



OFFICE OF
INFORMATION
TECHNOLOGY
STATE OF ALABAMA

FY2025

ANNUAL REPORT



Letter to Governor Kay Ivey

Dear Governor Ivey,

I am honored to present the Office of Information Technology's (OIT) Fiscal Year 2025 Annual Report to you, the Legislature, and the citizens of Alabama. This report reflects OIT's ongoing commitment to supporting the technology needs of the State of Alabama and its many interconnected agencies, while advancing innovation and security across state government.

As Alabama's central IT agency, OIT remains dedicated to strong governance, strategic planning, and the delivery of reliable, secure, and cost-effective technology solutions. Our mission is clear: to empower state agencies with the tools and resources they need to serve Alabamians efficiently and effectively.

Over the past fiscal year, OIT has focused on strengthening cybersecurity, modernizing infrastructure, and expanding digital services to improve accessibility and resilience. We continued to build on prior successes while embracing emerging technologies that position Alabama for the future. A key milestone was the submission of the Final Report of the Generative Artificial Intelligence (GenAI) Task Force, which you appointed me to chair. This report provided comprehensive recommendations to ensure Alabama approaches AI responsibly and strategically, balancing innovation with security and ethical considerations.

Another significant achievement was the passage of House Bill 207, which represents a major step forward in enhancing IT governance and operational efficiency across state government. This legislation strengthens OIT's ability to standardize technology practices, improve cybersecurity posture, and deliver cost-effective solutions that benefit all agencies and the citizens they serve.

Looking ahead, OIT will remain vigilant in safeguarding state systems, enhancing service delivery, and aligning our priorities with those of the agencies that serve on the front lines. Technology evolves rapidly, and we are committed to ensuring Alabama stays ahead – leveraging innovation while maintaining the highest standards of security and reliability.

Thank you for your continued support and for the privilege of serving the State of Alabama, its dedicated agencies, and the people who call our state home.

Respectfully,



Daniel Urquhart
Secretary of Information Technology,
State Chief Information Officer

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Office of Information Technology's Purpose

Without question, information technology (IT) has never been more essential to our everyday lives than it is in today's digital world. Almost everything we encounter on a daily basis – our healthcare, education, work, shopping, travel, entertainment, public safety, and so much more – is impacted by IT systems, networks, data, and digital services. Therefore, the need for these systems to function efficiently, reliably, and securely is of the utmost importance. This is especially true for state government.

To effectively serve its citizens, Alabama must unify and strengthen its state agency networks, data, cybersecurity practices, and IT resources while leveraging the capability and knowledge of industry-leading partners, trusted security frameworks, 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 and security of the State of Alabama. In line with that goal, OIT was created in 2013 by Act 2013-68, which established the cabinet-level Secretary of Information Technology and assigned OIT statewide information technology planning, policy, coordination, and governance responsibilities. Since that time, OIT's role has continued to evolve in support of Alabama's executive branch. In 2017, Act 2017-282 expanded OIT's responsibilities by transferring the Alabama Department of Finance's Information Services Division functions, personnel, records, equipment, and related duties to OIT.

Today, OIT plays a central role in helping agencies operate efficiently, securely, and effectively. Responsible for establishing IT policy for the State of Alabama, developing the State's IT strategic plan, coordinating statewide technology efforts, and meeting the IT service demands of numerous agencies statewide, OIT works to provide the governance, infrastructure, and support necessary for agencies to carry out their missions and better serve the people of Alabama.

With the recent passage of HB207, now Act 2025-369, OIT's role has been further clarified and strengthened to expressly include cybersecurity governance, planning, standards, coordination, and oversight for state agencies. This modernization reinforces cybersecurity as a core responsibility of OIT and supports the secure management of State systems, data, and digital services in an increasingly complex threat environment.

While effective IT utilization is paramount to reducing the cost of governmental operations, excellence in supporting and protecting the IT needs of our state agencies is of equal importance. Through strong governance, secure infrastructure, collaborative partnerships, responsible technology leadership, and a continued commitment to operational excellence, OIT is committed to helping safeguard Alabama's digital environment while enabling agencies to better serve the citizens of our state.



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.



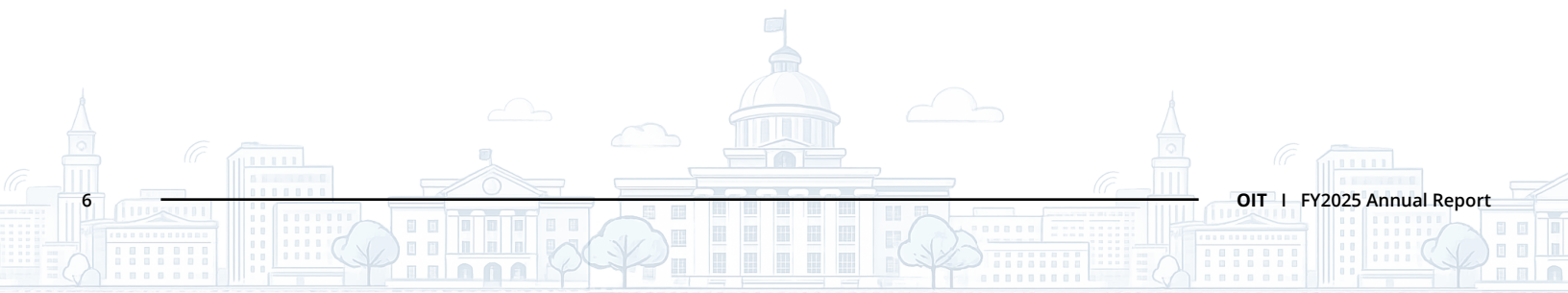
CYBERSECURITY

Leads and coordinates statewide cybersecurity governance, planning, standards, and oversight to help protect Alabama's executive-branch networks, systems, data, and digital services. In partnership with state agencies and trusted technology partners, OIT works to strengthen the State's security posture, promote resilience against evolving cyber threats, support incident preparedness, and ensure the secure delivery of government services to the citizens of Alabama.

OIT's Mission



Lead the strategic IT management of Alabama executive branch digital assets by centralizing agency telecommunications, data, and cybersecurity services with comprehensive governance, cost-effective infrastructure, and enforcement of rigorous policy and standards that enable compatibility, security, and operational excellence.



OIT's Guiding Principles



Security-First Governance

Prioritize protection of State critical infrastructure and data through robust risk management and incident response protocols. Establish and enforce strict cybersecurity governance and operations controls across state agencies to safeguard against evolving threats.



Fiscal Responsibility & Efficiency

Reduce redundant expenditures and maximize the return on information technology (IT) investments. Aggregate users for cooperative utilization of facilities, manage centralized data centers, and review business cases and cost-benefit analyses for all agency IT initiatives.



Interoperability & Standardization

Ensure that State IT operates as a cohesive unit by defining specifications that assure the compatibility of telecommunications, technology assets, and cybersecurity resources and equipment across the enterprise for a unified and integrated structure rather than siloed systems.



Ethical & Responsible Innovation

Embrace emerging capabilities while adhering to ethical guidelines, security and privacy controls, and ongoing compliance mechanisms. Promote responsible and transparent procurement, development, and use of novel technologies.



Collaborative Service

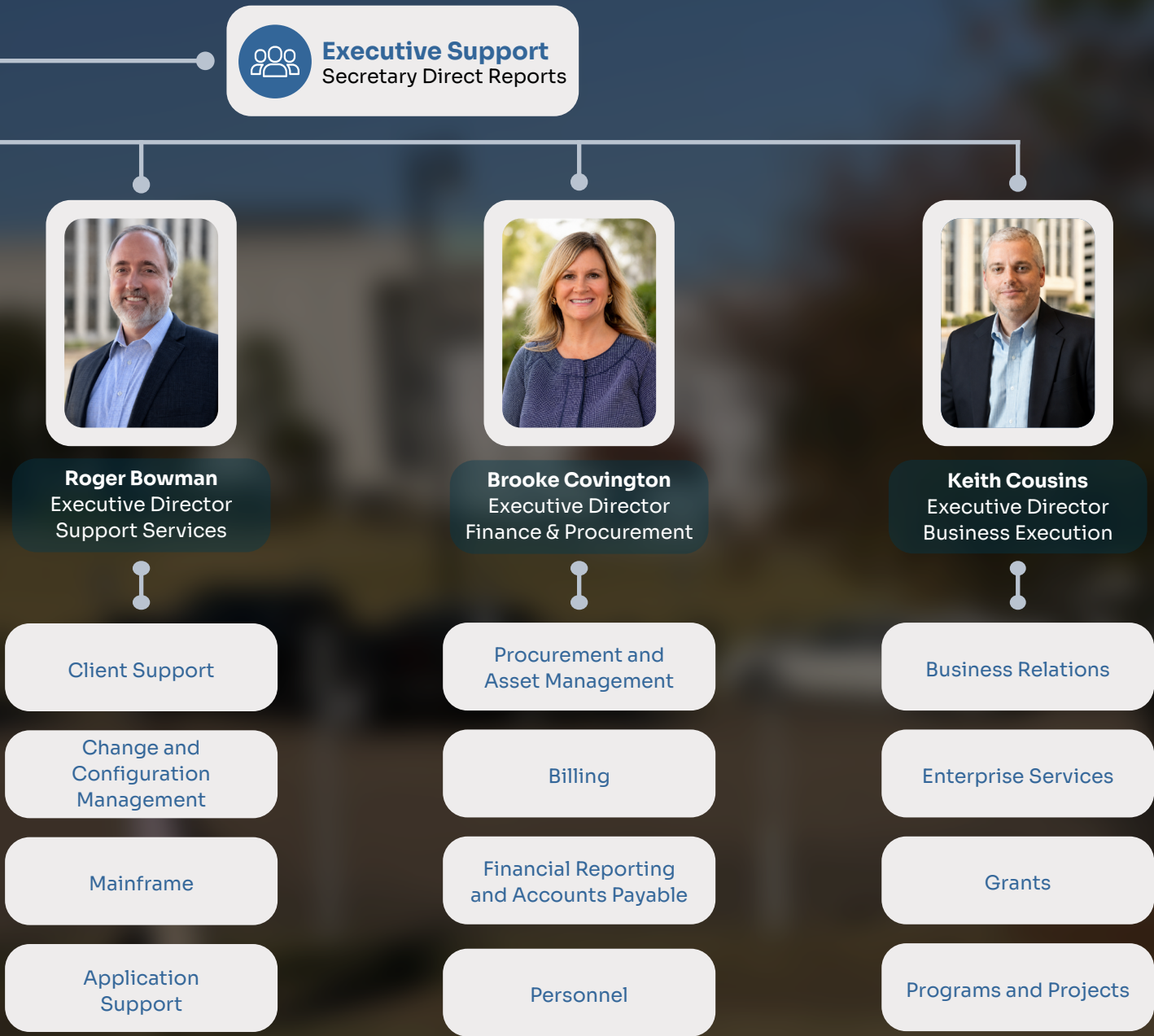
While maintaining oversight, act as a partner to state agencies by providing approved statewide IT contracts for goods and services, technical assistance, consultation services, planning, and training. Coordinate services to assist agencies in meeting their designated needs while avoiding duplication.



