

# Department of Information Technology

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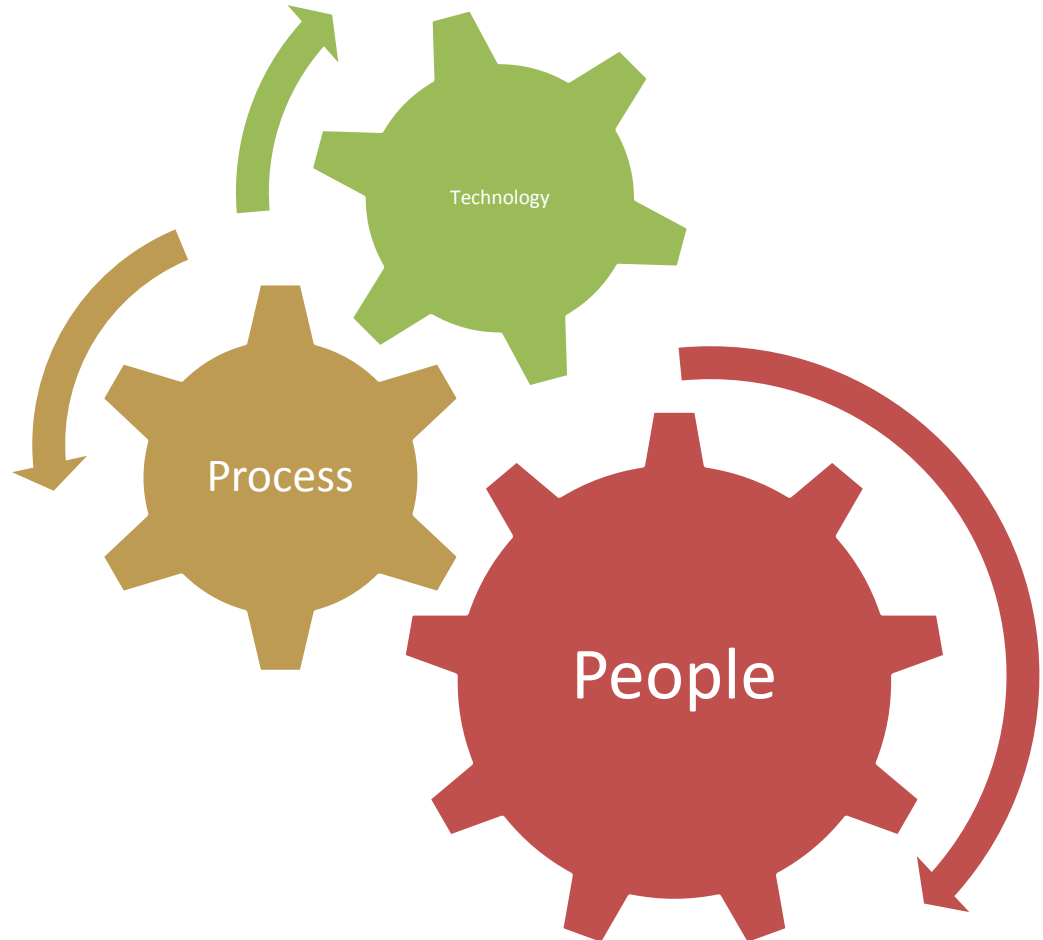
## Department Overview

**Denis Goulet, Commissioner and Chief  
Information Officer**

# Our Objective

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**Incremental,  
Sustainable  
Improvements  
Over Time**



# Contents

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- IT in New Hampshire State Government
  - Who We Are
  - How We're Organized
  - What We Do
  - How We're Funded
- National Perspective
- Current Initiatives and Projects
- Questions & Answers

# Who We Are

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Established September 2008:

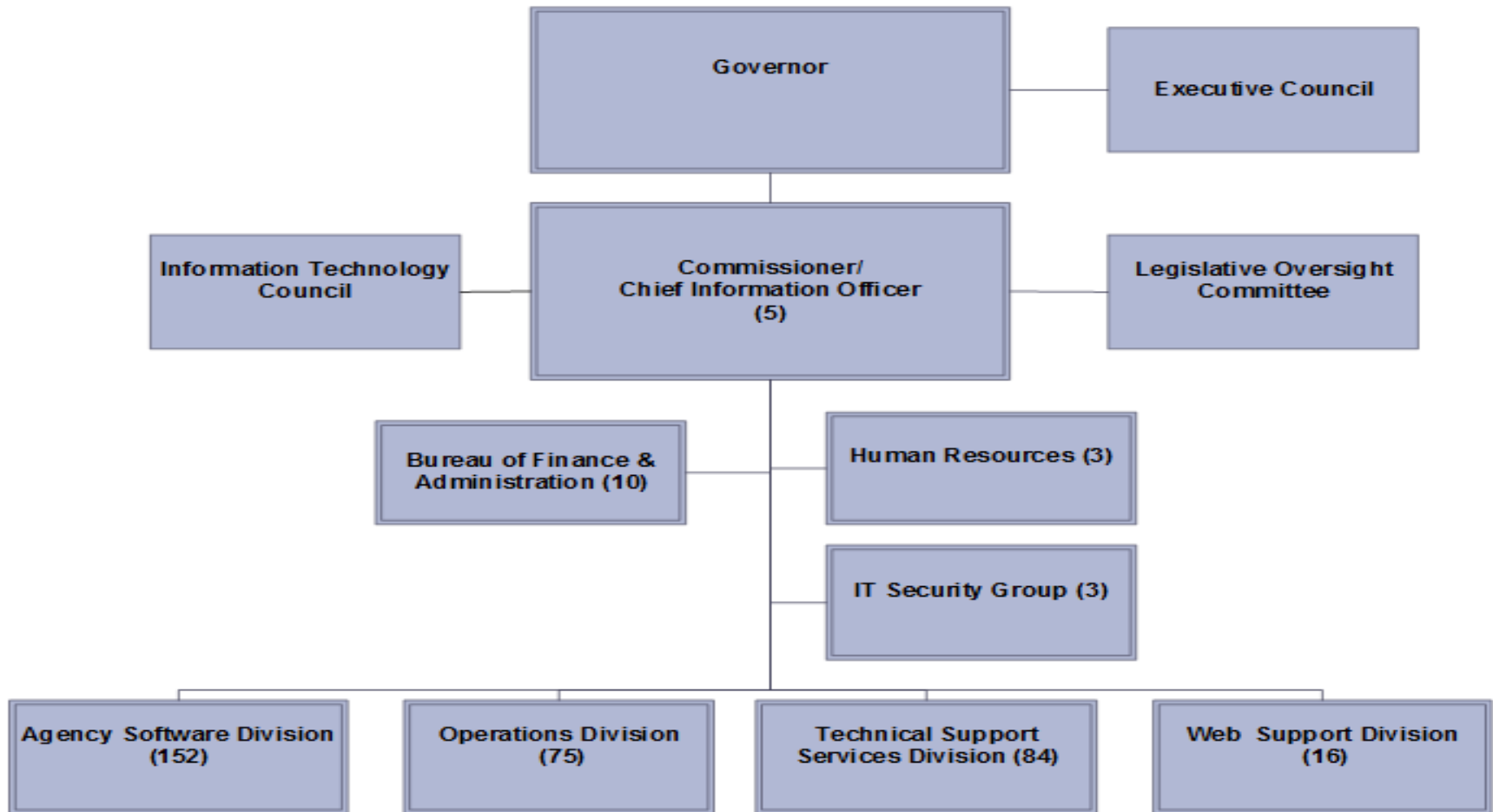
TITLE I  
THE STATE AND ITS GOVERNMENT  
CHAPTER 21-R  
DEPARTMENT OF INFORMATION TECHNOLOGY  
Section 21-R:2

The mission of the Department of Information Technology (DoIT) is to support the strategic business objectives of State agencies; to create and sustain a secure and reliable information technology environment; and to ensure careful and responsible management of the State's information technology resources.

Additional responsibilities as defined by:

TITLE I  
THE STATE AND ITS GOVERNMENT  
CHAPTER 21-R  
DEPARTMENT OF INFORMATION TECHNOLOGY  
Section 21-R:4

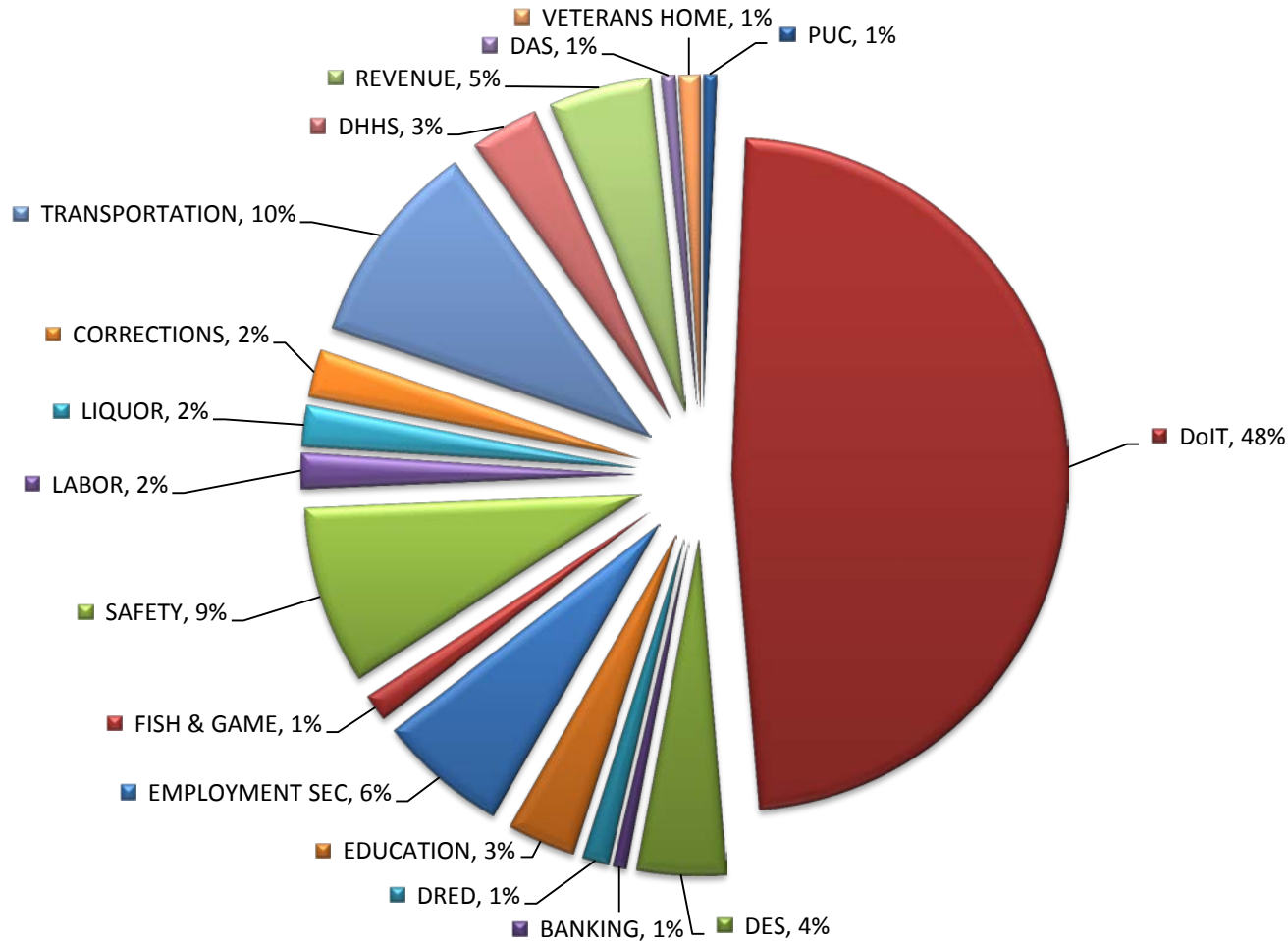
# How We're Organized



348 Authorized/Funded Full Time Positions (FY16/17) serving Executive Branch Agencies, Boards & Commissions.  
 (Effective July 1, 2016, 7 additional full time telecommunications positions (HB1553))

# DoIT Staff Located at Agencies

52% of the DoIT team is working side by side with our customers (Filled positions Jan 2016)



# What We Do

- Led by a Commissioner who has responsibility for:
  - Strategic Planning
  - IT Infrastructure Operational Services and Support
  - Application Software Services and Support
  - Workforce Development and Recruitment
  - Manage the budget and cost allocation process
  - Cybersecurity Strategy and Implementation

Governor Has Outlined State Efforts to Keep Data Secure  
Governor Maggie Hassan today outlined efforts to strengthen the state's digital data secure and protect private information from government cyber security.

ServiceLink Center  
The Department of Information Technology, Web Support Division, and the Department of Health and Human Services worked closely together to redesign the ServiceLink website.

