OFFICE OF
**INFORMATION
TECHNOLOGY**
STATE OF ALABAMA

FY2023

ANNUAL REPORT

STATE OF ALABAMA OFFICE OF INFORMATION TECHNOLOGY

FY2023

Streamlining IT in Alabama State Government
OIT.Alabama.gov

> "Technology is constantly evolving and Alabama must remain on the forefront of emerging innovations in order to safeguard our state's IT resources and infrastructure.

FOLSOM ADMINISTRATIVE BUILDING

WELCOME
Letter to Governor Kay Ivey

Dear Governor Ivey,

I am pleased to share the Office of Information Technology's (OIT) Fiscal Year 2023 Annual Report with you, the Legislature, and the citizens of Alabama. This report features articles and information highlighting OIT's continuous efforts to support the Information Technology (IT) requirements of the State of Alabama and its many interconnected agencies. As a state agency, OIT is committed to ensuring good IT governance across the executive branch of Alabama state government, providing carefully measured and professionally executed IT strategic planning, and offering innovative services and technologies that deliver reliable, highly available, secure, efficient, and cost-effective solutions for our IT stakeholders throughout the State.
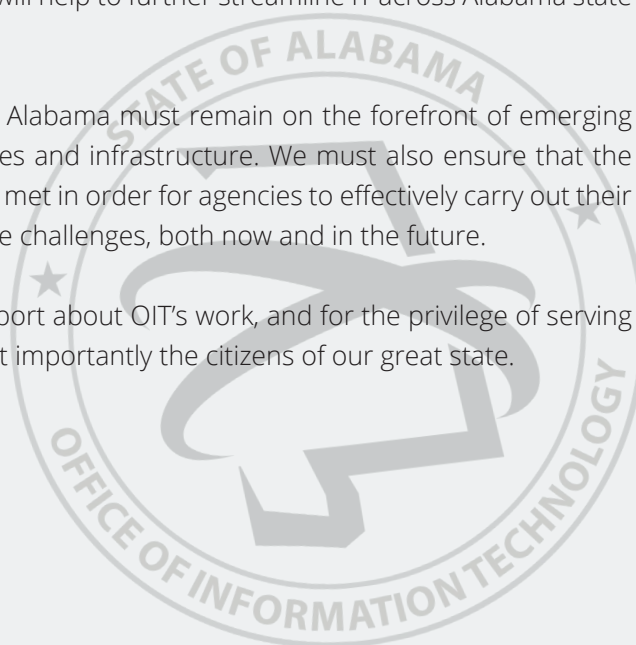
Many exciting things have taken place at OIT over the past fiscal year. I was honored to be appointed by you to assume leadership of the agency when former Secretary Marty Redden announced his well-deserved retirement after sixteen years of dedicated service to the State of Alabama. During his tenure as Secretary, Mr. Redden did an outstanding job positioning OIT as a trusted business partner to the numerous state agencies we serve. My primary goal as Secretary has been, and will continue to be, building upon our past successes and aligning our agency's objectives with those of the frontline agencies that strive daily to deliver valuable and essential services to the people of Alabama.

The organizational structure of OIT was modified over the course of fiscal year 2023 in an effort to increase the overall efficiency and effectiveness of our agency. Through the realignment of internal resources and personnel expertise, OIT has been able to refine its business processes and improve its service delivery capabilities. I am confident that OIT's ongoing operational enhancements will help to further streamline IT across Alabama state government.

Without question, technology is constantly evolving and Alabama must remain on the forefront of emerging innovations in order to safeguard our state's IT resources and infrastructure. We must also ensure that the current IT demands of state government are successfully met in order for agencies to effectively carry out their crucial missions. OIT stands ready and able to meet these challenges, both now and in the future.

Thank you for providing the opportunity to share this report about OIT's work, and for the privilege of serving the State of Alabama, its hardworking agencies, and most importantly the citizens of our great state.

Respectfully,
Daniel Urquhart
Secretary of Information Technology

FY2023

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PURPOSE

Office of Information Technology's
Purpose

> **Without question, information technology (IT) has never been a more essential part of our everyday lives than it is in today's digital world.**

Almost everything that we encounter on a daily basis – our healthcare, education, work, shopping, travel, entertainment, and so much more – is impacted by IT systems and networks. Therefore, the need for these systems to function efficiently and safely is of the utmost importance. This is especially true for state government.

To effectively serve its citizens, Alabama must unify our state agency network and information while leveraging the capability and knowledge of industry leading partners and cutting-edge technology and communications.

The streamlining and consolidation of governmental functions is a crucial priority and of great significance to the economic well-being of the State of Alabama. In line with that goal, the Office of Information Technology (OIT) was formed in 2013 to streamline information technology in the State. Responsible for establishing all IT policy for the State of Alabama and developing its IT strategic plan, OIT is also charged with meeting the IT service demands of the numerous agencies statewide.

While effective IT utilization is paramount to reducing the cost of governmental operations, excellence in support of the IT needs of our state agencies – who directly serve the people of Alabama – is of equal importance.

Office of Information Technology's
Purpose

IT GOVERNANCE

Establishes and administers a structured system for the review and approval of new IT initiatives and projects. Additionally, OIT promulgates rules, regulations and policies, and establishes procedures and standards for the management and operation of IT by state agencies to safeguard, protect, and build resilience.

IT STRATEGIC PLANNING

Develops a comprehensive strategic plan for Alabama's IT that is updated annually and submitted to the Governor. The strategic plan focuses on the acquisition, management, and use of IT by state agencies and coincides with the planning and budgeting processes for individual agencies.

IT RESOURCE UTILIZATION

Establishes and maintains a continuously evolving inventory of IT resources (such as personnel, data and data systems, software, hardware, and services) to promote improved asset management, utilization, and data sharing among the numerous state agencies.

MISSION • VISION • GUIDING PRINCIPLES

⇨ Mission.

Through communication and collaboration, OIT aims to empower stakeholders with innovative services and technologies that reliably deliver highly available, secure, efficient, and cost-effective services for agencies, legislators, and citizens across all levels of Alabama state government.

⇨ Vision.

OIT aspires to provide solutions and services that are standardized, implemented in a timely and high-quality manner, and designed to meet the operational needs of each agency, legislator, and citizen who depends on their services.

Guiding Principles.

↘ Mature into a trusted advisor and business partner to agencies as they serve the citizens of Alabama

↘ Standardize the delivery of networks, security, and enterprise services

↘ Provide our customers visibility into their environment by implementing multi-tenant enterprise tools that facilitate delegated administration, compliance reporting, and control monitoring

↘ Deliver security monitoring and operational services to all agencies to protect State assets and services while mitigating risk

↘ Work within and across the agencies to gather requirements, assist them with meeting their strategic goals, and identify opportunities for shared innovation and improvement

↘ Develop consistent cost models for services, streamline the billing process, and clearly define and communicate the value provided for all agency fee-driven services

↘ Work toward establishing a Zero Trust Architecture (ZTA) for Alabama state government

Organizational Chart

Secretary of Information Technology
State Chief Information Officer

Daniel Urquhart

Deputy Secretary of Information Technology

Willie Fields

Executive Support

Secretary Direct Reports

Executive Director Shared Services
Mark Craymer

- Network Engineering
- Infrastructure
- Information Security
- Service Strategy

Executive Director Support Services
Roger Bowman

- Client Services: Service Desk, NOC, and Desktop
- Change Management and PMO
- Brokered Services
- Application Development

Executive Director Finance & Procurement
Brooke Covington

- Billing
- Procurement
- Asset Management
- Financial Reporting & Accounts Payable
- Personnel

Overview of
Services

⇨ **OIT Services** are organized into categories, with various processes and products available within each individual service category.