Organizational Chart



*This organizational chart displays OIT's leadership and operational structure during FY2025 (October 1, 2024 through September 30, 2025) and may not reflect the current organizational structure.



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.



BUSINESS PROCESS AUTOMATION

OIT offers enabling technologies designed to satisfy learning, creating, collaborating, sharing, storing, and managing information, supported by product teams empowered to configure, customize, leverage, and extend product features.



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

OIT deploys experienced IT professional services to partner, guide, design, and engage IT solutions and services in the most economical and efficient manner.



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.



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.

OIT Divisions

Office of the Secretary and Executive Support

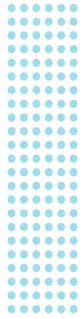
OIT operates under the leadership and direction of the Secretary of Information Technology.

Appointed by the Governor of Alabama, the Secretary of Information Technology is a cabinet-level position charged with ensuring good 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 organizational missions.

The Office of the Secretary also includes the Deputy Secretary and a skilled team of executive directors who oversee six primary divisions within the agency – Business Execution, Cybersecurity Risk Compliance Management, Finance and Procurement, Network Engineering, Shared Services, and Support Services. Additionally, a number of specialized departments at OIT report directly to the Secretary and provide both executive and agency-wide support.

In addition to directing the agency and serving as the primary advisor to the Governor on all IT-related matters as the Chief Information Officer (CIO) for the State of Alabama, the Secretary of Information Technology 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.

OIT Leadership



Daniel Urquhart

**Secretary of Information Technology,
State Chief Information Officer**

Daniel Urquhart serves on Alabama Governor Kay Ivey's Cabinet, leading the Alabama Office of Information Technology as Secretary and CIO for the State of Alabama. 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 served the State of Alabama for more than two decades and spent the previous three years as Deputy Secretary of OIT.

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 Bachelor of Science in Business Administration specializing in Management Information Systems.



OIT Divisions

Network Engineering

The Network Engineering Division of OIT is led by the Deputy Secretary and is responsible for designing, securing, and maintaining the State's enterprise network infrastructure. The division is tasked with ensuring reliable connectivity, robust security, and efficient communication services for executive-branch agencies in the Alabama shared tenant.

Network Engineering delivers critical functions such as voice and unified communications, network operations, data center management, and provisioning, while supporting statewide projects and technology initiatives.

The specific roles filled by each department with the Network Engineering Division include:

Voice Services: Provides operational support for enterprise voice and unified communications platforms to include responsibilities such as maintaining call processing systems, voice gateways, trunks, and endpoint connectivity, as well as handling service requests such as adds, moves, changes, and issue resolution. Additionally, the team researches emerging technologies and collaborates with vendors, state agencies, and OIT teams to ensure reliable, responsive voice services.

Boundary Security: Implements and manages security controls to protect the State's network infrastructure and data flows, applying a holistic approach to network security, covering perimeter defenses and internal controls. Key functions include firewall management, traffic enforcement, remote access VPN, secure network analytics for monitoring and threat detection, and enforcing segmentation and Zero Trust policies. Works closely with OIT operations and information security teams to align security architecture with statewide standards and risk management objectives.

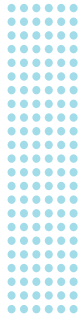
Network Operations: Ensures continuous operation of the State's core network by managing routing, switching, internet connectivity, and WAN services. Responsibilities include monitoring, troubleshooting, incident response, and executing network changes. Supports agency projects and collaborates with technical teams to resolve issues impacting daily operations.

Data Center Management: Maintains physical network infrastructure within the State's data centers and hosted environments, including rack space, cabling, power, and escorted access. Supports deployments, migrations, and ongoing operations in coordination with system administrators and installation and maintenance teams.

Network Provisioning: Coordinates the delivery of data circuit services to meet agency connectivity needs and serves as the primary liaison between agencies and WAN providers, managing requests, contracts, timelines, and service changes. Oversees the State Fiber Network, circuit testing, activation, and acceptance, ensuring readiness for production in partnership with OIT Network Operations and external vendors.

Installation and Maintenance: Deploys and maintains network infrastructure across statewide facilities, handling equipment installation, cabling, and on-site troubleshooting. Supports service delivery through procurement, billing, and inventory management for new installations, relocations, and infrastructure refreshes.

OIT Leadership



Willie Fields

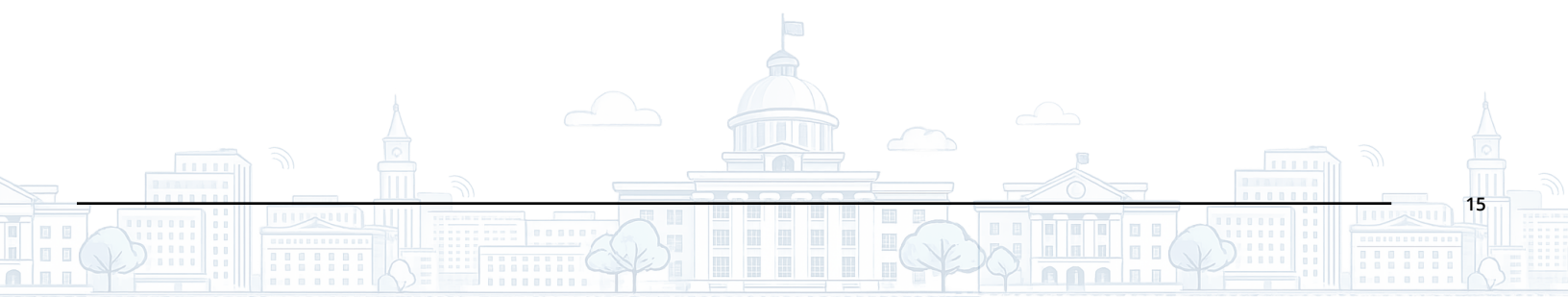
Deputy Secretary of Information Technology

Willie Fields serves as Deputy Secretary for the Alabama Office of Information Technology. In this role, he provides executive support to key agency projects and initiatives, as well as leading the Network Engineering Division of OIT.

Mr. Fields joined OIT in 2021 as the Director of Network Engineering after a successful tenure as the Chief Information Officer for the Alabama Department of Corrections, where he refined his IT management expertise in a large-scale public sector agency. Accumulatively, he has over ten years of service to the State of Alabama.

Prior to his state service, Mr. Fields served twenty-two years as a Cyberspace Operations Officer in the United States Air Force, retiring in 2011 with the rank of Lieutenant Colonel. Throughout his extensive military career, Mr. Fields held numerous leadership positions, including Commander of the 9th Communications Squadron and Deputy Director of Plans and Programs at Air University headquartered at Maxwell Air Force Base in Montgomery, Alabama.

Mr. Fields holds a Master of Science in Administration specializing in Software Engineering from Central Michigan University and a Bachelor of Science in Computer Science from the University of Alabama.



OIT Divisions

Cybersecurity Risk Compliance Management

The Cybersecurity Risk Compliance Management Division exists to fulfill OIT's formal mandate to oversee the management of state government cybersecurity for executive-branch agencies. The division centralizes governance to protect critical infrastructure, data, and digital networks through unified security measures, risk management processes, and incident response protocols.

By aligning with National Institute of Standards and Technology (NIST) risk management and security frameworks, the division ensures that all State of Alabama information systems adhere to established security policies to safeguard against evolving cyber threats.

