excellence, which celebrates individual contributions.

Our recruitment efforts expanded substantially, with a diverse and engaged talent pool, driven by participation in various career fairs and events. The recruitment team played a crucial role in supporting the agency's growth by contributing to a substantial portion of new hires. Additionally, we revamped the Tuition Reimbursement Program and achieved full compliance in mandatory training, underscoring our commitment to developing a skilled workforce and maintaining high standards across the organization.

- Spearheaded DoIT's paid **IT Trainee Program** addressing the demand for tech professionals, enhancing workforce diversity, and cultivating skilled talent. The inaugural cohort began in Chicago in January 2024 and the second in Springfield in March 2024, with 33 trainees benefiting from mentorship, strategic partnerships with City Colleges of Chicago and Lincoln Land Community College, and a competitive salary with a guaranteed full-time position upon completion. After they have completed their in-class training and started the on-the-job portion, they will join groups in End User Computing, Help Desk, Networking, and Security in Spring 2025.
- Represented DoIT at 105 **career fairs** and hosted four **IT & Tech Employment workshops** reaching more than 7,800 potential candidates. These outreach efforts have significantly contributed to creating more diverse candidate pools for DoIT job postings.
- Launched the **DoIT Tech-Trailblazer Referral Network** to engage employees in recommending top talent and strengthening DoIT's team through employee referrals.
- Aligned the workforce planning strategy with DoIT's vision, including optimizing staffing by reducing vacancy ratios and attracting top-tier talent, and career development through robust learning programs. This strategy allowed DoIT to build out its **Learning & Development Unit** and boost training and education opportunities for employees. One such offering was **Supervisor Fundamentals Training**. Twelve separate training sessions were conducted led by Learning & Development, equipping 50% of managers and supervisors with essential leadership skills, employment regulation knowledge, and compliance expertise.

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 2024. These efforts aimed to improve preparedness, awareness, and resilience against cyber threats. Key activities undertaken include the following:

- Conducted an annual **cross-agency cyber disruption exercise** in partnership with the Illinois Emergency Management Agency, Illinois State Police, and the Illinois National Guard to enhance information security preparedness and collaboration.
- Pushed **security awareness training** to enterprise email users in conjunction with Cybersecurity Awareness Month with brief educational pieces and simulated phishing emails to educate users about practical indicators of a phishing attack.
- Distributed internal and external **messaging on cyber shopping scams** and awareness of the type of cybercriminals to be aware to help prevent fraud and enhance overall cybersecurity awareness.
- Enhanced **cyber resiliency capabilities** by transitioning from manual, paper-based processes to a streamlined, online documentation platform, allowing the State to better document and track critical business functions at client agencies and the key applications supporting those functions. This new capability provided the roadmap for recovery in July when the worldwide CrowdStrike outage impacted the State of Illinois. DoIT teams responded quickly and efficiently to restore dozens of critical applications and nearly 800 servers across the state the same day of the outage. Critical systems were quickly back online and providing service to the residents of Illinois.
- Participated in GovTech's inaugural **Illinois Public Sector Digital Cybersecurity Summit**, an educational opportunity for Illinois public sector technology professionals to share strategies and tactics used to protect critical systems and data and to discuss AI, cloud computing, and storage backup/recovery.
- Coordinated with State and Federal partners in preparation for the **Democratic National Convention** to focus on information security threat intelligence across the state and hosted intelligence sharing with the Statewide Terrorism Intelligence Center, Cybersecurity and Infrastructure Security Agency, Joint Analysis Center, and Center for Internet Security.
- Partnered with the Illinois National Guard to expand monitoring and response service hours around **election day** and supported 108 election jurisdictions with tools and resources to protect critical election infrastructure.
- Attended the Government Management Information Science Users Group (**GMIS**) and Illinois Annual Networking and Training Symposium (**GIANTS**) conferences, highlighting cybersecurity efforts and showcasing Illinois' State and Local Cybersecurity Grant Program initiatives. By emphasizing cybersecurity, DoIT demonstrated its commitment to assisting local governments access grant-funded tools to improve their cybersecurity posture and protect critical infrastructure from evolving threats.
- Deployed new security tools to enhance user-to-application connections, replacing the previous system, and operationalized a monitoring platform to measure the digital experiences of all DoIT supported users.
- Investigated and mitigated over 700 True Positive incidents for our State of Illinois managed agencies and Whole of State supported municipalities (approximately 200 municipalities).
- Triaged nearly 93,000 reported **phishing emails**, of which nearly 11,000 were identified as malicious and were then removed.
- Migrated 50 applications, including the Integrated Eligibility System (IES), 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 3.5 million resident accounts.