ACCESS

OIT's access services provide connectivity and access to essential state resources such as the State network, email, Internet, VoIP, and much more; all in a secure and controlled environment.

COMMUNICATION

A broad and complete set of communication tools are offered by OIT to efficiently and dependably connect users with one another and their customers.

CORE COMPUTING

Whether you are in need of data center services, primary storage, hosted web service, or virtual server hosting, OIT is able to provide the fundamental core computing services that are central to IT organizations within our state.

SUPPORT

Customer support is one of the most important services OIT can provide. Whatever your specific IT help needs might be (from a single, localized issue to a widespread service disruption), our professional support services are operationally available – continuously and around-the-clock.

IT PROFESSIONAL SERVICES

With OIT's professional services, you have access to skilled, experienced, and trained specialists to help meet your IT demands. Allow OIT to partner with you on your business analysis or project management needs.

GOVERNANCE

OIT establishes policies, standards, guidelines, and procedures for IT departments to abide by, while incorporating the State IT strategy and overall business objectives. OIT governance promotes best practices, lowers risk, aids in improving ROI, affects long-term change, and implements statutory requirements of IT projects.

STORAGE

OIT provides logical storage of agency information in modern, state-of-the-art, regulatorily compliant facilities located within the State of Alabama. Access to your information is guaranteed, and it is regularly backed up and can be restored as required.

SECURITY

Our security services offer protections for the confidentiality, integrity, and availability of state technology assets, commensurate with risks to infrastructure, communications, information, and information systems.

Office of the Secretary and Executive Support

The State of Alabama Office of Information Technology (OIT) operates under the leadership and direction of the Secretary of OIT.

Appointed by the Governor of Alabama, the Secretary of OIT is a cabinet-level position charged with ensuring good information technology (IT) governance throughout the executive branch of Alabama state government, developing a comprehensive strategic plan for the State's IT, promoting responsible and efficient IT resource utilization, and facilitating the effective delivery of critical IT services and support for the numerous state agencies, boards, and commissions that depend on OIT to successfully carry out their respective organizational missions.

The Office of the Secretary includes the Deputy Secretary of OIT and a skilled team of Executive Directors who oversee three primary divisions within the agency – Shared Services, Support Services, and Finance and Procurement. Additionally, a number of specialized departments at OIT report directly to the Secretary and provide both executive and agency-wide support.

In addition to guiding the agency and serving as the advisor to the Governor on IT related matters as the Chief Information Officer (CIO) for the State of Alabama, the Secretary of OIT is also responsible for coordinating a multi-agency CIO Advisory Council, serving on multiple state task forces, committees, and boards, and working with the heads and leadership teams of agencies across state government to help meet their IT demands and interconnected business goals.

> I am humbled to work with such dedicated people who provide services to state agencies, commissions, boards, and the citizens of Alabama.
>
> **Daniel Urquhart**
> **Secretary of Information Technology**

LEADERSHIP

OIT Secretary
Daniel Urquhart

Daniel Urquhart serves on Alabama Governor Kay Ivey's Cabinet as Secretary of the State of Alabama Office of Information Technology (OIT). First formed through the passage of Senate Bill 117 and signed into law on May 21, 2013, OIT is responsible for the strategic planning, governance, and resource utilization of all IT for the state.

Prior to his appointment by Governor Ivey to lead the agency on July 1, 2023, Secretary Urquhart spent the previous three years as Deputy Secretary of OIT and has collectively served the State of Alabama for more than two decades.

Before joining OIT in 2020, Secretary Urquhart served as the CIO for the Alabama Law Enforcement Agency (ALEA) where he played a vital role in working with industry partners to design, build, and implement a state-of-the-art criminal justice network that exceeded regulatory compliance requirements.

The first fifteen years of Secretary Urquhart's professional career were spent in the private sector. He held various technical and leadership positions in the banking and finance, drug/medical wholesale, childcare services, restaurant concepts, and consulting industries where he led and implemented various business and decision-making systems and platforms.

Secretary Urquhart attended Auburn University at Montgomery where he earned a BSBA in Management Information Systems.

OIT DIVISIONS

Shared Services

The primary focus of the Office of Information Technology's (OIT's) Shared Services Division is to improve the security, connectivity, and stability of the State's network and infrastructure by providing a secure platform and solution for state agencies. Comprised of four main departments, the Shared Services Division contains Network Engineering, Systems Administration and Infrastructure, Information and Operational Security, and Service Strategy.

Collectively, these groups work with state agencies to strengthen business continuity between OIT and the agencies' technical teams. Additionally, the division works closely with vendors to organize and standardize technology products and services. This is essential to reducing cost and helps to minimize the magnitude of different platforms and services in use throughout state government.

The specific roles filled by each department within the Shared Services Division include:

Network Engineering: Ensures the delivery of Internet connectivity, voice services, provisioning of private network and voice circuits, network monitoring and support operations, and the installation and maintenance of various network equipment, physical connectivity, and monitoring devices throughout the Montgomery campus and WAN networks statewide.

System Administration and Infrastructure: Provides expertise related to Active Directory services and Identity Management, supports all Microsoft 365 environments and solutions,

and delivers support for Azure and AWS applications in the form of resource creation, account management, subscription delegation, and administration of all application registrations for state agencies. This group also manages all shared computing platforms, including server administration, backups, file share, certificates, and load balancing for integrated services used by agencies.

Information and Operational Security: Reports and monitors events and security threats with the potential to impact the State's shared environment. Maintains a security program implementing industry best standards and operating procedures for Incident Response, Vulnerability Management, and Threat Management. This team also ensures internal and external security measures are enacted to provide controls for effective response and prevention of risk to the shared environment, including the network, infrastructure, identities, and services managed and operated within the State of Alabama.

Service Strategy: Establishes communication and alignment of technical teams around architectural and engineering solutions. Focuses on standardizing the processes and functions which touch the shared tenant and environment in order to establish a consolidated approach for the delivery of technologies to the State. Through appropriate management and development of the enterprise, this team helps agencies to understand the value and importance of aligning services and solutions to meet statewide business needs.

OIT Shared Services
Division Leadership

Mark Craymer, Executive Director of Shared Services

Mark Craymer serves as Executive Director of Shared Services for the Office of Information Technology (OIT).