The specific roles and responsibilities managed by the Cybersecurity Risk Compliance Management Division include:

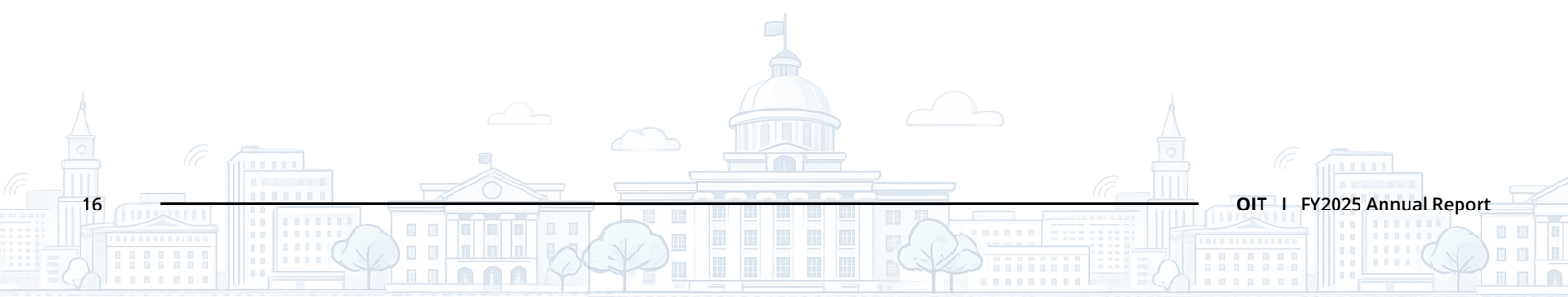
Continuous Risk Assessment & Monitoring: Conducts annual security and privacy risk assessments to evaluate system criticality, monitor for anomalous behavior, and prioritize mitigation efforts based on quantitative and qualitative risk analysis.

Information Security & Incident Response: Operates a proactive incident response capability that includes 24/7 monitoring, forensic analysis, and coordinated recovery for security breaches.

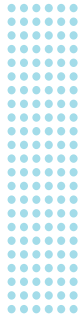
Cyber Governance & Compliance: Promulgates statewide IT security rules and policies to ensure a robust and defensible state security posture.

Zero Trust & Infrastructure Protection: Directs the State's transition toward identity-centric security controls and a Zero Trust Architecture (ZTA) to build systemic resilience against sophisticated cyberattacks.

Statewide Security Council: Leads a coordinated body of agency-level security officials to foster cross-functional collaboration, share threat intelligence, and ensure consistent implementation of security and privacy controls across all state departments.



OIT Leadership



Chadwick Smith

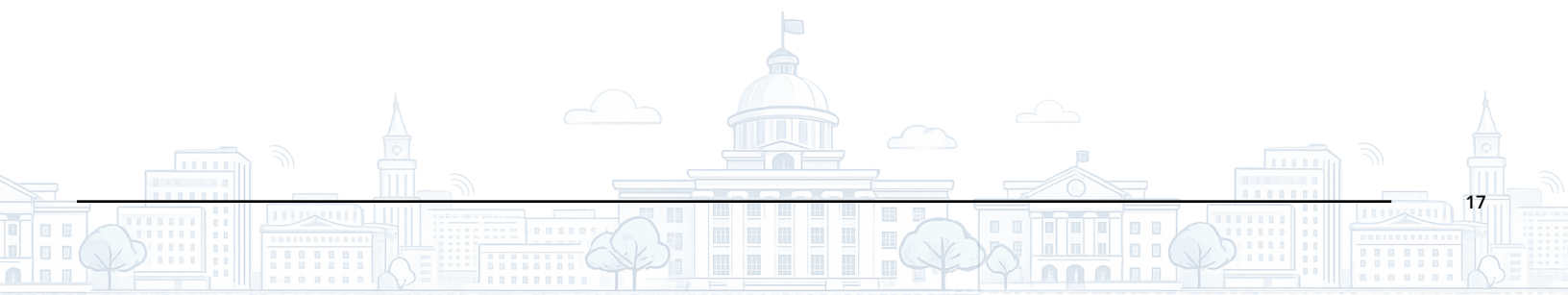
Chief Information Security Officer

Chadwick Smith serves as the Chief Information Security Officer (CISO) for the State of Alabama and leads the Cybersecurity Risk Compliance Management Division at OIT.

Mr. Smith has over twenty-five years of public and private-sector leadership experience in risk management, security operations, and digital transformation. As CISO, he spearheads Alabama's "whole-of-state" cybersecurity initiative, building frameworks that incorporate NIST standards while fostering collaboration across agencies and local government. His leadership spans cyber incident response, policy development, and regulatory compliance, and he frequently represents the State in federal dialogues on cybersecurity.

Prior to his current role, Mr. Smith held key technology and cybersecurity positions in banking, insurance, and global tech firms and advised Fortune 500 customers on the design of resilient architecture and the development of cybersecurity programs. Throughout his career, he has consulted with industries ranging from finance and healthcare to manufacturing and law enforcement, applying business-aligned risk mitigation and secure system design.

As a trusted advisor, Mr. Smith has presented cybersecurity topics to numerous boardrooms, executive leadership teams, law makers, and industry groups. He has also served on customer advisory boards for global technology companies, helping shape product roadmaps and market strategies.



OIT Divisions

Shared Services

The primary function of the Shared Services Division of OIT is to deliver secure, scalable, and standardized enterprise technology services to Alabama's executive-branch agencies. The division provides centralized infrastructure, identity, cloud, compute, storage, resiliency, and operational services across state government through modern delivery models including Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS).

By coordinating on-premises systems with Microsoft Azure, Amazon Web Services (AWS), and enterprise SaaS platforms, the Shared Services Division enables state agencies to focus on their core missions while reducing IT resource duplication, controlling costs, strengthening cybersecurity, and improving service reliability.

The Shared Services Division is comprised of five departments tasked with the following responsibilities:

Cloud and Enterprise Platforms: Ensures agencies have a consistent, secure, and scalable cloud foundation by providing multi-cloud architecture and support across Azure and AWS environments, including IaaS and PaaS workloads as well as enterprise SaaS platforms. Services provided by this team include cloud infrastructure deployment and support, subscription and tenant management, secure connectivity between cloud and on-premises environments, modernization and workload migration support, and the coordination of statewide technology initiatives and enterprise campaigns.

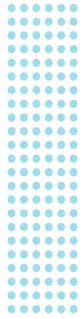
Infrastructure and Compute Services: Delivers enterprise compute capabilities across data center and cloud environments, providing the underlying compute and virtualization platforms which support enterprise applications and interagency systems. Services provided by this team include physical and virtual server administration, hypervisor and virtualization platforms (VMware, VxRail), operating system lifecycle management, enterprise networking integration, domain services, and directory synchronization.

Storage, Backup, and Resiliency: Provides centralized data storage, protection, and recovery services across on-premises and cloud platforms to ensure agencies' business continuity, data integrity, and recoverability of mission-critical systems. Services provided by this team include storage area network (SAN) and network-attached storage (NAS) systems, cloud storage integration, enterprise backup solutions, disaster recovery planning and execution, and data retention and lifecycle alignment.

Identity, Security, and Directory Services: Delivers centralized identity and authentication services for users, devices, and applications across cloud and on-prem environments, delivering secure access across SaaS, PaaS, and IaaS platforms while maintaining a consistent identity framework statewide. Services provided by this team include Microsoft Entra ID (formerly Azure AD) and Active Directory, single sign-on (SSO) and multi-factor authentication (MFA), privileged access management, certificate and public key infrastructure (PKI) services, and domain and directory services integration.

Enterprise Licensing and Optimization: Oversees statewide software licensing and cloud consumption across Microsoft Enterprise Agreements, Azure, AWS, and other strategic vendors, which helps ensure cost efficiency and alignment between technology investments and agency needs. Services provided by this team include license lifecycle management, cloud subscription oversight, cost alignment and usage optimization, and enterprise tool standardization.

OIT Leadership



Mark Craymer

Executive Director of Shared Services

Mark Craymer serves as Executive Director of the OIT Shared Services Division.

With more than twenty years of IT experience in state government, Mr. Craymer began his State service with the Administrative Office of Courts (AOC) where he served in numerous Systems and Network Administration roles and helped introduce technology platforms now utilized statewide by Alabama's judicial branch.

Prior to joining the State of Alabama, Mr. Craymer worked across the banking, finance, education, and commerce sectors, leading infrastructure and technology improvement initiatives.

Mr. Craymer earned both his Bachelor of Science in Business Administration and Master of Science in Business Administration specializing in Accounting from Troy University and later completed a Graduate Certificate in Project Management from Kaplan University.



OIT Divisions

Support Services

The Support Services Division of 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 departments 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' departments 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 departments which enable OIT to carry out its daily work includes the following:

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.

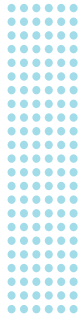
Client Services: Provides OIT's customer-facing Service Desk, Desktop Support, and Quality Assurance services to both OIT internal staff and customer agencies.

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 Leadership



Roger Bowman

Executive Director of Support Services

Roger Bowman serves as the Executive Director of the Support Services Division of OIT. 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 Alabama state 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 Support Services.



OIT Divisions

Finance & Procurement

The Finance and Procurement Division of 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: Tracks, reviews, and reports on 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. The Billing department's 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 Leadership



Brooke Covington

Executive Director of Finance & Procurement

Brooke Covington serves as the Executive Director of Finance and Procurement for 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 of Science in Accounting from Troy University, followed by a Master of Science in Business Administration from Auburn University at Montgomery.



OIT Divisions

Business Execution

OIT's Business Execution Division directs IT product alignment and service delivery by managing contracts, vendors, projects, and enterprise architecture. These functions drive operational excellence within three core units (Business Relations, Enterprise Services, and Programs and Projects) and eight departments: solicitations, contracts, vendors, grants, programs and projects, enterprise architecture, service catalog, and enterprise service management.

Business Execution's departments and responsibilities are as follows:

Solicitations: Establishes a product/service portfolio for Alabama executive-branch agencies. The portfolio adheres to Alabama procurement law and fiscal policies and procedures and provides awarded, ready-to-use supplier contracts and terms.

Contracts: Delivers systematic, collaborative buy/sell-side processes for OIT contracts to optimize value and minimize legal and financial risks within applicable laws, rules, procedures, and obligations. Writes bid specifications and conducts evaluations for award recommendations. Manages technical review and approval of agency IT solicitations, requirements, and contracts.

