

FY 2020 Annual Report

Agency Name:

Department of Enterprise Technology Services (ETS)

Director's Name and Official Title:

Gordon Knopp, Director, ETS and State of Wyoming Chief Information Officer

Agency Contact Person:

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Agency Contact Phone:

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ets.wyo.gov

Other Locations:

Field offices are located throughout the State of Wyoming

Statutory References:

W.S. 9-2-2019 and 9-2-2901 through 9-2-2907

Clients Served:

The people of Wyoming state government to empower and support their mission to serve the residents of Wyoming.

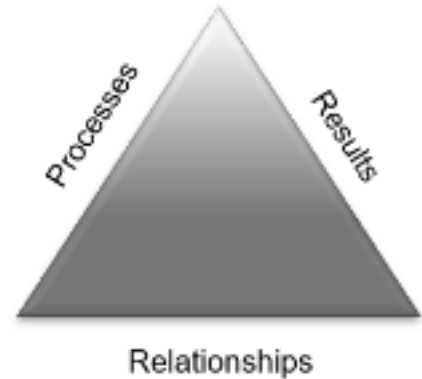
Budget Information:

<u>Fund Type</u>	<u>Expenditures</u>	<u>Notes</u>
Internal Service Funds	\$17,094,017	Enhanced Services
General Funds	\$22,740,220	Core Services
School Foundation Funds	\$7,373,155	School Foundation Portion of Wyoming Unified Network

ETS' Mission, Vision, Values, Guiding Principles, and Goals provide stability for ETS. They serve as the foundation to organizational and individual success.

As an agency, ETS is uniquely positioned to help lead Wyoming through these difficult times. We can positively impact the services of other agencies and people in the service of government to Wyoming residents.

At times like these we need a focus on *balancing the triangle*. It is easy to over emphasize a drive for results, an insistence to follow processes in a less than efficient manner, or to overdo relationship-building to the point of forgetting results and processes.



Our Mission:

To provide effective, efficient, and reliable technology people, services, and tools for Wyoming Government to securely complete their mission serving the residents of Wyoming.

Our Vision:

ETS is the premier State Technology Service Organization in the United States.

Our Values:

- We lead with service
- Balance the triangle – Results, Processes, and Relationships
- Personal accountability

Guiding Principles:

1. Balance the Triangle
2. Problems Are Our Friends
3. Learning Is Vital
4. How You Respond to Failure Is Important
5. Iron Sharpens Iron
6. Change Is Constant, Growth Is Optional
7. How You Treat People Matters
8. Little Things Make Big Things Happen
9. Bloom Where You're Planted

ETS Goals FY 2020-2021

Goal 1: Improve Customer Service

Initiative 1: Build Relationships – Develop deep understandings of customer’s missions, vision, values, goals, and operations.

Objective: Work alongside customers to develop and maintain customer portfolios which includes:

- Mission, Vision, Values, and Goals.
- Organizational Structure.
- Business Process Mapping.
- Data and Data System Mapping.
- Technologies Inventory.

Timeline and metrics:

- Development of customer portfolios began May 2020, with the Leadership and Processes & Improvement (PI) teams.
- Completion target is 12/20 – PI, Learning & Communication (LComms)
- Integration of portfolio details into ServiceNow and/or other tools for ETS access begins summer/fall of 2020 with completion by March 2021.
- All parts of ETS are to have access to and an understanding of the agencies portfolios by June 2021.
- Ongoing work TBD.

Initiative 2: Establish a Customer Relationship Management (CRM) Program.

Objective: In accordance with deep customer understanding, establish:

- Customer advisory processes.
- Customer satisfaction reporting.
- Customer communications processes.

Timeline and metrics:

- Design of a comprehensive CRM program to be completed by March 2021. ETS Leadership and Managers responsible, all areas of ETS included.
- Implementation of the CRM program into existing tools and processes completed by June 2021.
- Ongoing work TBD.

Goal 2: Implement an IT Service Management (ITSM) Program

Initiative 1: Create / Enhance Awareness of ITSM Practices.