With more than twenty years of IT experience in state government, Mr. Craymer began his state service working for the Administrative Office of Courts (AOC). At AOC, he filled numerous critical System and Network Administration roles and helped to introduce multiple technology stacks which are utilized statewide by Alabama's judicial branch.

Prior to his career with the State, Mr. Craymer worked in various industries such as banking, finance, education, and commerce. In each of his previous roles, he was responsible for implementing and supporting technology improvements.

Mr. Craymer attended Troy University where he earned his BSBA and MBA in Accounting. Later, he attended Kaplan University and received a Graduate Certificate in Project Management.

Support Services

The Support Services Division of the Office of Information Technology (OIT) is tasked with providing essential services such as technical solutions, teams, and systems to departments throughout OIT in order to support the overall mission of the agency. The individual sections within Support Services work across all levels of OIT to ensure that the organization is positioned to effectively meet the needs of its agency customers.

Many of Support Services' sections also provide services externally, working directly with state agencies to support their unique IT business demands so they are able to successfully serve the citizens of Alabama. A comprehensive list of the Support Services sections which enable OIT to carry out its daily work includes the following:

Project Management Office (PMO): Manages OIT's project portfolio and provides project management resources to the various divisions within OIT. The PMO supports the full project life cycle for OIT's key initiatives.

Change and Configuration Management: Maintains and documents OIT's hardware and software inventory while providing documentation, tracking, and communication around changes to these items for which OIT is responsible.

Application Development: Develops and maintains the applications, websites, and databases which support the departments within OIT. Application Development also provides development and maintenance support to the various agencies, boards, and commissions throughout the State.

Client Services: Provides OIT's customer-facing Service Desk, Desktop Support, and Quality Assurance services to both OIT internal staff and customer agencies.

Network Operations Center (NOC): Provides 24/7 monitoring support of OIT's network infrastructure while serving as OIT's point of contact to the network vendors.

Mainframe Support: Serves as the liaison between the customers, including OIT, who utilize the State's mainframe and the mainframe vendor. OIT's mainframe support team also provides mainframe print services for customer agencies as needed.

Product Management: Facilitates a governance committee for changes to the M365 platform, provides technical training solutions and resources, supports and coordinates Adobe and Laserfiche activities for the State, manages OIT's ServiceNow team and backlog, and negotiates with vendors to create bulk purchase contracts for products and services used by agencies to reduce overall cost.

OIT Support Services
Division Leadership

Roger Bowman, Executive Director of Support Services

Roger Bowman serves as the Executive Director of the Office of Information Technology's (OIT) Support Services Division. Mr. Bowman has more than twenty-five years of experience in the field of information technology. He began his career in the private sector working in various software development roles, as well as on technical teams supporting software in the textile and apparel manufacturing space.

Over the past fifteen years, Mr. Bowman has served in multiple roles within State of Alabama government including as a software architect, software development manager, and software development director. The experience Mr. Bowman gained in each of these previous roles prepared him well for his current position leading OIT's Support Services Division.

Finance & Procurement

The Finance and Procurement Division of the Office of Information Technology (OIT) oversees the financial reporting, accounts payable, billing, procurement, asset management, and personnel functions of the agency.

These critical activities are coordinated across six departments within the division to help streamline the daily business operations of OIT. Finance and Procurement's departments and their specific areas of responsibility are as follows:

Financial Reporting: Responsible for the continuous tracking, review, and reporting of OIT's financial data to drive better business performance and results. The work of the Financial Reporting department is essential to maintaining transparency and compliance as a state agency.

Accounts Payable: Ensures goods and services are received by OIT before submitting accurate and timely payment for vendor invoices in compliance with State of Alabama Fiscal Policies and Procedures.

Billing: Conducts a monthly audit of, and initiates payment for, the telecommunication invoices for the majority of Alabama's state agencies. OIT's billing activities support operational stability, collaborative telecom vendor relationships, and adherence to fiscally responsible processes.

Procurement: Ensures that access to IT products and services is available to meet the State's IT strategy and to provide competitive sourcing, lowest pricing, and favorable value and contract terms from awarded suppliers.

Asset Management: Supervises OIT's tangible assets to ensure they are accounted for, deployed, maintained, upgraded, and removed from use as needed.

Personnel: Oversees the onboarding of new employees, administers payroll and benefits, advises OIT staff on personnel matters, and ensures compliance with regulatory agencies and the State Personnel Board.

OIT Finance & Procurement
Division Leadership

Brooke Covington, Executive Director Finance & Procurement

Brooke Covington serves as the Executive Director of Finance and Procurement for the Office of Information Technology (OIT). Ms. Covington has more than two decades of experience in the field of accounting and has been a Certified Public Accountant (CPA) since 2009.

Prior to joining OIT in 2018, Ms. Covington worked in banking for fifteen years and served as an Executive VP/ Chief Operating Officer where she oversaw branch and financial operations. Before being promoted to Chief Operating Officer, Ms. Covington served as Chief Financial Officer.

Ms. Covington earned her Bachelor's Degree in Accounting from Troy University, followed by a Master's Degree in Business Administration from Auburn University at Montgomery.

FY2023 Initiatives & Projects

Active Directory Domain Remediation Task Force

Active Directory (AD) is a database service developed by Microsoft for Windows network domains that plays a critical role in keeping an organization's network secure. Functionally speaking, AD is a live directory that stores account login data and information on other resources within the network and it uses a hierarchical structure to organize all of this information. AD is different from a traditional, basic database in that it is dynamic and allows IT administrators to search and manage resources on the database, so they are able to continuously ensure the network hierarchy is properly organized.

In the fall of 2022, the Office of Information Technology (OIT) initiated an exhaustive assessment of the AD environment that is shared by numerous Alabama state agencies. This assessment identified several vulnerabilities and areas of concern surrounding the policies, processes, replication, and other procedures involved in domain management. It also revealed a clear need for the development of a multi-agency group of stakeholders to discuss matters involving identity management and maintenance associated with the forest, shared, trusted, and child domains for the State of Alabama.

In the spring of 2023, an AD Domain Remediation Task Force – comprised of approximately fifty members representing sixteen agencies – was formed to help address the issues identified during OIT's assessment of the AD environment. The group held its first meeting on May 31, 2023, and has continued to meet regularly since that time.

> The AD Domain Remediation Task Force will help to improve overall security and better meet the State's specialized needs for the shared AD environment.

Active Directory Domain
Remediation Task Force

The task force has actively worked to clean up and improve the AD environment, both at the individual agency level and at the shared forest level. Included among the many accomplishments of the AD Domain Remediation Task Force, this group has assisted in completing and migrating six domains within the forest to Windows 2022 (the latest Windows domain functional level), established security policies, mapped applications, and ensured that these domains are communicating correctly.

While the AD Domain Remediation Task Force has experienced tremendous success, there is still much work ahead. Nevertheless, the accomplishments that have been achieved by the AD Domain Remediation Task Force have been nothing short of spectacular and will help to improve overall security and better meet the State's specialized needs for the shared AD environment.