In addition to new content and improved navigation, the new site is fully mobile compatible and fully accessible with assistive technology.  
We invite you to visit the Department of Health and Human Services' newest redesigned website [ServiceLink](#).



# How We're Funded

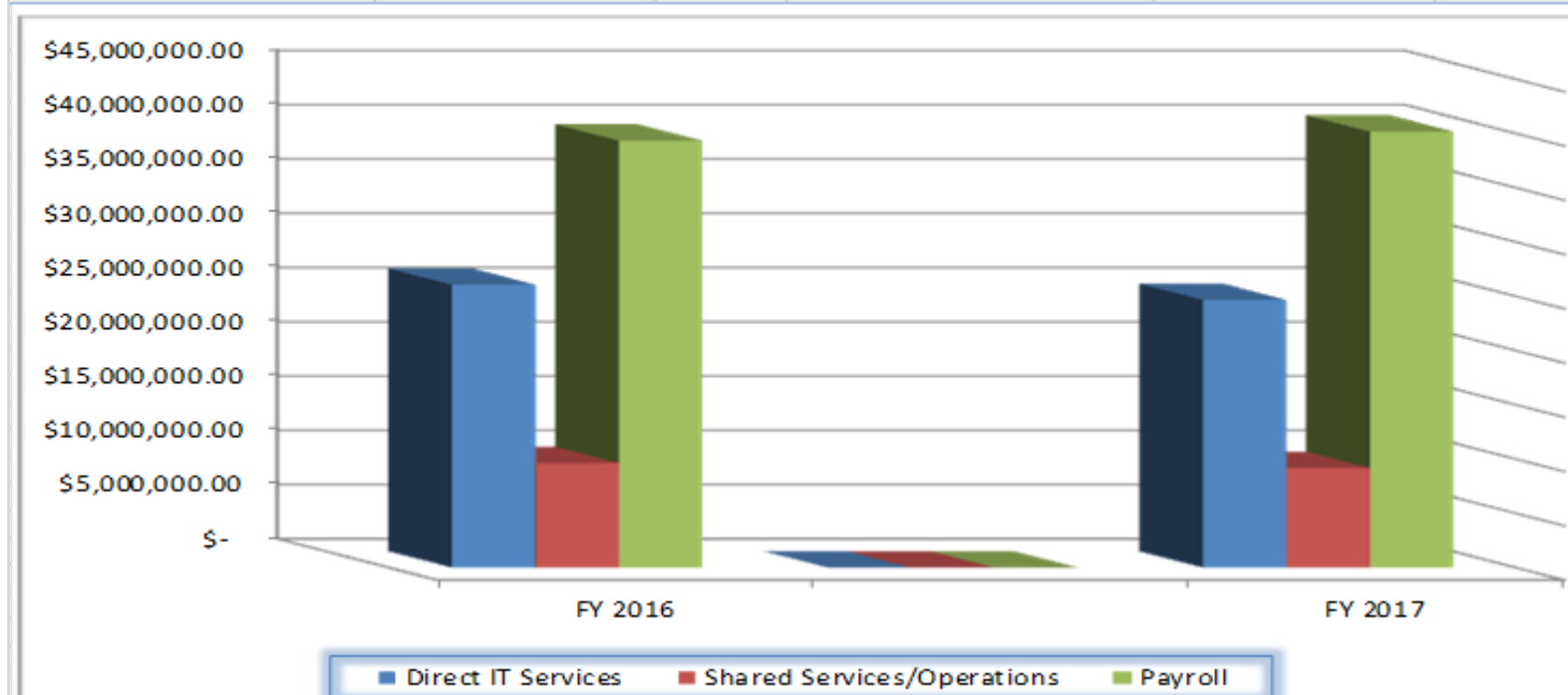
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- DoIT's operating budget is funded through allocated charges back to Agencies
  - Agency Direct IT Services
    - Line items budgeted at the request and for the benefit of a specific agency such as staff, equipment and contractors
  - Shared IT Services
    - IT services that are shared among two or more agencies such as help desk, web support, desktop and network services and operation support
  - Shared IT Operations
    - Administrative functions shared among most agencies which includes Office of the CIO, purchasing, contracts, human resources and IT security
- Legislature approves a small portion of General Funds to support small agencies