Vendors: Manages Supplier and OEM relationships and conducts performance reviews, scorecard/data analytics, communications, information management, and stakeholder engagement to ensure effective delivery, cost control, and risk mitigation.

Grants: OIT serves as the State Administrative Agency (SAA) for the State and Local Cybersecurity Grant Program (SLCGP), to improve cybersecurity for local governments and the State. Oversees lifecycle activities from pre-award/application to closeout/final reporting, including awarded funds, performance measures, and state and local compliance to achieve outcomes while maintaining accountability and transparency. Identifies accretive grant opportunities for statewide IT or cybersecurity needs.

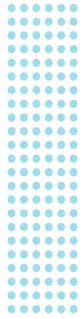
Programs and Projects: Applies disciplined expertise and transition-planning support processes to initiate, plan, track, report, and close a final product, achieving desired behaviors aligned with OIT's strategic plan and interdependencies while meeting schedule, budget, scope, deliverable, and benefit expectations.

Enterprise Architecture: Conducts analysis and capability-based planning to shape strategy, guide investment decisions, and drive execution. Motivates organizational change within business-data processes. Uses cross-enterprise perspective to apply technology solutions and roadmaps that drive innovation, incorporate standards, and ensure resilience across people, processes, information, and technology.

Service Catalog: Implements a customer-facing services database and supporting information on available IT goods, services, and support in user-friendly design to meet agency IT needs.

Enterprise Service Management: Transforms and unifies OIT operations by standardizing/automating scalable service delivery. Applies cross-department workflows and proactive Information Technology Service Management (ITSM) best practices to improve efficiencies, lower technical debt, and enhance customer experience.

OIT Leadership



Keith Cousins

Executive Director of Business Execution

Keith Cousins serves as Executive Director of Business Execution for OIT. He rejoined the State in 2019 after holding C level and senior executive roles in public and private organizations, including KinderCare, Movie Gallery, Hollywood Entertainment, AT&T Prime Communications, Aronov, Newton Oldacre, and Triton Management.

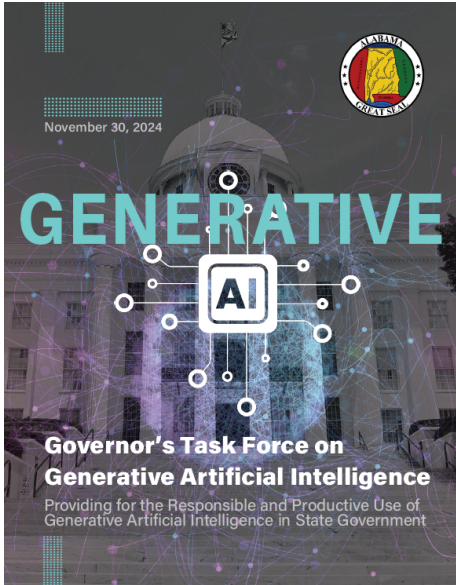
Mr. Cousins brings more than twenty-five years of experience in business operations, strategy, analytics, sales, marketing, customer engagement, financial investments, accounting, mergers and acquisitions, and applied technology. His background also includes federal government IT acquisitions and modernization, budget analysis, research, planning, data science, digital tool solutions, process improvement, lifecycle costing, earned value management, and program control.

During his tenure with Computer Sciences Corporation, MCR Federal, and Tecolote Research, he primarily supported the National Security mission. He earned a Bachelor of Science in Business Administration specializing in Economics from Auburn University at Montgomery.



FY2025 Initiatives & Projects

Generative Artificial Intelligence Task Force Submits Final Report to the Governor



When Governor Kay Ivey signed Executive Order 738 – Providing for the Responsible and Productive Use of Generative AI in State Government – on February 8, 2024, she set Alabama on a bold path into the rapidly accelerating world of generative artificial intelligence (GenAI). The order called for the establishment of a statewide Gen AI Task Force – an initiative designed not simply to track a new technological trend, but to help Alabama understand it, shape it, and use it responsibly for the benefit of its citizens.

From the beginning, the purpose of the Task Force was clear: determine how executive-branch agencies were already using GenAI, encourage responsible and effective adoption, and recommend the policies and guardrails needed to guide this new frontier. The Executive Order also set a firm deadline – November 30, 2024 – for the Task Force to deliver a comprehensive final report to the Governor.

To lead this ambitious effort, Governor Ivey appointed Office of Information Technology (OIT) Secretary and State CIO Daniel Urquhart as Chair, supported by a diverse group of cabinet officials, state legislators, and higher-education leaders. Together, they would shepherd this consequential technology initiative.

Building the Framework

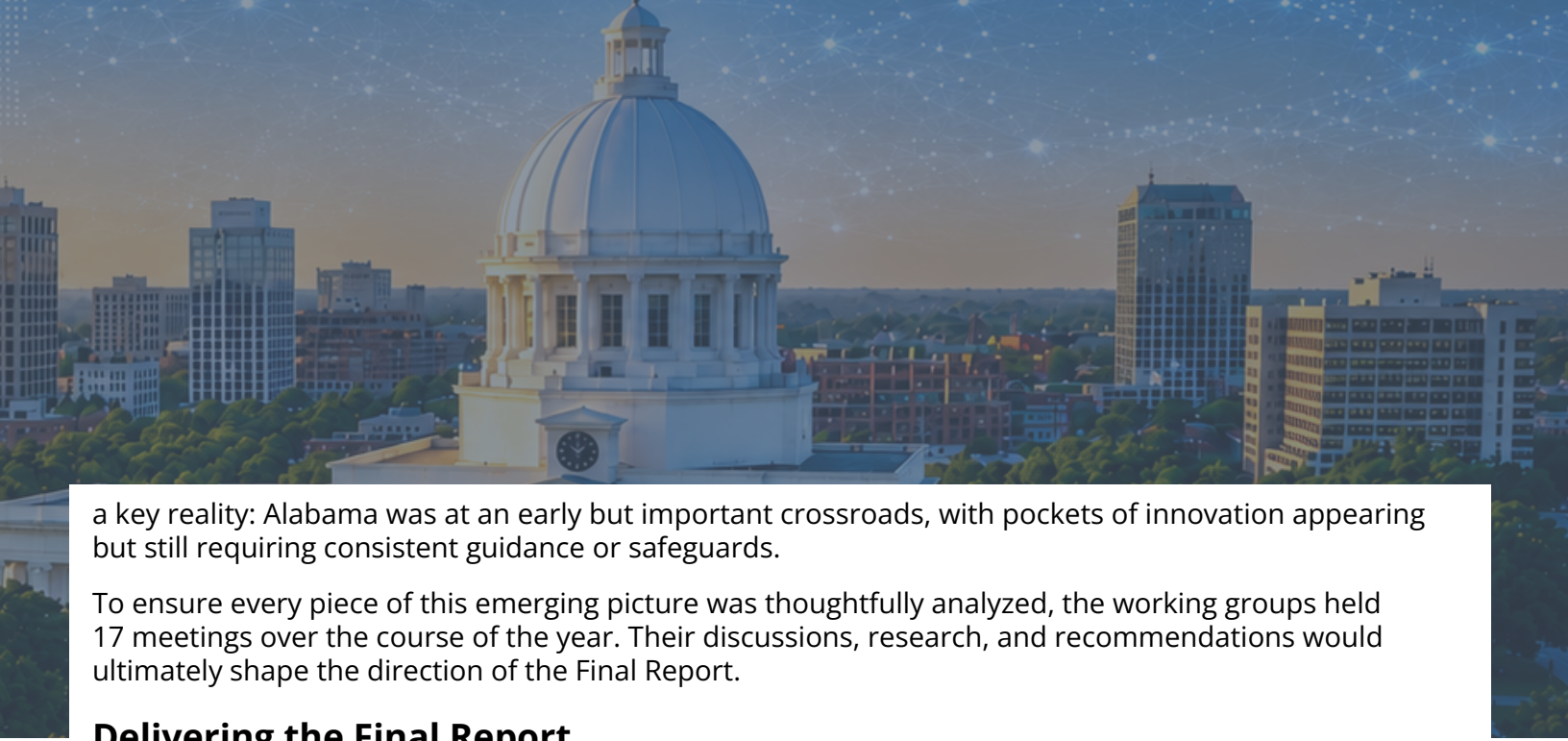
The Task Force held its inaugural meeting on April 3, 2024, where members quickly recognized the need to organize their work into specialized areas. Four working groups emerged: Policies and Governance, Workforce Education and Training, Responsible and Ethical Use, and Data Management and Ownership. Each carried a piece of the broader mission – policy development, workforce readiness, ethical considerations, and data stewardship.

Meanwhile, OIT began laying the technical foundation necessary to support responsible experimentation. The agency committed to creating secure cloud-based GenAI ‘sandboxes’ that would allow agencies to safely test tools, evaluate their capabilities, and better understand their risks and potential. These controlled environments offered the ability to advance the State’s careful but forward-thinking approach.

Understanding the Landscape

One of the Task Force’s central initiatives was a statewide GenAI inventory – an effort to collect a complete picture of how agencies were already interacting with GenAI. All executive-branch agencies were required to submit their inventories by May 1, 2024, documenting the various tools they had developed, used, or procured.

The results were insightful. Of the 139 agencies that responded, 104 reported no GenAI use at all, while the remaining agencies identified 108 different products supported by 72 vendors. The data underscored



a key reality: Alabama was at an early but important crossroads, with pockets of innovation appearing but still requiring consistent guidance or safeguards.

To ensure every piece of this emerging picture was thoughtfully analyzed, the working groups held 17 meetings over the course of the year. Their discussions, research, and recommendations would ultimately shape the direction of the Final Report.