- Deployed **Annual Security Awareness training** to approximately 60,000 state employees and contractors, ensuring users are well-informed about the latest security protocols, which helps protect sensitive information and maintain the integrity of security operations.

STATE DATA PRACTICE

In 2024, DoIT's State Data Practice made significant strides in managing and utilizing data to enhance government operations. With a strong emphasis on data governance, the implementation of innovative platforms, and streamlined processes, the area has successfully encouraged data-driven decision-making. These efforts not only improve efficiency and effectiveness but also promote collaboration and data literacy across various state agencies and public organizations.

- Provided **data management and governance services** for the State, focusing on utilizing data to inform policy making and decision making leading to more effective and efficient government operations.
- Developed a centralized **data management and analytics platform** for state agencies, supporting data requests, project development, and governance activities, which enhanced data accessibility, streamlined processes, and improved strategic decision-making across agencies.
- Created a **researcher / analyst playbook**, and automated the data request process as maturity milestones, demonstrating the effectiveness of DoIT's data governance strategy, promoting a culture of data-driven decision-making and enhanced collaboration among teams.
- Hosted the second annual **Love Data Week** event entitled "Connecting with Data on a Deeper Level," featuring a panel discussion in Chicago and a follow-up event in Springfield, focusing on data storytelling and various data-related topics. These events brought together more than 100 attendees from public organizations across the state to increase data literacy and foster cross-discipline collaboration.

OFFICE OF SUPPLIER DIVERSITY

In 2024, DoIT's Office of Supplier Diversity was dedicated to promoting diversity and inclusion within the business community. By organizing events and providing resources, the office helps minority-owned, women-owned, and other diverse businesses connect with opportunities for State contracts. Through their efforts, they aim to create a more equitable and inclusive economic environment.

- Organized and managed a **Supplier Day** event in Springfield. With 80 vendors present, it was an opportunity for current and potential Business Enterprise Program (BEP) companies, as well as other businesses, to connect and explore State contracting opportunities. The event featured informative sessions, panel discussions, and networking.
- Hosted the inaugural **Industry Day** event showcasing presentations from leading technology vendors, who provided insights on enhancing resident experience, cloud adoption, and driving modular solutions. The response from presenters and attendees alike highlights the event's pivotal role in advancing Illinois' innovation landscape.

- Established recurring webinar series to promote and highlight the importance of diversity in technology procurement.
 - **Commitment to Diversity Webinar:** The "Inclusive Innovation: Leveraging Diversity in Technology Procurement" webinar attracted over 80 attendees and panelists and highlighted the importance of diversity and inclusion in technology procurement.
 - **EmpowerBiz Webinar Series by DoIT & BMO Bank:**
 - The “Strategic Resources for Business Growth” webinar focused on Strategic Resources for Business Growth providing insights into cash flow management, the state certification process, and strategies for navigating the Illinois business landscape. With 21 participants present, attendees gained practical knowledge to help their businesses thrive.
 - The “Know Your Numbers Mastering Ratios for Business Success” webinar was held for attendees to assist, understand, and utilize financial ratios and to make informed business decisions. With 20 attendees, including expert panelists, the session delved into key financial ratios, explaining how to calculate and interpret them to build a business's financial health.
 - The “Demystifying the Loan Process and Mastering the 5 C's” webinar was conducted to provide insights into the loan process and the five C's of credit. With 21 attendees and expert panelists, the session explored information on securing funding, including understanding the lender's point of view and how to improve credit.
 - **Unlocking Illinois Opportunities Webinar Series:**
 - The **Unlocking Illinois Opportunities | Certification Advantage** webinar focused on empowering businesses to leverage the benefits of the BEP/Value Based Purchasing (VBP) programs. With 22 attendees and a panel of five experts, the event provided insights into navigating the Illinois business landscape.
 - The **Unlocking Illinois Opportunities | Cracking the Code | Understanding NIGP Codes and BidBuy** webinar was held to provide valuable insights into the National Institute of Governmental Purchasing (NIGP) Codes and the effective use within the BidBuy system. With 13 attendees and a panel of seven procurement specialists and BidBuy trainers, the event covered key areas of NIGP codes.
 - The **Unlocking Illinois Opportunities | Navigating the Registration Landscape: Demystifying State Requirements** webinar was held to guide businesses through the complexities of state registration requirements in Illinois. With 30 attendees and a panel of five experts from the Secretary of State's Office, Board of Elections, and Department of Human Rights, the event provided valuable insights and guidance.

