Ohio Department of Administrative Services
House Technology and Innovation Committee

Good morning, Chairman Hall, Vice Chair Claggett, Ranking Member Abdullahi, and members of the House Technology and Innovation Committee. My name is Katrina Flory, and I am the State Chief Information Officer and Assistant Director of the Ohio Department of Administrative Services.

As Director Madden mentioned, the DAS Office of Information Technology delivers statewide information technology and telecommunication services to State agencies, boards, and commissions, as well as policy and standards development, lifecycle investment planning, and privacy and security management.

Information technology powers the business of government. IT systems support State agencies in delivering vital services to the people of Ohio and serve as critical links with Ohioans seeking assistance to start or grow businesses, obtain services, and thrive in our state. The use of State technology assets to increase the well-being of Ohioans and their health, property, security, livelihood, and prosperity is essential.

Governor DeWine signed Executive Order 2019-15D in April 2019, establishing the enterprise focus on IT innovation. The goal is to make State government a more effective and efficient leader in using technology to provide a secure and improved customer experience. Governor DeWine and Lt. Governor Husted are committed to improving the lives of Ohioans and state service delivery through innovative technologies. I would like to take the opportunity highlight a few of this today.

InnovateOhio Platform
The InnovateOhio Platform (IOP) is the State's enterprise digital channel for identity and user experience solutions. Digital identity allows us to interact and build meaningful relationships with the Ohioans who use our services. IOP services comply with federal and state information security standards and regulations, and accessibility guidelines. We're on a mission to provide Ohio's citizens, businesses, and workforce with a secure and private digital identity and an intuitive and interactive user experience. OH|ID, which is used by many state agencies and allows Ohioans to use a single username and password to access state programs and services, now has over 3.5 million users. Two major system integrations fueled this increase – Ohio Job Insurance (OJI) and BMV OPLATES. As of this month, 23 cabinet agencies have migrated their public facing websites to IOP, and 28 boards and commission websites utilize the platform to ensure a secure, accessible and consistent experience for our customers.

State government's greatest asset is data, and to support the Governor's priorities, IOP is positioned for use across State government to enable and promote data sharing by providing a modern technology platform that can be leveraged by all State agencies.

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The DataOhio Portal (data.ohio.gov) was launched to act as an interactive window into Ohio's secured data-sharing platform. This public-facing portal displays the platform's public datasets and facilitates the request, approval, and delivery of secured datasets. With the ability to easily browse and view data, the Portal allows access to information with transparency and ease, thereby improving customer interactions with State agencies and institutions. "Made with Ohio Data" features project summaries containing research focused on data-driven projects, led by state agencies, and the outcomes that resulted from these projects.

The DataOhio Portal will continue to evolve as more State agencies, boards, and commissions onboard their data, ultimately becoming the one-stop shop for Ohio data.

Cloud Services

Infrastructure is an important part of any IT endeavor and DAS' Cloud Smart initiative ensures we can maintain a robust and secure infrastructure. Our Cloud brokerage offers a dynamic, cost-effective set of services and technologies from private and public clouds to improve State operations and quality of services to Ohioans. Currently, there are 26 State agencies leveraging cloud platforms for over 100 applications. Our Cloud Smart approach is intended to ensure a strategic and cohesive approach to storage and computing power. Cloud Smart creates governance and ensures agency-level adherence to security policies when migrating from on-premises capacity to the cloud.

Using a Cloud Smart mindset, DAS supports and guides State agencies, boards, and commissions as they seek approaches such as "Infrastructure as a Service" and "Platform as a Service" opportunities. Our Infrastructure team also acts as a broker of these services for state agencies with various cloud providers such as Google, AWS, Microsoft, and Oracle.

Cybersecurity

The OIT Office of Information Security and Privacy works to identify risk and evaluate our tools and approaches to most effectively manage that risk. We continually work to improve security awareness across the enterprise by reminding our staff of their responsibilities to keep the State's systems and data secure. That means enhancing their knowledge and driving behavior change through training and frequent communication. There is always a need for more skilled cyber resources and the labor market is tight in central Ohio. We compete with several other large entities in the insurance, banking, higher education and health care industries. We will continue to leverage our cybersecurity apprenticeship program and are building relationships with local colleges and universities to meet the demand as well as looking at other non-traditional programs and opportunities.

Collaboration

While we have centralized infrastructure and many shared services, as Director Madden mentioned, state agencies maintain their own IT departments and budgets to support their end users, application development, and requirements unique to their core missions. We have an established engagement model to ensure that we communicate and work together to further the strategic direction of state IT. I have a Technology Advisory Council which includes the CIOs of five state agencies and my leadership team which meets on a weekly basis. They in turn lead a Technology Advisory Group made up of their peers from other agencies. We

bring the entire group together every six weeks at our Multi-Agency CIO Council meetings. This recurring dialogue and collaborative planning approach ensures greater success for all.

I also engage with my peers from other states. I am on the Executive Committee of the National Association of State Chief Information Officers (NASCIO). We come together through NASCIO to share ideas, approaches and solutions to common issues and challenges. I meet quarterly with the State CIOs from Illinois, Indiana, Michigan, Minnesota, and Wisconsin. Other states look to Ohio to see how we have done things – from Enterprise Resource Planning systems to integrated eligibility, identity access management, broadband expansion, data analytics, and first responder communications. Ohio is a leader in technology and innovation. Ohio has been recognized by NASCIO for many initiatives including our OH|ID, identity access management solution available through IOP, as well as for our use of emerging technology by deploying robotic process automation solutions for the Ohio Benefits program.

Thank you for the opportunity to address the Committee. We are committed to modernizing interactions between the State and the public through technology and appreciate your support.

I am happy to answer any questions you may have.