Successfully migrated six domains within the forest to Windows 2022

Task Force established security policies and mapped applications

Task Force monitors and ensures that the domains are communicating correctly

AD Environment cleaned up and improved at individual agency level and shared forest level

Task Force continues to monitor and improve overall security and meet the State's needs for the shared AD environment

Active Domain Remediation Task Force was created in the Spring of 2023

FY2023 Initiatives & Projects

State & Local Cybersecurity Grant Program (SLCGP)

In November 2021, the Infrastructure Investment and Jobs Act (IIJA), also referred to as the Bipartisan Infrastructure Law, was passed by the United States Congress and signed into law by President Joe Biden. One component of the IIJA is the State and Local Cybersecurity Grant Program (SLCGP). This program was established to aid state, local, and tribal (SLT) governments in managing and reducing systemic or evolving cyber risks and threats, improving the security of critical infrastructure, and improving the resilience of SLT governments as they provide essential services to their respective communities.

The U.S. Department of Homeland Security (DHS) and the Cybersecurity and Infrastructure Security Agency (CISA) will jointly manage the SLCGP at the federal level. Additionally, CISA will provide subject-matter expertise and assistance with the program at the state and local level.

State & Local Cybersecurity Grant Program

Nationwide, $1 billion in SLCGP funding has been appropriated over four award years (Fiscal Years 2022-2025) for all U.S. states and territories. The State of Alabama will receive approximately $19 million over the course of this grant program and plans to use its federal allocation to help strengthen the cybersecurity posture and readiness level of local governments across the State.

Each fiscal year allocation of SLCGP funding has a four-year period of performance. The FY2022 grant period went into effect on September 16, 2022, and will run through August of 2026. DHS has allowed states to use the first year of the grant program to establish a Cybersecurity Planning Committee, develop a statewide Cybersecurity Plan, and identify projects to implement utilizing SLCGP funding.

Of Alabama's FY2022 allocation of $3.8 million, a minimum of 80% will be used to address the cybersecurity needs of local government entities, including a minimum of 25% specifically for rural areas of the State. Rural areas are defined in the DHS FY2022 SLCGP Notice of Funding Opportunity (NOFO), which details the grant opportunity and outlines the requirements associated with the program, as communities with a population size of 50,000 or less.

As the State Administrative Agency (SAA) for the SLCGP, the Office of Information Technology is working closely with the Alabama Cybersecurity Planning Committee, our federal partners, and numerous intrastate stakeholders to ensure this grant program will provide the greatest benefit possible to localities throughout the State, and ultimately the citizens who call these communities home.

Nationwide, **$1 billion** in SLCGP funding has been appropriated over **4** award years, each with a **4-year** period of performance

The **State of Alabama** will receive approximately **$19 Million** over the course of the SLCGP

slcgp.alabama.gov

FY2023 Initiatives & Projects

Microsoft Licensing Consolidation

There is considerable benefit in streamlining and standardizing an organization's processes and procedures. Doing so often increases the potential for enhanced organizational effectiveness and simultaneously helps to minimize redundancy and waste. This is especially true in procurement, and even more so when you consider the essential role procurement plays in state government IT. In particular, proficiently managing the procurement of IT products and services enables

government organizations to realize greater savings, efficiency, and corporate security. As an example of the cost reductions possible through effective procurement management, one major federal government agency recently reported saving over $180 million by consolidating its enterprise license agreements. Significant savings are attainable at the state level as well.

Since 2016, a "Direct" Enterprise Agreement (EA) model had been in place which allowed state agencies in the Alabama Shared Microsoft Tenant to purchase their Office 365 licenses directly from Microsoft. While this model enabled agencies to satisfy many of their unique business needs, it resulted in considerable overhead, inefficiencies, and vulnerabilities. It also lacked sufficient and centralized policies and standards for license management.

In contrast, consolidating and standardizing the State's Microsoft licensing presented numerous potential benefits, including the following:

· Increased organizational effectiveness
· Minimized redundancy and waste
· Reduced per-user costs for cloud services as user counts rise
· Accessible collective knowledge and training for various project management tools
· Improved reduction, documentation, and management of total IT costs
· Reliable access to industry experts that can offer specialized solutions
· Real-time evaluation of analytics on usability and efficiency

Microsoft
Licensing Consolidation

With these advantages in mind, OIT and Microsoft partnered together in early 2023 to implement a comprehensive licensing consolidation initiative. A series of Microsoft licensing workshops were held which brought together several agency stakeholders to discuss and collaborate about the deficiencies and risks of the Direct EA model, the benefits of a consolidated licensing model, and the plan of action to move forward as a collective group for the well-being of the State of Alabama.

The workshops were productive and generated useful dialogue and feedback from agency partners. With this data, OIT and Microsoft created a standardized G5 licensing model that dramatically improves unification and uniformity across the shared tenant and was unanimously approved for implementation by all participating agencies.

> Standardizing the State's Microsoft licensing will provide simplified license management with a single agreement for all participating agencies.

Standardizing the State's Microsoft licensing will provide simplified license management with a single agreement for all participating agencies. This initiative will not only generate lower up-front costs, flexible purchasing options, more control over procurement, cost-savings on maintenance and support, and standardized technology across the enterprise, but will also allow the State to more capably manage and truly benefit from a legitimate shared Microsoft environment. More consequentially, this effort will empower state agencies to better support the citizens of Alabama who depend on their important services.

Generate Lower Up-Front Costs → Flexible Purchasing Options → Control Over Procurement → Cost-Savings On Maintenance and Support → Standardized Technology Across the Enterprise
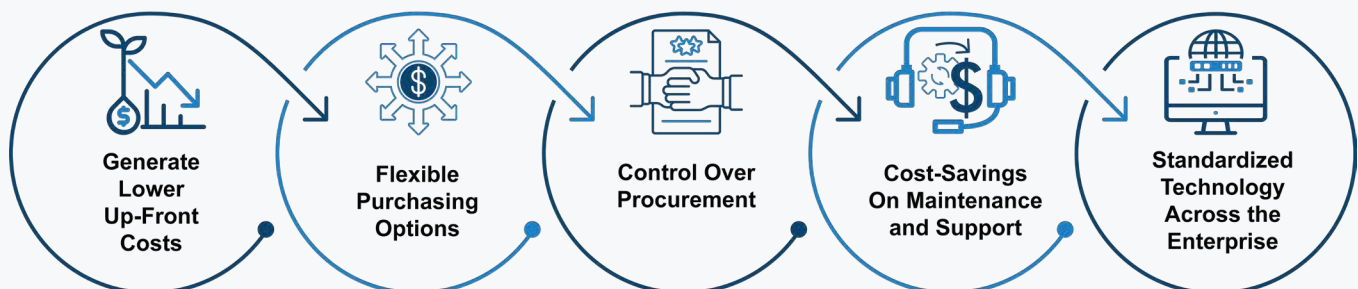
FY2023 Initiatives & Projects

Revenue & OIT's Commitment to Innovation & Collaboration: AWS Cloud Computing

What is Cloud Computing?

