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 Kathleen Madden, and I am the director of the Ohio Department of Administrative Services. Thank you for inviting me to talk about the state's recent technology and innovation projects.

DAS is the engine of state government, working behind the scenes to streamline services and processes. DAS is comprised of five divisions: Information Technology, General Services, Human Resources, Collective Bargaining, and Administrative Support. Through these divisions, DAS delivers more than 30 budgeted programs that provide centralized business services to all state agencies. These programs include, among others, information technology management, enterprise human resources services, procurement support services, and facility management. Centralization of common business functions is a powerful tool that benefits Ohio taxpayers directly by limiting costly redundancies in state government and allowing agencies to focus their time and budgets on their core missions of serving Ohioans.

The DAS Office of Information Technology, or OIT, delivers statewide information technology and telecommunication services to state government agencies, boards, and commissions, as well as policy and standards development, lifecycle investment planning and privacy and security management. As a division of DAS, OIT is managed by state chief information officer, Katrina Flory, who will speak shortly.

While DAS houses enterprise IT, each state agency has its own IT organization with an agency CIO or IT Administrator focused on the agency's day-to-day needs and supporting agency-specific applications.

Services offered by OIT include traditional data center services – mainframe, server, storage, and network and telecommunications – as well as enterprise shared services (the unique applications that support our agencies) and technology platforms that operate those systems. As a central services agency, we focus on hardware infrastructure and applications that serve the enterprise as a whole or more than one agency. Some of our shared applications include: the Ohio Business Gateway for business filings; eLicense for professional license application and renewal; the InnovateOhio Platform for data analytics, user experience and identity access management; OAKS, the State's enterprise resource planning system that support human resources and financial management; MARCS, the Multi-Agency Radio

Communication Systems for interoperable communications for first responders; and OhioBuys, our procurement solution.

We continue to prioritize data-driven investments that focus on an innovative and secure technical environment through our fiscal years 2024-2025 budget request, which strengthens IT investments and the services our Office of Information Technology provides to state agencies with expanded access to enterprise-wide programs.

While we offer many programs and services within OIT, there are several I would like to highlight today.

<u>MARCS</u>

DAS manages the Multi-Agency Radio Communication System (MARCS). MARCS is Ohio's statewide interoperable emergency radio system dedicated to providing Ohio's public safety and first responders with state-of-the-art wireless digital communications. The MARCS network consists of more than 300 towers across the state that leverage fiberoptic and microwave technology to enable state, local, and federal agencies to communicate instantly with one another during public safety events. This communication is critical to saving lives and maximizing effectiveness in both normal operations and emergency situations. Currently, the MARCS system supports over 140,000 voice units from more than 3,000 public safety and public service agencies statewide.

<u>Next Generation 9-1-1</u>

OIT also houses the 9-1-1 Program Office, which coordinates and facilitates communication concerning 9-1-1 issues among state, federal, regional, and local 9-1-1 and public safety communications officials. We have requested one-time funding in the biennial budget to invest in and modernize the state's 9-1-1 services by transitioning to Next Generation 9-1-1 (Next Gen 9-1-1). This transition represents a turning point in how Ohioans interact with emergency services. The current 9-1-1 system uses aging copper line technology. Next Gen 9-1-1 leverages modern-day digital, internet-protocol technology. Next Gen 9-1-1 will enable more efficient management of emergencies with the exchange of digital information like texts, pictures, and videos. The technology also minimizes call overload by easing the transfer of calls between jurisdictions and more precisely identifying the location of callers. The transition to Next Gen 9-1-1 is a significant effort, but it's incredibly important to the safety and security of Ohioans, and the state is taking smart, proactive steps to support Ohio communities.

This investment is two-fold: it will support the necessary statewide buildout as well as cover initial upgrade costs for local 9-1-1 centers. The initial buildout of the statewide core services includes hardware, software, and installation services. The core services include call routing for all 9-1-1 traffic, authoritative location information for calls, and integrated text-to-9-1-1 service, among others. This request will support funding initial last mile costs for the connections from local 9-1-1 centers to the core services, as well the cost to our local partners to transition their systems to Next Gen 9-1-1. Ultimately, this investment will make 9-1-1 faster,

more effective, more resilient, and better integrated with first responders, improving their ability to save lives, protect property, and ensure their own safety.

eLicense

eLicense is the enterprise professional and occupational licensing system. The modernized eLicense system offers robust capabilities for the administration of professional and occupational licenses required to practice many professions in Ohio. Use of the system grew in the last fiscal year and now supports 294 unique license types for 23 agencies, boards, and commissions. We are continuing to assist with onboarding additional license-types.

IT Consolidation

DAS is prioritizing cost savings and other efficiencies through consolidated IT purchasing across the enterprise. By allowing DAS to make IT purchases on behalf of participating agencies, tremendous savings can be achieved. Frequently, consolidated purchasing is leveraged to procure IT solutions such as software licenses on behalf of multiple state agencies, boards, and commissions to achieve cost savings. In the current fiscal year, this appropriation has been used to purchase Salesforce and Microsoft licenses and associated software support, cloud-based initiatives with AWS, Microsoft, and Google, as well as agency-specific functional enhancements for childcare licensing, mainframe computing licenses, and others. When leveraging consolidated IT purchasing, DAS acts as a pass-through entity. State agencies benefit from advantageous pricing when DAS acts as the purchaser.

InnovateOhio Platform and DataOhio Portal

We are excited to continue our support of the InnovateOhio Platform (IOP), the backend data ecosystem which fuels online access to state data and government services with nationally recognized digital products, self-service data analytics capabilities, and secure data sharing. Under the leadership of Lt. Governor Jon Husted, IOP has greatly eased Ohioans' interactions with multiple state agencies by improving the customer experience and expanding citizen access to state resources and data. 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. As of February 8, 2023, twenty-three (23) cabinet agencies have migrated their public facing websites to IOP, and 28 board and commission websites utilize the platform to ensure a secure, accessible, and consistent experience for our customers.

Over the last biennium, DAS also expanded the DataOhio Portal, the public-facing portal which features datasets from across state agencies. The portal enables data collaboration and sharing to facilitate data-driven decision making and innovative solutions to the complex problems Ohioans face. In fiscal year 2022, views for this public-facing portal increased by 450 percent. To date, there are 313 data sets available from over 100 programs. Notably, the IOP data analytics team has assisted several agencies in identifying fraud, waste, and abuse in service areas, resulting in the recovery of substantial taxpayer dollars. This work helped

the state receive a national Government Project Experience Award from the Center for Digital Government. Within various state agencies, boards, and commissions lies a vast resource of data that can drive informed decision making when shared appropriately across state agencies. DAS seeks additional resources to support the important work of IOP and the DataOhio Portal with increases reflected in the OAKS Support Organization line.

I also want to introduce you to several of my staff who are with me here today:

> Katrina Flory, Chief Information Officer for the State of Ohio, who you will hear from shortly,

> Kristina Hagberg, the Deputy CIO for the state of Ohio

> Laura Pietenpol, the Chief Data Officer who oversees data analytics on the InnovateOhio Platform and DataOhio Portal

> Holly Drake, the new State Chief Information Security Officer,

> Remard Colston, InnovateOhio Platform user experience Administrator,

> And Kannan Ramanujam, Chief Operating Officer

And with that Mr. Chairman, I'd like to turn the podium over to the State CIO, Katrina Flory, for a few comments before we entertain questions from the Committee.