Delivering the Final Report

As the November deadline approached, the Task Force's work intensified. Each working group contributed insights, cautions, and forward-looking strategies. OIT synthesized these contributions into a comprehensive, statewide vision for the future of GenAI in state government.

Ahead of schedule, the Task Force submitted its Final Report to Governor Ivey, fulfilling its mandate and concluding its formal work. The Final Report's overarching purpose is to help demystify GenAI for state entities, thoughtfully considering ways its power can be employed to enhance State functions and services to Alabama citizens and providing actionable recommendations for its potential applications and use by agencies.

Topics addressed in the GenAI Task Force Final Report include but are not limited to:

- Overview of Artificial Intelligence and How GenAI is Different
- Individual and Shared Risks of GenAI
- Defining Data Ownership, Classification, and Readiness
- Educating State Employees on How to Safely and Productively Use GenAI
- GenAI Procurement and Development Guidelines
- Executive-Branch GenAI Inventory Report
- Task Force Recommendations
- And more!

Looking Forward

The establishment of the GenAI Task Force marked an important moment for the State of Alabama as it prepared to engage with a transformative technology. Through careful study, collaboration, and proactive planning, the Task Force delivered a forward-thinking set of recommendations that will help ensure GenAI is adopted safely, ethically, and productively across the executive branch.

The GenAI Task Force expresses its profound gratitude to Governor Ivey for her visionary leadership and steadfast commitment to upholding Alabama's legacy as a pioneer in technological innovation. OIT is proud to have played a central role in this work and remains committed to supporting agencies as Alabama steps confidently into the GenAI era.

FY2025 Initiatives & Projects

OIT Welcomes New State CISO: Introducing Chad Smith



Left to right: Chad Smith, Frank Yarnell, and Jesse Craver of the OIT Information Security team

OIT is excited to introduce Chadwick “Chad” Smith as the new State Chief Information Security Officer (CISO). With a rich background in various roles and industries, Chad brings a wealth of knowledge, creativity, and leadership to OIT and the numerous state agencies we serve.

Background

Chad has an impressive track record in the commercial world focused around cybersecurity, technology integrations, executive interactions, and strategy development and execution. His diverse experience will be particularly helpful with his relationships across the industry.

Before joining OIT, Chad worked for Cisco Systems, Colonial Bank, and ALFA Insurance. His leadership

style is characterized by curiosity and problem solving. Chad has reported to numerous boards and interacted with many different industry verticals across the South.

Chad isn’t just a leader in management and strategy; he’s also technically adept. He has held numerous certifications in cybersecurity, data networking, and international privacy.

Life Outside the Public

Beyond his professional life, Chad is actively engaged in many community initiatives. A lifelong learner, he meticulously studies, conducts research, and teaches a class on ancient Biblical text. Chad is also involved in wide range of non-profit organizations.

In his downtime, Chad and his wife enjoy spending quality time with their large family, which includes five children. They live on a developing farm where they have Katahdin hair sheep, honeybees, chickens, fruit trees, and a solar farm. You can often find Chad creating and building new things around his farm or riding on his tractor as he listens to various podcasts.

Welcome to the Team!

Chad’s diverse professional experience and knowledge position him as a key asset to our State for cybersecurity, risk management, and privacy. At OIT, he will lead a team focused on information security, as well as governance, risk, and compliance matters, bringing along fresh perspectives and innovative ideas.

Chad has already begun to dive into his new role with energy, enthusiasm, and expertise. Feel free to stop by his office in the Folsom Administration Building to introduce yourself and share your own experiences or ideas with him.

We are excited about Chad's arrival and look forward to the contributions he will make to both OIT and the State of Alabama!



Photos — Top left: Chad with his wife, Kelli, visiting Alaska. Bottom left: Chad and Kelli's five children: Mary, Wyatt, Calvin, Foster, and Annie. Chad shared the right photo of the Grand Tetons in Wyoming stating, "I chose this mountain image because it inspires me to reflect on life itself—something so awe-inspiring, beautiful, and fraught with challenges, yet utterly worth embracing. This mountain is part of the Grand Tetons National Park we visited last summer."

FY2025 Initiatives & Projects

Updated IT Policies

What do generative artificial intelligence, personally identifiable information (PII), and your office workstation all have in common? They are each addressed among the numerous subjects outlined in the updated State IT policies set by OIT.

Since the formation of OIT as an executive-branch agency in 2013, it has been legislatively tasked with the promulgation of rules, regulations, and policies and the establishment of procedures and standards for the management and operation of IT by state agencies. These policies exist for the purpose of ensuring consistent data security, efficient operations, and privacy protection across Alabama's executive branch, and they outline acceptable practices for employees when accessing and utilizing State IT systems and resources.

With many of the State's IT policies having been in place for several years, OIT began an effort in early 2024 to implement a complete policy refresh to establish a contemporary and relevant governance baseline that is applicable across all State executive-branch agencies, departments, offices, boards, commissions, bureaus, and authorities (excluding State entities which have been expressly exempted by statute).

This effort was also an opportunity to better organize policy guidance around the realities of today's technology environment, where cloud services, mobile devices, remote connectivity, artificial intelligence, and constantly evolving cyber threats all intersect with the day-to-day work of state government. By aligning policy language with current risks, tools, and operational expectations, OIT is helping agencies strengthen accountability while making it easier for employees, IT leaders, and agency decision-makers to understand their responsibilities.

OIT worked closely on this effort with governance and policy leaders from five Alabama state agencies and Templar Shield, a nationally leading cybersecurity, privacy, risk, and compliance technology professional services firm. The new amended policies are based on current technology, relevant software, and applications to facilitate easier implementation of the policies to further safeguard against cyber threats. They also reflect OIT's emphasis on NIST frameworks.

Published on February 3, 2025, the new policies replaced the dated "legacy" (i.e., formerly published) policies and are available for review on the OIT website at oit.alabama.gov/governance-library.

The updated governance library includes policy areas such as Govern, Identify, Protect, Detect, Respond, Recover, Artificial Intelligence, and NIST Frameworks, giving agencies a clear reference point for reviewing their own internal procedures. This organized approach supports consistency across the enterprise while still allowing agencies to apply the policies within the context of their individual missions and operational requirements.

Agencies in the OIT tenant can refer to the new policies for instructions on updating their own policies and procedures, and agencies outside of OIT's tenant may use them as a baseline resource to cover aspects of policy that may have been missed in their own authorship.

If you have questions pertaining to the new set of State IT policies or would like to request a copy of any of the legacy policies for historical context, please contact the OIT Governance, Risk, and Compliance team at grc.policy@oit.alabama.gov.

STATE IT POLICY

[Home](#) > [State IT Policy](#)

In accordance with the Articles 8 and 11 of Chapter 4 of Title 41, and Chapter 28 of Title 41, Code of Alabama 1975, the Secretary of Information Technology has the authority to promulgate rules, regulations, and policies and to establish procedures and standards for the management and operation of information technology (IT) by state agencies.

The policies below are established as a baseline governance library applicable across all State executive-branch departments, agencies, offices, boards, commissions, bureaus, authorities, and providers of IT goods and services, except as expressly exempted by statute.

Information technology is intended to support agency missions and business needs. With this goal as a preconception, and in accordance with the authority and duties assigned to OIT by State of Alabama Legislation, OIT presents policies, standards, and guidelines for the management of state information resources.



Legacy IT policies (formerly published) can be provided for historical context by contacting GRC.policy@oit.alabama.gov.



Govern (GV)



Identify (ID)



Protect (PR)



Detect (DE)



Respond (RS)



Recover (RC)



Artificial Intelligence



NIST Frameworks



OIT Administrative Rules

FY2025 Initiatives & Projects

Alabama Bans Use of DeepSeek & Manus: Addressing Cybersecurity Threats from Foreign Entities



Photo: Office of the Governor

Alabama's IT infrastructure and networks house substantial amounts of sensitive data and manage innumerable governmental functions that impact Alabama's economy, emergency services, healthcare, schools, public safety, and much more. As such, it is essential to implement policies that address risks to these networks associated with foreign platforms.

Alabama recently joined a growing list of states that have placed bans on various harmful software and websites developed by overseas corporations. Two primary examples include DeepSeek and Manus, which are Chinese artificial intelligence startups that develop and offer open-source large language models (LLMs). These internationally run companies (among numerous others) pose significant privacy risks to government IT networks.

The cybersecurity dangers include potential espionage or surveillance by hostile foreign governments through extensive data collection and storage; supply chain disruption or manipulation from relying on vulnerable software and infrastructure; and damaging data breaches or leaks from cyberattacks.

As a preventative measure to ensure Alabama networks remain secure, Governor Kay Ivey released a memorandum which prohibits executive-branch agencies

from using tools such as DeepSeek or Manus that endanger State data, resources, and infrastructure in terms of privacy and security.

OIT contributed to this effort by updating the State's Configuration Management Policy and adding these and other potentially malicious entities to an "Unauthorized Software List"



(oit.alabama.gov/unauthorized-software-list/), a document that lists specific software programs and/or websites that have been designated as “unauthorized” due to concerns regarding possible threats involved in accessing them, especially on State-owned devices. OIT likewise took swift action to block access to these sites where applicable, and advised agencies that manage their own networks, internet content filtering, devices, and the like to take similar steps.

Governor Ivey and OIT are equally committed to defending the State of Alabama and its citizens from the ever-expanding risk posed by harmful technologies.

If an agency has questions or concerns regarding DeepSeek, Manus, or other entities on the Unauthorized Software List, please contact the OIT Governance, Risk, and Compliance team at grc.policy@oit.alabama.gov.