Cloud computing is the delivery of technology services on the Internet (the cloud) to offer more efficient innovation, adaptable resources, and economies of scale. It is more efficient than purchasing, owning, and managing physical data centers and servers and is used by private companies, government agencies, and organizations from every industry.

Amazon Web Service (AWS) cloud computing is an on-demand, pay-as-you-go technology service that provides a variety of services from computing power to database maintenance. AWS' multi-layered benefits include cost savings, centralized data security, and expanded accessibility, among other advantages. It also provides options for Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS).

Department of Revenue AWS Project

In early 2023, the Alabama Department of Revenue initiated a project to utilize AWS to migrate several of the agency's applications to the cloud. Due to the nature of Revenue's daily business, whereby the agency is frequently required to adhere to strict federal and state regulations and requirements, security and compliance are foremost in importance.

In particular, Revenue is tasked with ensuring compliance with Internal Revenue Service (IRS) Publication 1075 requirements for the secure handling of Federal Tax Information (FTI).

Revenue & OIT
AWS Cloud Computing Project

Revenue partners with OIT to commence the AWS Project

The Office of Information Technology (OIT) partnered with Revenue to begin the process. OIT created and configured a shared tenancy for the State in the AWS cloud that enabled the creation of a Control Tower and multiple Landing Zones for tenants to occupy and utilize.

> Revenue's AWS project will serve as a roadmap for other Alabama state agencies to take advantage of the tremendous benefits available through cloud computing.

Borrowing their names from the air traffic control towers and landing zones you will find at airports across the world, an AWS Control Tower is occupied by a single entity - OIT in this case - and the various Landing Zones within a shared tenancy serve as independently administered sectors where agencies have control over the environment and its particular specifications (such as resource management and security).

The Control Tower also manages governance rules for security, operations, and compliance relative to the needs of each individual agency.

Both Revenue and OIT also collaborated to build an Organization Unit (a logical grouping of accounts in the AWS shared environment) specific to Revenue and to configure a Key Management System for encryption to prepare Revenue to migrate its data to the AWS cloud. This joint effort standardized the State operating procedures, including detailed administrative function instructions, and ensured IRS 1075 compliance for the secure handling of Federal Tax Information (FTI).

Upon its successful completion, Revenue's AWS project will serve as a roadmap for other Alabama state agencies looking to take advantage of the tremendous benefits available through cloud computing. It is also a testament to what can be achieved when state agencies come together in a united effort to efficiently serve Alabamians.

FY2023 Initiatives & Projects

Alabama Digital Government Summit

The Alabama Digital Government Summit is a premier event in the State for ensuring standards and cultivating innovation in the field of Information Technology (IT).

This annual event brings together both public and private sector IT leaders to participate in leadership discussions, networking breakouts, inspirational keynotes, and timely conversations to help progress the technology goals of state and local governments.

As in previous years, the Office of Information Technology (OIT) partnered with Government Technology to host the 2022 Alabama Digital Government Summit at the Renaissance Montgomery Hotel & Spa at the Convention Center.

Establishing Alabama's Summit as a top source for highlighting the most important issues for IT professionals of today, the 2022 Summit was the first event in two years (due to the Covid-19 pandemic), bringing together over 350 conference attendees, presenters, and vendors.

A few of the highlights of this successful event were the keynote address by United States Naval Academy graduate and retired Navy Commander Mary Kelly, numerous exciting breakout sessions on topics such as cybersecurity threats and digital equity, and a thought-provoking general session on enhancing customer service featuring Scott Kearney (City of Mobile CIO) and Keith Cousins (OIT Director of Business Relations and Governance).

247 Attendees

85 Vendors

21 Speakers

11 Sessions

27 Sponsors

Alabama Digital
Government Summit

OIT is committed to providing meaningful opportunities such as the Alabama Digital Summit to help bring together state IT professionals to promote, collaborate, and develop innovative IT best practices, ideas, and networking connections.

FY2023 Initiatives & Projects

Alabama Inauguration: Office of the Governor | Bryan Carter

Public Records Executive Order: Assisting State Agencies with Meeting EO Requirements

Upon the issuance of Alabama Governor Kay Ivey's Executive Order No. 734 (Promoting Transparency in State Government Through Enhanced Accessibility to Public Records) on January 26, 2023, the Office of Information Technology (OIT) began working to establish a standardized approach to assist state agencies in receiving public records requests from Alabama citizens.

Among other directives outlined in EO 734, the order requires executive-branch state agencies to: 1) establish an email address to receive public records requests and 2) create an agency public records webpage that is accessible through a link included on the homepage of each agency's official website.

To address the first of these requirements, OIT created a dedicated email address for each agency within the Alabama Shared Microsoft Tenant using the agency's specific domain name (e.g. public.records@ AgencyName.alabama.gov). These ready-to-use distribution groups were offered at no cost to these agencies.

While agencies were able to decide for themselves how to best meet the order's requirement to establish a public records webpage and link, OIT developed a solution that was offered to any agencies that needed

Public Records
Executive Order

support. When requested, OIT created a customized "Public Records" link that could be placed in the footer of an agency's website. This link directs users to an OIT-developed records request web application which displays a form to request records from the associated agency. After this form is filled out and submitted by the requester, an email detailing the request is then sent to the agency's dedicated public records email address.

OIT continually strives to provide agencies with the best possible service to help ensure the State of Alabama – and its numerous agencies, commissions, and boards – operates as smoothly and efficiently as possible. Offering agencies assistance with EO 734 allowed OIT to further that goal while simultaneously establishing a process for citizens requesting public records that is user-friendly and uncomplicated.

Governor Kay Ivey | Office of the Governor

2 Days
Time agency has to acknowledge receipt of public records request

8 Hours
Maximum time for staff to process a public records request in consideration of time needed to retrieve or redact or withhold legally protected information

15 Days
Amount of time an agency has to either fulfill, deny, or extend the time to answer a public records request

$20 Per Hour
Maximum fee an agency can charge for time spent locating, retrieving, and preparing records for production

45 Days
Maximum time an agency has to provide a substantive response or give written notice for a 45-day extension

FY2023 OIT ANNUAL BUSINESS VISION SURVEY

Understanding the business needs of customers and how effectively those needs are being met, is essential for organizations across all industries. The same holds true for state government information technology.

An ongoing feedback loop must be in place to ensure the IT requirements of Alabama state agencies are continually being fulfilled in a way that empowers these stakeholders to better provide for the citizens who rely on their vital services.

In the fall of each year, the Office of Information Technology (OIT) conducts an Annual Business Vision Survey with numerous Alabama state agencies. This survey affords OIT with a year-to-year benchmark comparison on the current level of satisfaction with OIT and the value it provides to agencies.

The benefits of the Annual Business Vision Survey are numerous and multifaceted:

> OIT is steadfast in its commitment to continual improvement and enhancing the quality of service it provides to agencies across Alabama state government.