ADMINISTRATION

DoIT has been on a mission to streamline operations and enhance collaboration. The DoIT team’s efforts in organizing various key events and initiatives have created a strong sense of teamwork and innovation. DoIT’s collaborative approach has been pivotal in the successful implementation of multiple projects, further demonstrating the team’s commitment to enhancing organizational performance. This section highlights these collective accomplishments, showcasing the team’s dedication to excellence.

- Led DoIT’s inaugural **Tech Connect** event to provide an overview of who we are and what we do for the 36 state entities DoIT serves, targeting agency heads and chiefs of staff, and facilitated discussions by DoIT leadership to highlight support for resident-facing applications and services.

- Launched the **Customer Billing Portal (CBP)** for IT and Telecommunications bills from DoIT to state client agencies. The CBP replaces the manual process previously used with tools for easier navigation, enhanced search and download capabilities for analysis and easy integration with SAP, DoIT's ERP platform for back office, business management. Users are limited to viewing only accounts assigned to their agency, maintaining the integrity of secure access to the Portal.
- Hosted an exhibit in the Illinois State Fair Governor's tent, "**Lights, Camera, STEAM Action,**" in keeping with the 2024 State Fair theme "It's Showtime!" by showcasing innovative technology provided by our public and private partners across the state, from 3-D printing, traffic planning, electromagnetics, assistive technology, Artificial Intelligence and Rubik's cube algorithms. This interactive exhibit was an opportunity for Illinois residents and visitors to interact with DoIT.
- Partnered with Gartner to host a day of enrichment and learning for DoIT employees and technology staff from other entities at the inaugural **Illinois Gartner Summit**. Speakers delivered presentations on human-centered design, a roadmap to modernization, gamifying cybersecurity, Artificial Intelligence, and the value of stakeholder management.
- Hosted the first **CareerSpark STEAM Expo**, a hands-on, interactive work and career readiness experience that attracted more than 700 8th graders from nine school districts in Central Illinois to explore careers in STEAM fields.
- Collaborated with several organizations statewide to help promote STEAM education opportunities through mechanisms such as the monthly [DoIT STEAM Newsletter](#), participated in the **Regional Office of Education #51's Back-to-School event** and **Fall Forum** to share resources with local educators, and attended the Abraham Lincoln Presidential Library & Museum's **Back-to-School Bash** promoting STEAM resources to central Illinois families.
- Partnered with CS for Success, Discovery Partners Institute, and City of Chicago for DoIT's participation in the second annual **High-Tech CHI** event. The event was an opportunity for students in grades K-14 and the broader Chicagoland community to explore the possibilities in computing through interactive activities and workshops.
- Celebrated the 13th annual **Global Accessibility Awareness Day** by hosting a webinar with 192 attendees and a panel of experts. The event focused on improving digital access and inclusion for individuals with disabilities, specifically in Illinois.
- Collaborated on a monthly Webex series, **Cinnamon's Kaleidoscope Café**, with the Department of Natural Resources that highlights information on accessibility, diversity, equity, and inclusion. DoIT's Chief Accessibility Officer and team led a session entitled "Connecting Everyone: How You Can Make Everyday IT More Inclusive." With 153 attendees and a panel of 10 experts, the event highlighted the importance of digital accessibility in honor of National Disability Employment Awareness Month and broadened awareness of the State's diverse workforce.
- Developed **Artificial Intelligence (AI) guidelines** to ensure responsible and ethical use of AI technologies within state agencies. These guidelines align with AI initiatives, with industry standards and ethical practices, promoting accountability and integrity in AI deployment, supporting the State's commitment to fair technological advancement.
- Collaborated with GovTech to bring an **IT Leadership Forum** to Illinois. The inaugural event brought together industry partners, technology leaders, and DoIT team members to collaborate while addressing the most important policy, management, and leadership issues surrounding the future of digital government. The program included roundtable discussions on strategic planning, roadmaps, and other initiatives to advance our organization towards a more proactive leadership stance.