“These platforms pose unacceptable risks to the State of Alabama and its citizens in terms of data privacy and cybersecurity.”

~Governor Kay Ivey’s memorandum to State Agency Heads

BANNED



deepseek



manus

FY2025 Initiatives & Projects

New MSPs for Hourly IT Contract Staffing — Flexible, Reliable, High-Quality Resources for Today and Tomorrow

According to the most recent Alabama state employee statistics, 17% of the State's IT merit staff could retire today, and 52% could retire within the coming 10 years. OIT and other agencies need to safeguard against an unstable workforce and ensure that Alabama's IT systems are maintained at an acceptable, reliable state by staff comprised of both merit and contracted labor. IT workforce development is an urgent matter, one that is crucial for the well-being of Alabama both now and in the years to come as it constantly evolves, matures, and engages with citizens. Simultaneously, emerging technologies like AI and advancements in cloud computing are accelerating the demand for resources with advanced IT credentials, education, experience, and skills.

Agency Collaboration

Crafted in collaboration with multiple state agencies that utilize hourly IT staffing, OIT guided the State's transition from an expiring single award IT staffing contract to a more secure multi-award solution that aligns with an elevated pair of managed service providers (MSP) under the existing awards by the National Association of State Procurement Officials' (NASPO) ValuePoint system. NASPO ValuePoint is a cooperative purchasing program that allows states to use pre-approved, competitively awarded contracts without the need for conducting their own bid/proposal process. This approach serves to protect against IT support interruptions and rapidly evolving technological demands that are shrinking the supply and availability of qualified IT resources.



On September 1, 2025, OIT, in partnership with the Alabama Department of Finance Division of Procurement, replaced the previous ACRO Service Corporation (Acro) contract and established new statewide NASPO contracts with two very experienced, proficient MSP – Computer Aid, Inc. (CAI) and Knowledge Services (KS) – to provide a broader set of capabilities and access to skilled IT personnel.



Each awarded MSP has over two decades of experience delivering IT personnel services to states and other government entities. Alabama's state agencies can use one or both as needed to achieve their desired level of flexibility, access, and superior service delivery. Each MSP is ready to ensure that our agencies are efficiently and continuously staffed with skilled IT personnel who meet their specific IT needs and missions.



State Benefit

The State's new MSP services are designed to strengthen the operational capacity of state agencies by providing access to flexible, reliable, and high-quality IT staffing support. By improving efficiency and ensuring access to skilled personnel, the new contracts enable agencies to focus on their core missions and adapt quickly to evolving technology needs, a positive step toward a more resilient IT workforce in the State of Alabama.

Each MSP provides in-state, local account managers as direct points of contact to respond quickly to questions, resolve issues, and coordinate staffing activities. Their localized support helps agencies save time, reduce administrative burden, and maintain smooth day-to-day operations.

This two-MSP approach is novel, unique, and embedded with compelling advantages:

- **Elevates Competitive Performance** – creates a continuous level of competition that encourages service quality improvement, innovative solutions, and top-tier performance standards.
- **Promotes Business Continuity** – reduces/ mitigates risk of service disruption. If one MSP encounters challenges such as staffing shortages or internal issues, the other can step in to maintain operations with minimal interruption.
- **Increases Supplier/ Workforce Access** – promotes a layering effect of supplier networks, access to a pool of qualified candidates, and improved ability to efficiently fill hard-to-find or specialized IT roles.

While workforce development challenges affect every industry, both private and public, the State of Alabama can leverage these new, capable MSP to alleviate IT staffing hurdles and bolster operational effectiveness and service delivery.

FY2025 Initiatives & Projects

House Bill 207: Positioning OIT to Lead a Unified, Modern, and Secure Statewide Technology Ecosystem



Photo: Office of the Governor

Clear and consistent statutory authority is essential for coordinating technology policy and supporting agencies across Alabama state government. For years, OIT's responsibilities were dispersed across multiple chapters of the Code of Alabama, creating ambiguity around scope, structure, and governance.

House Bill 207 (HB207), sponsored by Senator Clyde Chambliss (R) and Representative Mike Shaw (R), addressed these challenges by modernizing and consolidating those provisions into a single, unified framework that better reflects how state government manages and oversees technology today. The bill also expands and clarifies OIT's responsibilities, formally establishing its cybersecurity duties for executive-branch agencies.

In addition to these important updates, HB207 creates a pathway for agencies to explore innovative technologies under the guidance of a Technology Quality Assurance Board (TQAB), ensuring statewide decisions are aligned, transparent, and supported by expert oversight.

Modernization Through Cleanup and Consolidation

HB207 consolidates legacy statutes into a single chapter of the Code of Alabama, providing clear definitions and removing long-standing ambiguity. The bill defines "state agency" to include all departments, agencies, offices, boards, commissions, bureaus, and authorities of state government, while allowing, but not requiring, other organizations to purchase through statewide contracts.

A statutory definition of "cybersecurity" is also provided in the bill, encompassing protection of critical infrastructure, data, and digital networks through security measures, risk management, disaster recovery, business continuity, and incident response. These consolidated definitions strengthen OIT's authority to carry out its mission for the benefit of the State.



Strengthening Statewide Cybersecurity Leadership

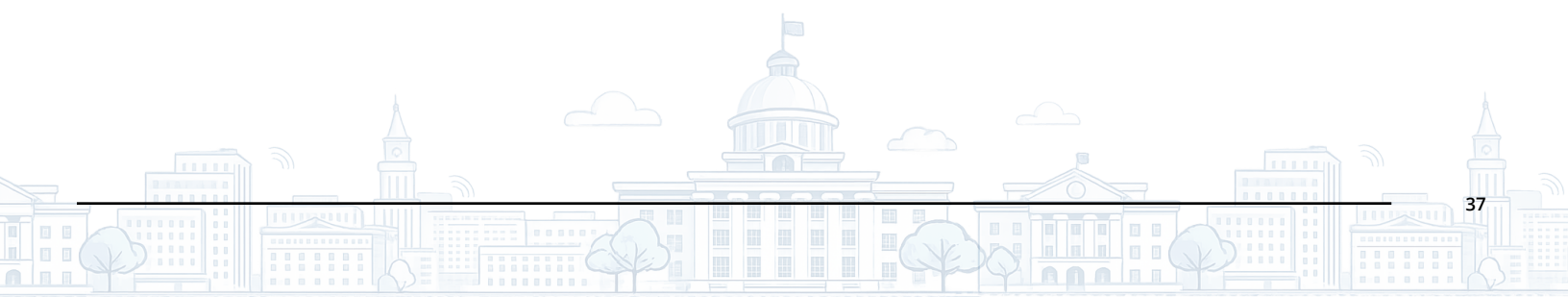
By unifying statutory language and clarifying OIT's responsibilities, HB207 lays a forward-looking foundation for cybersecurity and technology governance across state government. This clarity enables more consistent statewide practices – such as coordinated incident response across agencies – strengthening Alabama's overall cybersecurity posture and improving resilience.

Technology Quality Assurance Board: Ensuring Responsible Innovation

HB207 authorizes the establishment of the TQAB, to be created in consultation with the Governor, to review proposed new or innovative uses of technology before deployment. This board will evaluate emerging technologies such as artificial intelligence and other advanced tools to ensure agencies implement them responsibly, consistently, and within statewide standards.

As the TQAB is constituted, its design is intended to:

- Bring together technology, legal, operational, and cybersecurity expertise
- Provide statewide oversight of high-impact or high-risk technology deployments
- Establish a clear review path for emerging tools
- Support OIT's governance and cybersecurity responsibilities as part of a whole-of-state strategy



FY2025 Initiatives & Projects

To support accurate understanding across state government, HB207 clarifies OIT's statutory responsibilities without expanding operational control.

What HB207 Does

- Consolidates OIT's previously scattered statutory authorities into one chapter
- Provides clear definitions for "state agency" and "cybersecurity"
- Strengthens statewide technology governance and oversight
- Confirms OIT's cybersecurity responsibilities for executive-branch agencies
- Establishes the TQAB



Photo: Office of the Governor

What HB207 Does Not Do

- Centralize State IT operations or impede agencies' decision-making authority
- Mandate agency migration to new platforms or tools
- Create new enforcement mechanisms or penalties
- Restrict agency-driven technology innovation



Impacts and Benefits for Agencies

HB207 supports agencies by reducing ambiguity, strengthening governance structures, and improving access to shared statewide expertise.

Key Impacts for Agencies

- Greater clarity through consolidated statutory authority
- Stronger statewide cybersecurity coordination
- Structured support for evaluating and adopting emerging technologies via the TQAB
- Improved predictability for long-term planning and technology investment
- Enhanced collaboration across agencies and technology partners

Benefits to the State

- More efficient use of public resources
- Reduced duplication of systems and efforts
- A strengthened enterprise cybersecurity posture
- A responsible pathway for evaluating emerging technologies
- Improved statewide readiness for federal collaboration and compliance requirements

A Modern Framework for the Future

HB207 was signed into law (as part of Act 2025-369) by Governor Kay Ivey on May 13, 2025. More than a statutory cleanup, this important effort will help to establish a modern, cohesive framework that strengthens statewide coordination, empowers agencies, and supports responsible innovation.

By providing clear authority for governance, cybersecurity, and technology adoption, Act 2025-369 (formerly HB207) positions OIT to lead a secure, efficient, and forward-looking technology ecosystem for all of Alabama state government.



FY2025 Plans & Reports

State IT Spend

Statistics based on information obtained through STAARS, State Personnel, and FY25 appropriation bills.