- Provides an objective annual measurement on OIT's performance as a service providing agency
- Allows OIT to solicit feedback and recommendations for enhancement from the agencies it serves
- Acts as a catalyst for deeper, more meaningful dialogue with key stakeholders
- Offers a yearly snapshot of how OIT is maturing as an agency as it strives to become a more effective and trusted business partner to Alabama state agencies

OIT is steadfast in its commitment to continual improvement and enhancing the quality of service it provides to agencies across Alabama state government. The Annual Business Vision Survey is an important tool that allows OIT to assess how the agency is currently performing, how it can innovate and improve, and how to do so in a way that embraces collaboration and partnership with the agencies it serves.
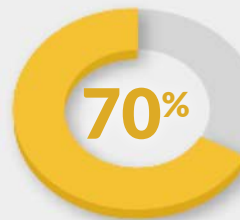
VISION SURVEY

FY2023 OIT Annual Business
Vision Survey Results
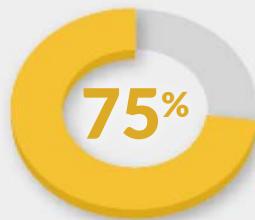
75% **IT Satisfaction**
Satisfaction with OIT and its ability to support your needs
Goal: 79%

70% **IT Value**
Satisfaction that IT provides high value relative to your perception of cost and staffing
Goal: 79%

Relationship

74% **Understands Needs**
Satisfaction with IT's understanding of your needs
Goal: 79%

74% **Executes Requests**
Satisfaction with the way IT executes your requests and meets your needs
Goal: 77%

72% **Communicates Effectively**
Satisfaction with IT communication
Goal: 75%

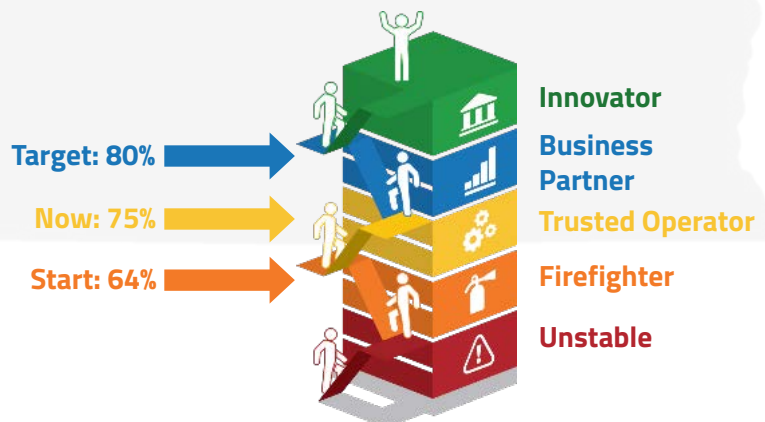**71%** **Trains Effectively**
Satisfaction with training quality and timing
Goal: 74%

OIT programs and projects will support and improve the delivery of products and services to agency stakeholders and will further OIT's efforts to become a trusted business partner.

Target: 80%
Now: 75%
Start: 64%

Innovator
Business Partner
Trusted Operator
Firefighter
Unstable

State of Alabama
FY2023 IT Spend

These statistics are based on information obtained through STAARS and State Personnel.

ALABAMA STATE BUDGET VS. STATE IT SPEND
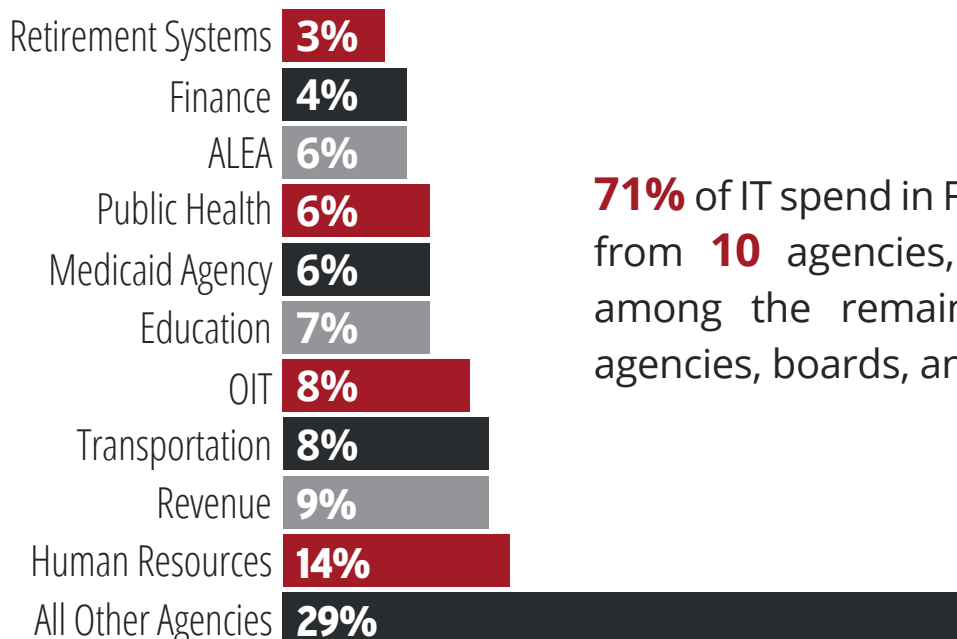
Only **1.28%** of Alabama's state budget was spent on IT	**$602** Million spent on IT

Of the $602 million spent on IT across Alabama state government in FY2023, OIT accounts for **8%** of that total amount.

Every dollar spent by OIT must be recovered through the revenue it generates by providing IT products and services to other state agencies.

$47 Billion
FY2023 State Budget

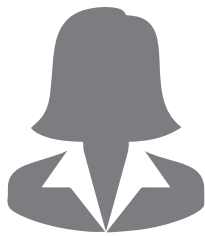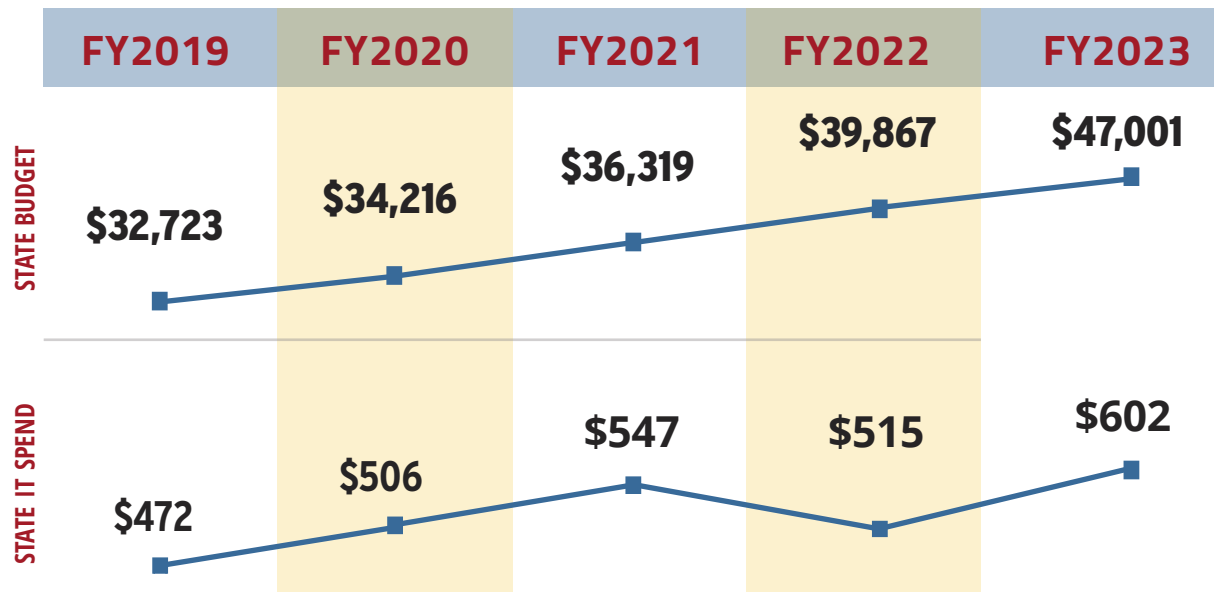| Agency	Percent
Retirement Systems	3%
Finance	4%
ALEA	6%
Public Health	6%
Medicaid Agency	6%
Education	7%
OIT	8%
Transportation	8%
Revenue	9%
Human Resources	14%
All Other Agencies	29%