- Delivered a 13-session **World of Procurement Training Series** to DoIT team members with an overview of various procurement processes and best practices. Topics included procurement forms, sole sources small purchases, invitation for bids, renewals, fiscal, cooperative piggybacks, request for proposals, the Business Enterprise Program, emergency procedures, and releases from multiple-award contracts. Presenters provided in-depth explanations, real-world examples, and Q&A sessions. With weekly attendance of 60 to over 100 employees, these sessions were highly effective.

ENTERPRISE RESOURCE PLANNING

The Enterprise Resource Planning (ERP) division at DoIT has made significant strides in enhancing system efficiency and user education, demonstrating a strong commitment to improving operational processes, and providing invaluable resources for users.

- In partnership with CMS, completed Release 1b for the **Human Capital Management (HCM)** system. HCM modules such as Employee Central and Onboarding that enable core Human Resources capabilities went live for 53 code agencies, allowing for a reduction in paper form processing for personnel actions and providing additional transparency throughout the life of the action within the system.
- Hosted **System Analysis Program Development (SAP) Finance Week** for statewide users of the ERP Finance module, providing over 25 hours of continuing professional education across 16 sessions to over 350 end users. This professional education helped participants optimize the ERP system's capabilities and enhance financial management in their agencies.

AGENCY COLLABORATIONS

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 the noteworthy agency collaborations.

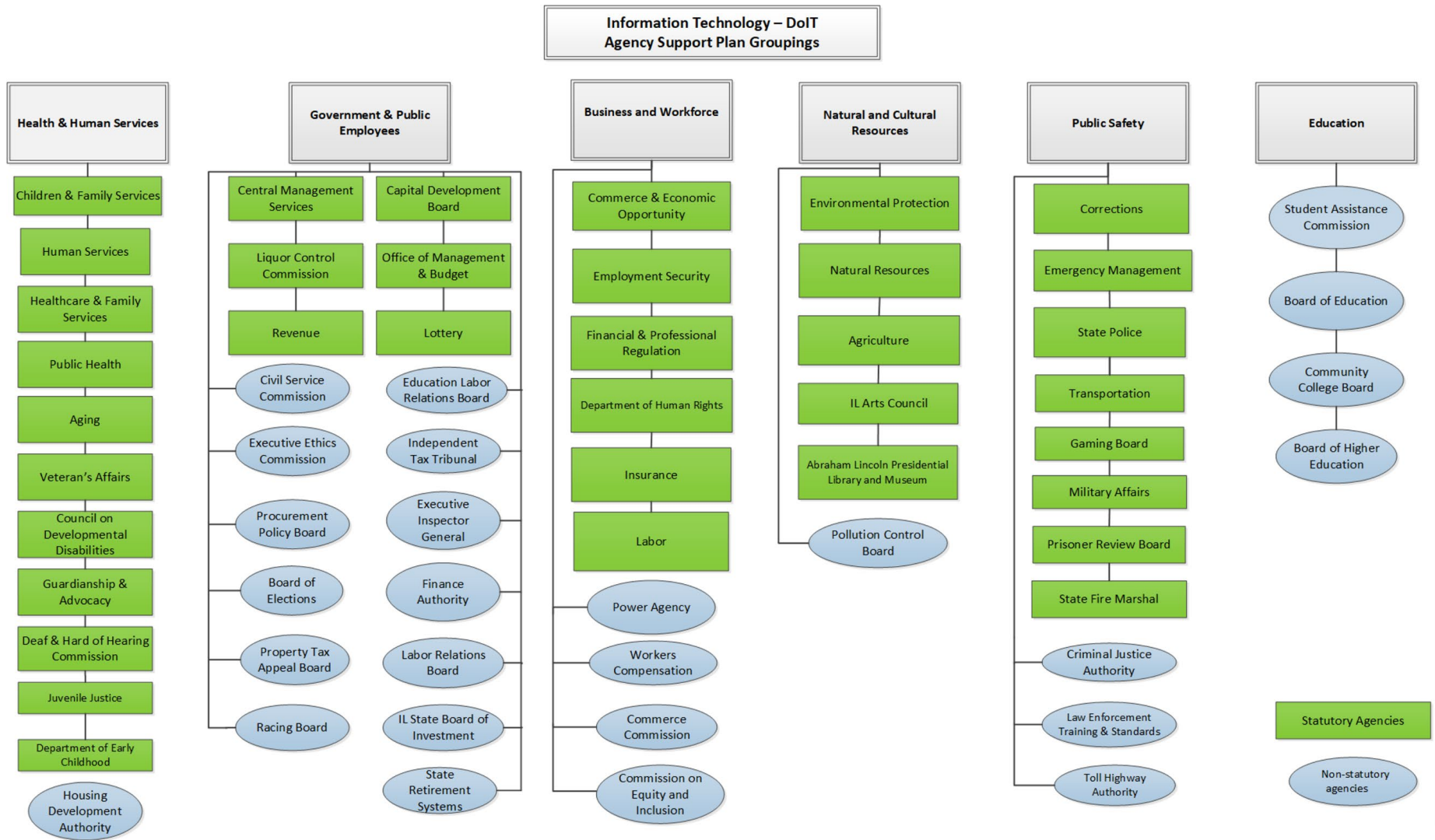
- Partnered with the Department of Financial & Professional Regulation (DFPR) to launch **Comprehensive Online Regulatory Environment (CORE)**, a technology solution that will transform DFPR's professional licensing practices. Over a two-year period, more than 300 license types and records for more than 12 million professionals will transition to the new comprehensive platform, which will eliminate the need for paper applications, give applicants more control over their application materials, and help prevent deficient applications from being submitted. In addition to creating a streamlined online application process, CORE features a simplified review process for all license applications received by DFPR.
- Developed a real-time, GPS-based alert through increased Google Waze functionality to inform drivers of Illinois State Police (ISP) traffic activity on the road and urging them to slow down and **move over**. Later partnered with HAAS Alert to expand notifications to select Chrysler, Dodge, Jeep, Mercedes-Benz, RAM, and Volkswagen vehicles delivering digital alerts through leading navigation apps and compatible vehicle infotainment systems.
- Initiated IT service delivery to the newly established **Illinois Department of Early Childhood (DEC)**, created to streamline the administration of early childhood education, care programs and