1.41%

Only **1.41%** of Alabama's state budget was spent on IT

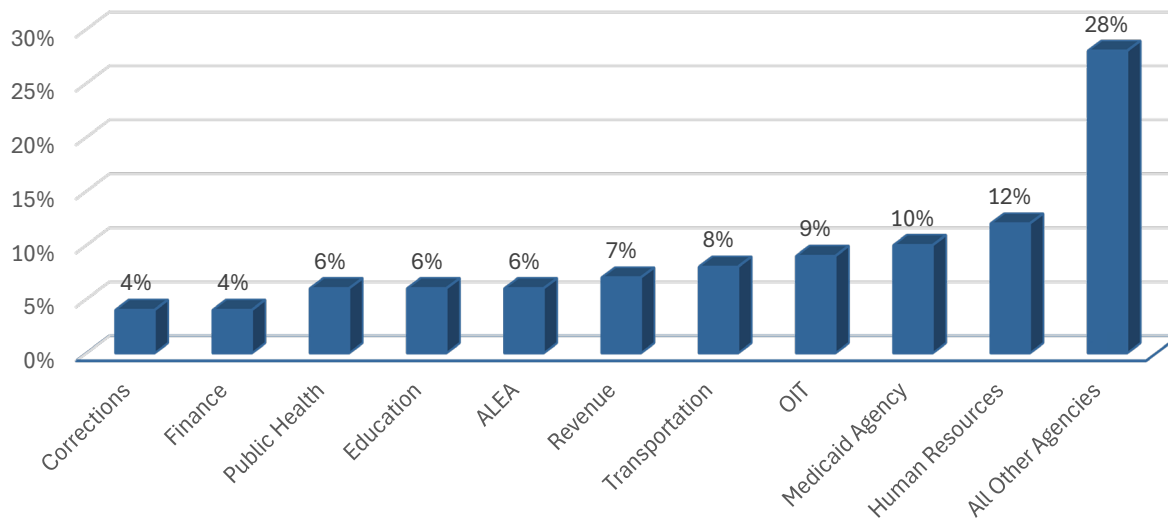


\$741.4 Million

Total state dollars spent on IT



OIT accounts for **9%** of the State's IT spend, and every dollar spent by OIT on delivery of IT products and services is recovered through billing other state agencies.

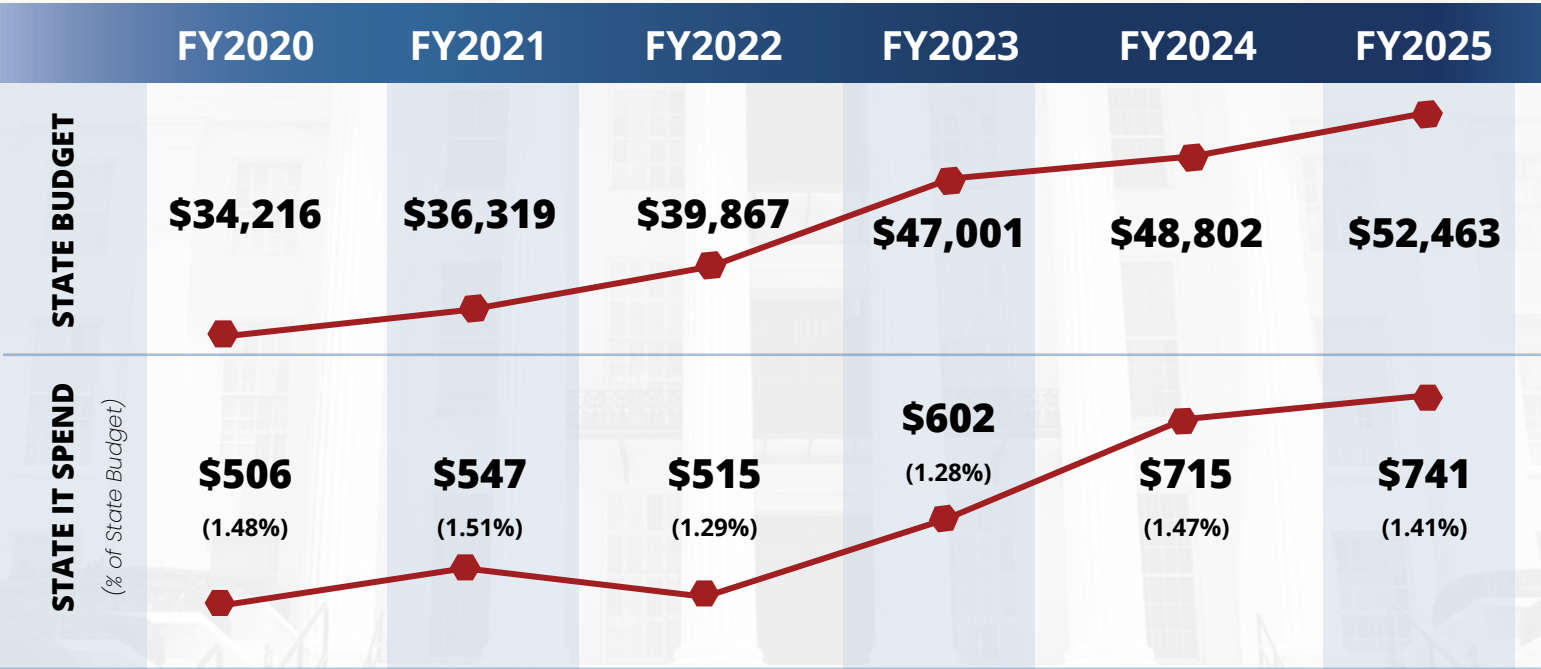


72% of IT spend in FY2025 came from **10** agencies, with **28%** divided among the remaining Alabama state agencies, boards and commissions.

FY2025 Plans & Reports

State IT Spend Overview

STATE IT SPEND: 6-YEAR SNAPSHOT
EXPENDITURES BY FISCAL YEAR (IN MILLIONS \$)



Over **27%** of the State of Alabama
IT spend was on IT staff



State agencies' hardware and software
expenditures accounted for **26%** of Alabama's
FY2025 IT spend

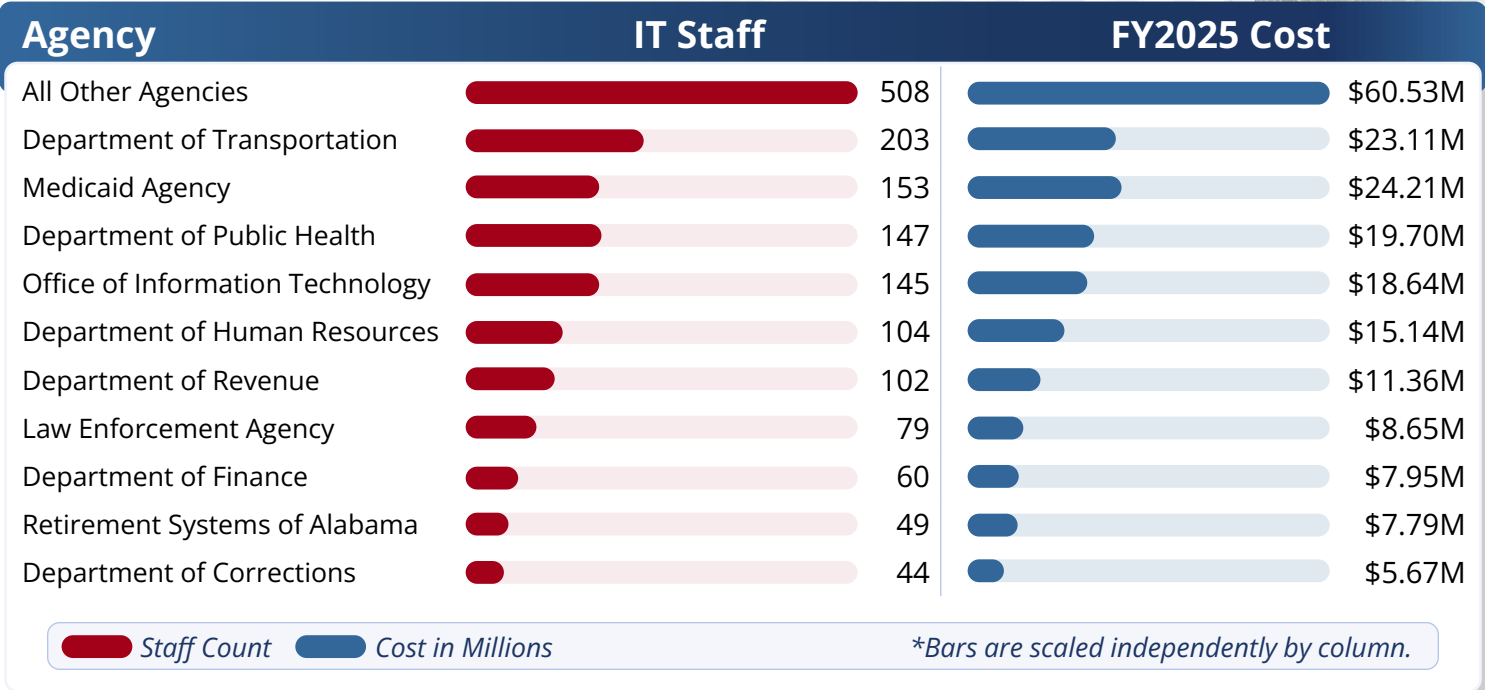
Alabama spent more on IT in FY2025
than in the previous **5** fiscal years



FY2025 Plans & Reports

State IT Staff Quick Facts

THE COST OF ALABAMA'S IT WORKFORCE



IT MERIT STAFF

As of September 2025, Alabama's IT workforce was comprised of **1,366** merit employees