71% of IT spend in Fiscal Year 2023 came from **10** agencies, with **29%** divided among the remaining Alabama state agencies, boards, and commissions

Financial Data
Overview

STATE IT SPEND: 5-YEAR SNAPSHOT
Expenditures by Fiscal Year (in Millions $)

FY2019	FY2020	FY2021	FY2022	FY2023

STATE BUDGET

$32,723 $34,216 $36,319 $39,867 $47,001

STATE IT SPEND

$472 $506 $547 $515 $602

Over **29%** of the State of Alabama IT spend was on IT staff

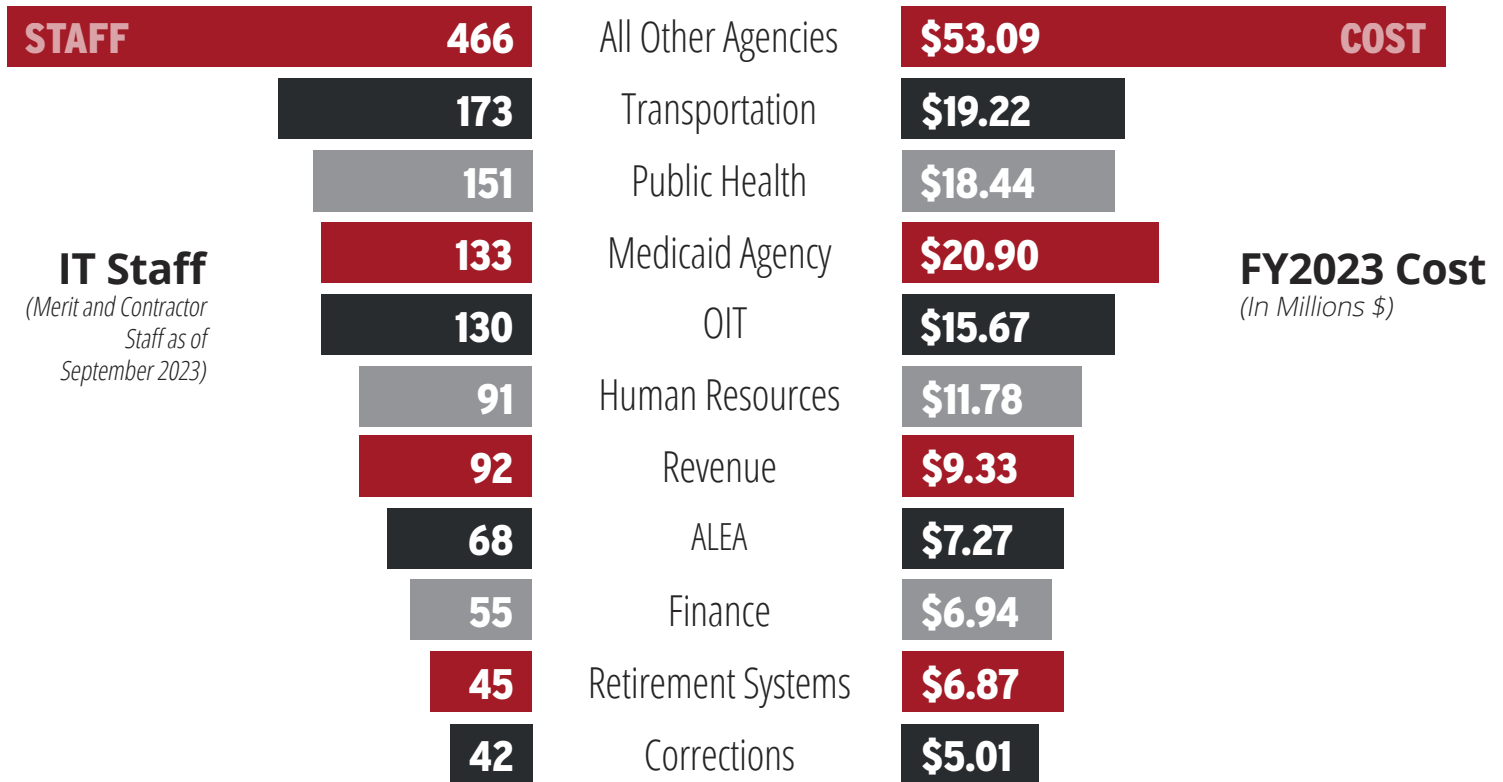State agencies' hardware and software expenditures counted for **23%** of Alabama's FY2023 IT spend

Alabama spent more on IT in FY2023 than in previous **4** fiscal years

State IT Staff Quick Facts

THE COST OF ALABAMA'S IT WORKFORCE

STAFF			FY2023 Cost
466	All Other Agencies	$53.09	COST
173	Transportation	$19.22	
151	Public Health	$18.44	
133	Medicaid Agency	$20.90	
130	OIT	$15.67	
91	Human Resources	$11.78	
92	Revenue	$9.33	
68	ALEA	$7.27	
55	Finance	$6.94	
45	Retirement Systems	$6.87	
42	Corrections	$5.01	

IT Staff
(Merit and Contractor Staff as of September 2023)

FY2023 Cost
(In Millions $)

IT MERIT STAFF

As of September 2023, Alabama's IT workforce was comprised of **1,231** merit employees

From FY2022 to FY2023, Alabama's IT merit staff total **remained the same**

Over the past fiscal year, **117** IT merit staff left state service and **117** new merit employees were hired