services. The expansion of DoIT's portfolio with a new client agency supports early childhood development and enhances access to quality education. Given the formative stage of DEC, DoIT's technology solutions will help establish a strong foundation for DEC to deliver on its mission.

- **Built a website for DEC**, offering comprehensive resources and support for early childhood education and development.
- **Migrated 121 websites to a new enterprise language translation system** that allows agencies to update identified translation issues on their sites for Hindi, Arabic, Polish, Spanish, Chinese, and Tagalog languages.
- Successfully launched **two new specialized websites**: a tip reporting platform for the Illinois State Police and a clean energy resource dashboard for the Illinois Power Agency, while also completing major redesigns for two additional sites for the Health Facilities & Services Review Board and Executive Ethics Commissions Board.
- Enhanced the **Department of Employment Security (DES) public facing website** by integrating an improved external video experience, audio file component, accessibility features, and adaptable page authoring tools that support any device and language translation.
- Completed a multi-year **IES infrastructure modernization** initiative for DHS and HFS. This project ensures compliance with federal Authority to Connect (ATC) requirements, strengthens the system's security posture, enhances disaster recovery to achieve a faster Recovery Time Objective, and increases flexibility for future program changes.
- Implemented a new online appointment system for the Liquor Control Commission (LCC) to automate their **licensing appointments**, modernizing their processes by greatly reducing wait times and enabling document upload.
- Continued the phased delivery of the transformational **IllinoisConnect** system for the Department of Children & Family Services (DCFS). IllinoisConnect changes the way child welfare workers and caregivers serve Illinois youth and families through the development of a user-friendly system that incorporates time-saving automations with strong data security. Its streamlined processes, updated policies, and systematic safety model work seamlessly with new technology to ensure a faster, more robust experience and added efficiency to the delivery of services.
- Implemented **Behavioral Health Care and Ongoing Navigation (BEACON)**, a new online care portal for families seeking behavioral health resources for their youth. This Portal consolidates all these resources for several social service agencies: Human Services, Healthcare and Family Services, Children and Family Services, Juvenile Justice, Public Health, and the Illinois State Board of Education.
- Implemented the **Psychotropic Medication Consent Bot** for DCFS to expedite the reconciling and fulfillment of time sensitive and critical medication for vulnerable children.
- Implemented the **Illinois Disease Surveillance System (IDSS)** for the Department of Public Health. IDSS serves as the statewide system for disease surveillance, allowing local health care providers and other stakeholders to input demographic, medical, and exposure information. Leveraging advanced features of the Salesforce platform, we now have robust surveillance capabilities, streamlined lab reporting, and efficient Centers for Disease Control and Prevention reporting capabilities.
- Introduced the IWx (**Weatherization**) system to enable an automated workflow for the Illinois Home Weatherization Assistance Program at the Department of Commerce and Economic Opportunity. Residents now have the flexibility to submit their applications for assistance online in lieu of visiting a Local Administration Agency in person. Extensive reporting capabilities and grant management functionality further streamline the process of helping low-income residents and households conserve fuel and reduce energy costs by making their homes and apartments more energy efficient.