From FY2024 to FY2025, Alabama's IT merit staff total increased by **44**

Over the past fiscal year, **94** IT merit staff left state service

138 new merit employees were hired

IT CONTRACTOR STAFF

In FY2025, **228** IT contractors were engaged by Alabama state agencies

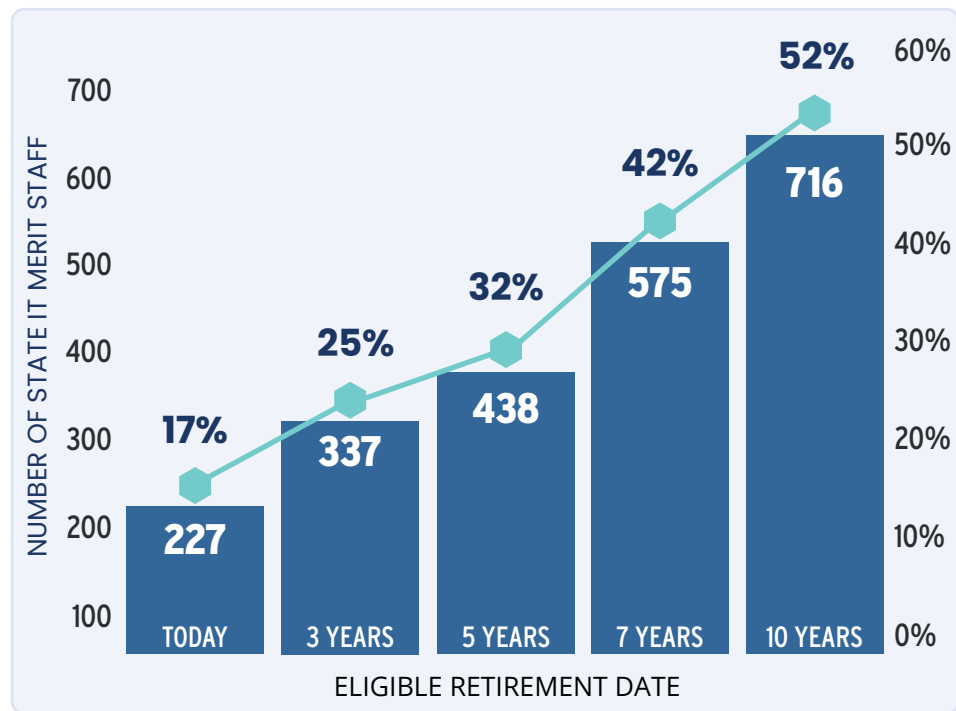
In FY2025, more than **\$35 million** was spent on IT contractor staff, compared to **\$167 million** for merit staff

5% of the State of Alabama's total IT spend for FY2025 was used on contractor staff

Alabama's IT Workforce

Almost 17% of the State of Alabama's IT Merit Staff Could Retire Today

This increasing rate of retirement eligibility poses a serious issue for succession planning and compromises the long-term stability of Alabama's IT 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.



Who will fill their shoes?

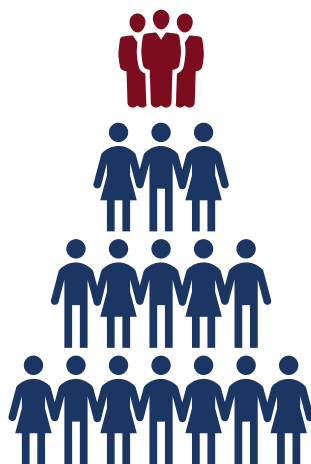


227

IT merit staff
are eligible for
retirement today



17% of IT merit
staff are eligible for
retirement today



The 10 largest state
agencies account for
64% of Alabama's
total IT merit staff



19% of those
employees, could
retire today

FY2025 Plans & Reports

OIT 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 IT.

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 stakeholders to better provide for the citizens who rely on their vital services.

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

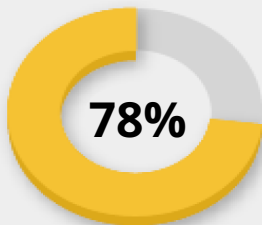
The benefits of the Annual Business Vision Survey are numerous and multifaceted:

- 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.

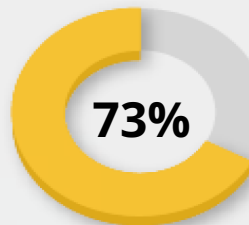
FY2025 Plans & Reports

OIT Business Vision Survey Results



IT Satisfaction

Satisfaction with the IT department and its ability to support your needs



IT Value

Satisfaction that IT provides high value relative to your perception of cost and staffing

Relationship

76%

Understands Needs

Satisfaction with OIT's understanding of agencies' needs
FY2026 Goal: 80% or >

73%

Executes Requests

Satisfaction with the way OIT executes agencies' requests and needs
FY2026 Goal: 80%

72%

Communicates Effectively

Satisfaction with how OIT communicates with agencies
FY2026 Goal: 80%

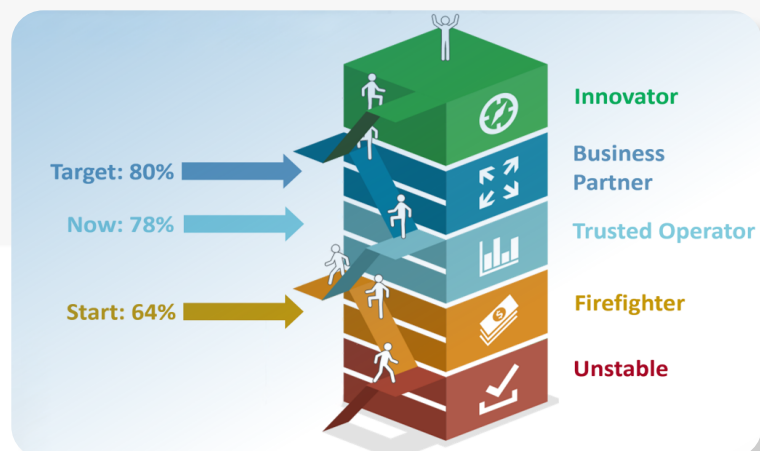
69%

Trains Effectively

Satisfaction with OIT's training quality and timing
FY2026 Goal: 80%



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.

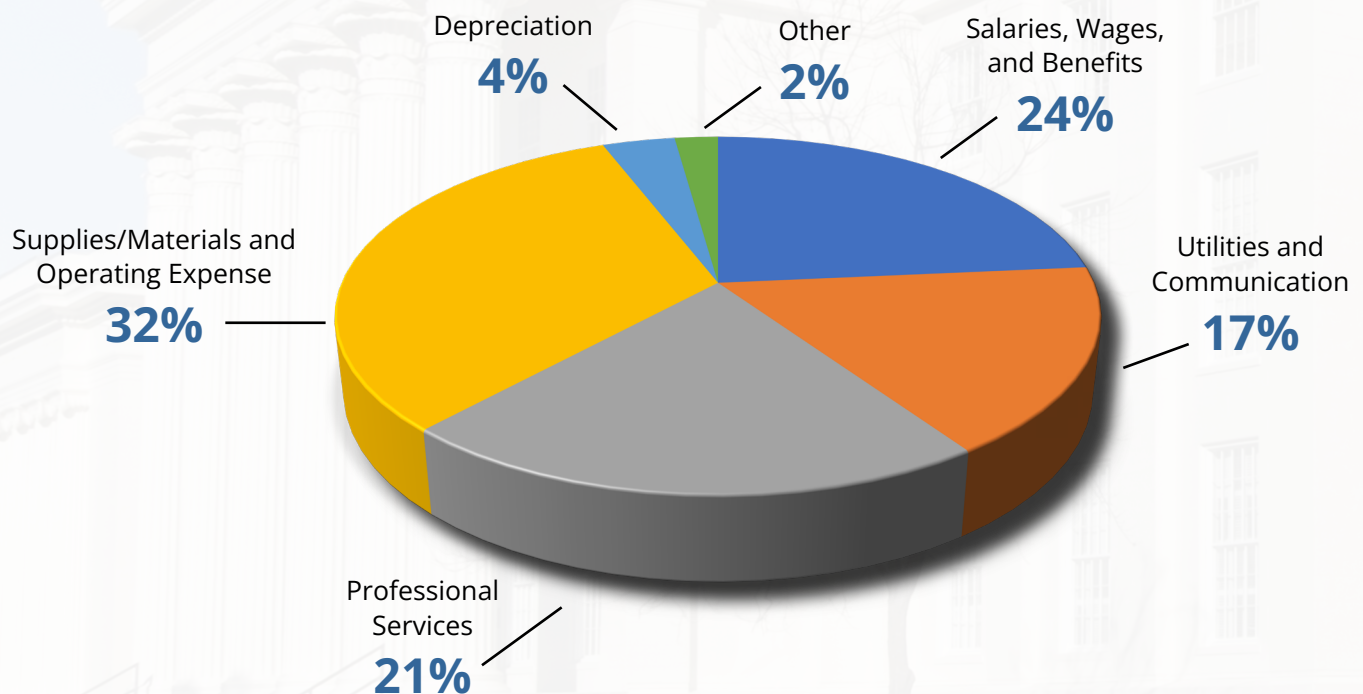


FY2025 Plans & Reports

OIT Financial Report

FY2025 OIT Operating Expenses

Expenditures	Amount
Salaries, Wages, and Benefits	\$16,204,475
Utilities and Communication	\$11,652,860
Professional Services	\$14,709,323
Supplies/Materials and Operating Expense	\$22,267,224
Depreciation	\$2,516,454
Other	\$1,504,146
Total	\$68,854,482





Technology evolves rapidly, and we are committed to ensuring Alabama stays ahead – leveraging innovation while maintaining the highest standards of security and reliability.

Daniel Urquhart
Secretary of Information Technology,
State Chief Information Officer





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