IT CONTRACTOR STAFF

215 IT contractors were engaged by Alabama state agencies at 2023 fiscal year-end (September 30, 2023)

In FY2023, more than **$32 Million** was spent on IT contractor staff, compared to **$142 million** for merit staff
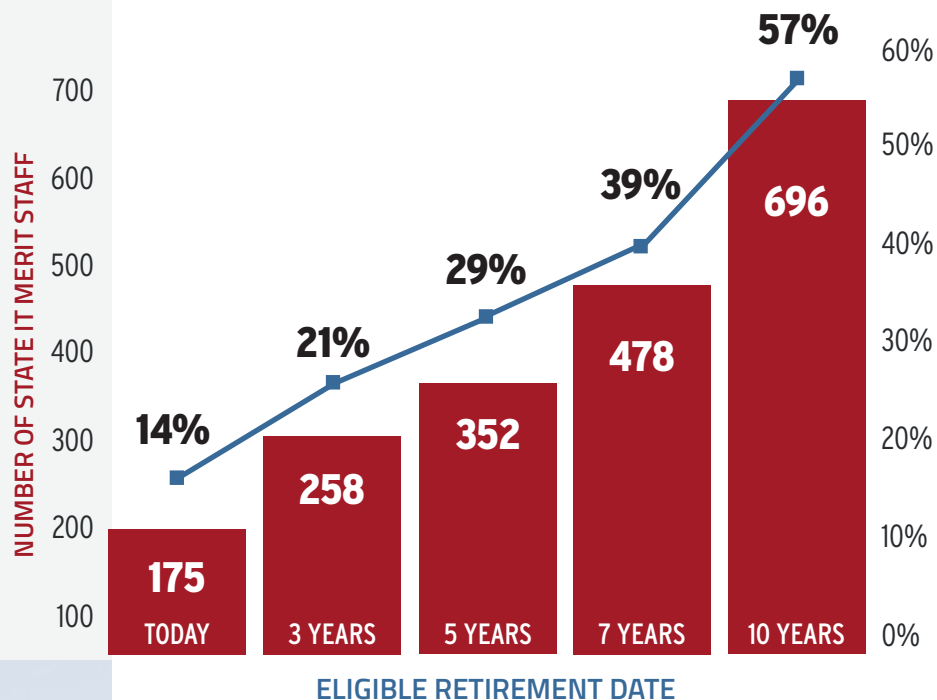
5% of the State of Alabama's total IT spend for FY2023 was used on contractor staff

Alabama's IT Workforce

ALMOST **14%** OF THE STATE OF ALABAMA'S IT MERIT STAFF COULD RETIRE **TODAY**

This poses a serious issue for succession planning and compromises the long-term stability of Alabama's Information Technology workforce. IT is constantly evolving, and new advancements in the field often require different levels of education, experience, and skills. To avoid the risk of losing valuable institutional knowledge and productivity due to Alabama's IT merit staff leaving, the State must prioritize filling these vital roles with qualified and capable professionals. As Alabama's reliance on technology grows in today's digital world, this is an issue that will become increasingly urgent and crucial for the well-being of our state.

NUMBER OF STATE IT MERIT STAFF

ELIGIBLE RETIREMENT DATE	Number of State IT Merit Staff	Percent
TODAY	175	14%
3 YEARS	258	21%
5 YEARS	352	29%
7 YEARS	478	39%
10 YEARS	696	57%

Who will fill their shoes?

More than **175** IT merit staff eligible for retirement today

Over **17%** of OIT merit staff eligible for retirement today

The 10 largest state agencies account for **65%** of Alabama's total IT merit staff - of those employees, **13%** could retire today

OIT FY2023
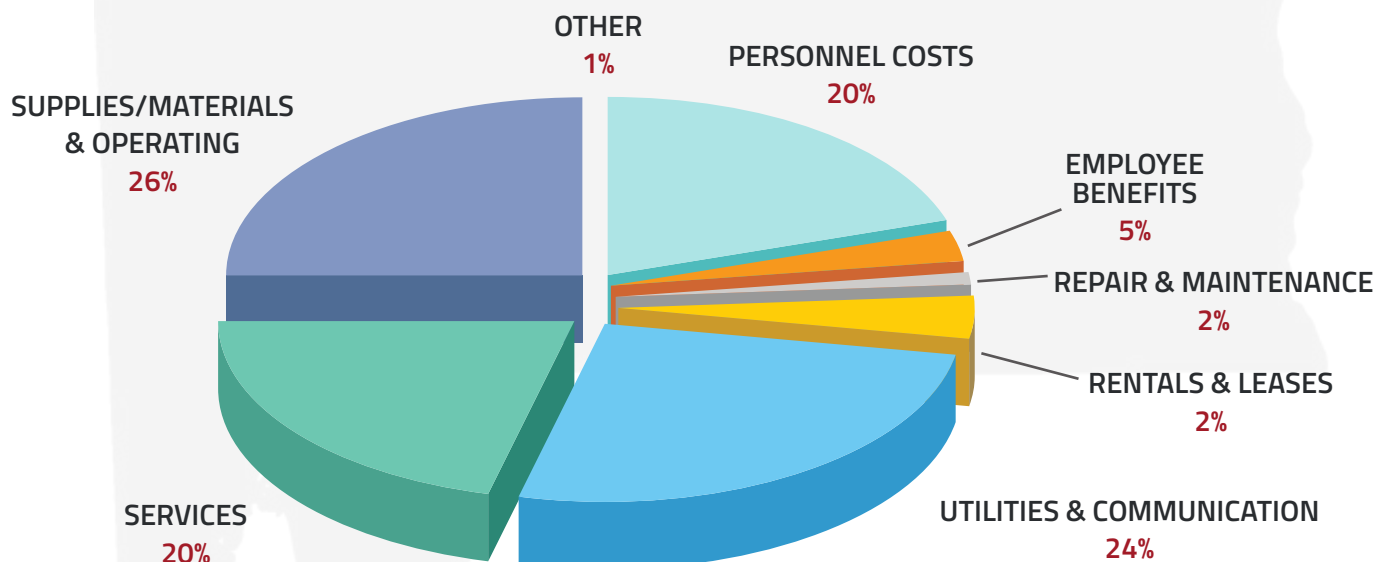# Financial Report

FY2023 Expenditures

Expenditures	Amount
Personnel Costs	$9,507,045
Employee Benefits	$2,212,860
Travel, Out-Of-State	$21,280
Repair and Maintenance	$1,063,895
Rentals and Leases	$891,905
Utilities and Communication	$11,461,183
Services	$9,607,627
Supplies / Materials and Operating	$12,449,013
Transportation Equip Operation	$8,143
Other Equipment Purchases	$675,193
	$47,898,144

*Unaudited. Does not include depreciation expense.

OTHER 1%
PERSONNEL COSTS 20%
EMPLOYEE BENEFITS 5%
REPAIR & MAINTENANCE 2%
RENTALS & LEASES 2%
UTILITIES & COMMUNICATION 24%
SERVICES 20%
SUPPLIES/MATERIALS & OPERATING 26%

> **When the IT requirements of our state and its many interconnected agencies are successfully fulfilled, the people of Alabama are the true beneficiaries. OIT stands ready to meet that important need both now and in the future.**

GET IN TOUCH

OIT Contact Info

FY2023

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Delivering innovative services and technologies that are highly available, secure, efficient, and cost-effective.