# DoIT's Authorized Operating Budget FY 16/17

	FY 2016	%		FY 2017	%
Payroll	\$ 39,335,604.00	52%	Payroll	\$ 40,180,197.00	55%
Direct IT Services	\$ 26,070,070.00	35%	Direct IT Services	\$ 24,663,054.00	33%
Shared Services/Operations	\$ 9,621,893.00	13%	Shared Services/Operations	\$ 9,165,547.00	12%
	\$ 75,027,567.00	100%		\$ 74,008,798.00	100%



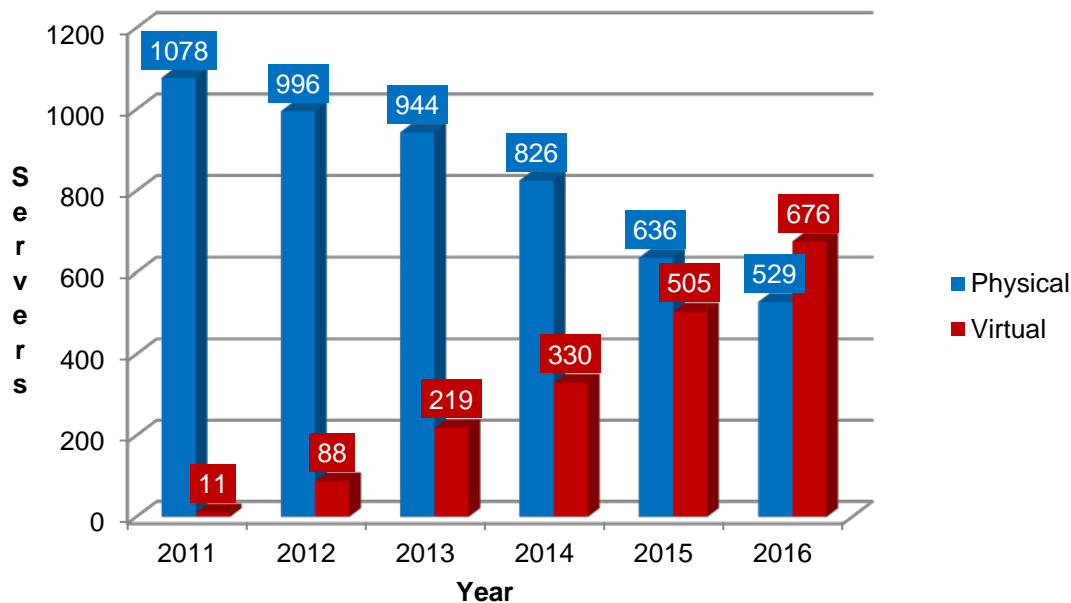
## DoIT's Authorized Capital Budget FY 16/17

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- Enterprise Projects-Cyber Security \$1M
  - Statewide coordinating and planning associated with cyber security related efforts and interagency communication and cooperation.

## DoIT's Authorized Capital Budget FY 16/17

- Virtual Server Infrastructure Expansion \$2.03M
  - Expansion of the virtual environment to increase capacity while lowering the average cost of a server, lowering energy costs and streamlining acquisitions.



## DoIT's Authorized Capital Budget FY 16/17

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- Enterprise Collaboration Solution \$650K
  - Centralized system to track and manage IT projects enabling DoIT to work collaboratively with other agencies to plan, implement, prioritize and report on IT projects.

# National Perspective

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- Drivers for Centralization
  - Economies of scale
  - Strategic alignment
  - Cybersecurity
- Workforce Development
- Enterprise Data Governance
- Cloud Services - SaaS, IaaS, PaaS
- Procurement

# Current Initiatives

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- Strategy and Governance
- Cybersecurity
- Budget Planning
- Workforce Development

# Current Projects

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- Business One Stop
- Business & Occupational e-License Initiative
- Data Center Consolidation & Resiliency
- Desktop Virtualization
- Executive Branch Wireless Network Roll Out
- Granite Domain Consolidation
- Network Access Control (NAC)
- Server Virtualization
- Upgrade Aging Infrastructure
- VoIP (voice over IP) implementation

# Questions and Answers

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# Future Topics

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- **IT Governance Practices**
  - Enterprise alignment
  - Budgeting and planning
  - Project full life cycle management
- **Availability & Efficiency**
  - Core Services
  - Datacenter
  - Disaster Recovery

# Future Topics

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- **Cloud Services**
- **Data Governance**
- **Enterprise Applications (GIS, etc...)**
- **Engagement & service delivery models**
- **Cybersecurity Status Update**