- Implemented **ShoWorks** to allow state fair exhibitors to register using an iOS application, streamlining entry and reducing costs for the Department of Agriculture.
- Achieved recognition for the second consecutive year for the **Best Overall Testing Project – Public Sector/Services** award by 31 Media in 2024, highlighting the continued success and collaboration of DoIT, the Department of Human Services (DHS), and the Department of Healthcare and Family Services (HFS) in delivering top-tier testing projects. The Award highlighted their skills in designing, managing, and executing the overall testing of the Integrated **Eligibility System Unified Functional Testing/ Scriptless Test** enterprise **Framework (SteF)** solution. The Integrated Eligibility System (IES) is the system used by caseworkers to determine eligibility for Medicaid, food assistance, and cash benefits.
- Collaborated with the Central Management Services Division of Vehicles to **modernize statewide fleet operations**. The old fleet system leap-frogged eleven software versions to a state-of-the-art, cloud-based system. The new system is available 24/7/365 and includes maintenance tracking and reporting for all vehicles.
- Partnered with the Department of Military Affairs to deliver an automated solution to manage **State active-duty missions** and enable more efficient payroll processing for the Illinois National Guard. This automation has shortened the processing time by 15 days, resulting in quicker payments to soldiers.

APPENDIX A – DoIT IT SUPPORT STRUCTURE FOR STATE AGENCIES



APPENDIX B – 2024 DOIT PRESS RELEASES ISSUED

01/16/24

[Illinois Department of Innovation & Technology Welcomes First IT Trainee Program Cohort](#)

03/08/24

[DoIT's Office of Supplier Diversity Launches Mini-Webinar Series for Small Businesses to Conduct Business with the State of Illinois](#)

04/01/24

[DoIT Recognizes April as Innovation and Technology Month \(illinois.gov\)](#)

04/26/24

[CareerSpark STEAM Expo Shines Spotlight on STEAM Careers \(illinois.gov\)](#)

05/07/24

[Illinois Department of Innovation & Technology Receives Back-to-Back StateScoop 50 Awards for Leadership and Achievements](#)

07/19/24

[State of Illinois Takes Immediate Action to Address Global CrowdStrike Outage](#)

07/25/24

[Illinois National Guard, Partners Train in Cyber Exercise > National Guard > Article View](#)

07/29/24

[Illinois Department of Innovation & Technology to Showcase Innovation and Entertainment at the 2024 Illinois State Fair](#)

10/01/24

[Governor JB Pritzker Proclaims October as Cybersecurity Awareness Month \(illinois.gov\)](#)

10/02/24

[Illinois State Police Leads Nation in Move Over Crash Safety with New Early Alert System](#)

10/23/24

[Illinois Department of Innovation & Technology Office of Supplier Diversity Hosts Inaugural Industry Day Event](#)

11/08/24

[DoIT Celebrates STEM/STEAM Day on November 8](#)

11/20/24

[Illinois Department of Innovation & Technology Reminds Residents to Stay Vigilant Online During the Holidays](#)

12/18/24

[Illinois State Police Expands Move Over Alerts to Protect Drivers and Troopers](#)