Objective 1: Engage ETS staff as appropriate to ensure understanding of ITSM:

- Information Technology Infrastructure Library (ITIL) high-level overview
- ITIL Simulations.
- ITIL Foundations.

Objective 2: Engage identified ETS staff to lead and manage ITSM practices for themselves and others.

- Advanced ITIL practices.
- Related ITSM practices.

Timeline and metrics:

- Objective 1– to be completed by November 2020 (LComms, PI, and Service Desk leading, with participation by all).
- Objective 2 – to be completed by December 2020 (Leadership and Managers responsible, working with all teams).
- Ongoing work TBD.

Initiative 2: Align ETS IT Services in Accordance With ITSM Practices.

Objective 1: Engage ETS staff as appropriate to discuss potential service changes.

Objective 2: Engage identified ETS staff to lead and manage potential service changes.

Objective 3: Align ETS IT services with supporting technologies.

Timeline and metrics:

- Objective 1 – Initiated with all teams as they complete initiative 1, objective 1 of goal 2, with completion of the first-round of plans by March 2021.
- Objective 2 – Initiated after staff are identified for initiative 1, objective 2 of goal 2, with work beginning January 2021.
- Ongoing work TBD.

Goal 3: Effective and Efficient Practices

Initiative 1: Optimization and Enhancement of Enterprise Systems.

Objective 1: Ensure State of Wyoming IT hardware systems are optimized to meet State needs within an effective, efficient, and sustainable long-term plan:

- Review and optimize Technology Replacement Program (TRP), hardware contracts, and procurement processes.
- Establish long-term hardware plans.

Objective 2: Ensure State of Wyoming IT software systems are optimized to meet State needs within an effective, efficient, and sustainable long-term plan:

- Review and optimize software systems, contracts, and procurement processes.
- Establish long-term software plans.

Objective 3: Ensure State of Wyoming IT data and data systems are optimized to meet State needs within an effective, efficient, and sustainable long-term plan:

- Review and optimize data and data systems, data related contracts, and procurement processes.
- Establish long-term data and data systems plans.

Objective 4: Ensure State of Wyoming IT services are optimized to meet State needs within an effective, efficient, and sustainable long-term plan:

- Review and optimize IT services, services contracts, and procurement processes.
- Establish long-term IT services plans.

Objective 5: Ensure IT Risk (Security, Privacy, & Compliance) Programs are optimized to meet State needs within an effective, efficient, and sustainable long-term plan:

- Review and optimize IT Risk Programs.
- Establish long-term IT Risk Program plans.

Objective 6: Ensure CIO Governance Operations are optimized to meet State needs within an effective, efficient, and sustainable long-term plan:

- Review and optimize CIO Governance Operations.
- Establish long-term CIO Governance plans.

Objective 7: Ensure Federal and State rules and regulations are met within an effective, efficient, and sustainable long-term plan:

- Review Federal and State rules and regulations and establish tactical and long-term compliance plans.

Initiative 2: Optimization and Enhancement of ETS Operations.

Objective 1: Optimize HR Operations.

Objective 2: Enhance staff development portfolio to include role-based and individualized learning.

Objective 3: Optimize Business and Finance operations.

Objective 4: Enhance Business and Finance analysis and reporting.

Timeline and metrics:

- As the objectives pertain to each area of ETS, teams are expected to help develop and maintain a current inventory. Following the creation of the initial inventory, teams are expected to share ideas and potential plans to assist in the development of effective, efficient, and sustainable long-term plans. The plans for all objectives should keep security and data privacy in mind as they apply to that objective. Security and data privacy are a responsibility for all, not just the security and data teams.
- Every part of ETS can incorporate this goal into their PMI.
- Timelines should be as soon as possible, with initial ideas and plans for each being generated and submitted to Leadership by November 2020.
- Leadership will share the method of collection by October 2020.
- We will continue to work as an agency on this effort.
- Ongoing work TBD.

Goal 4: Technology Innovation

Initiative: Provide Technology Innovation Opportunities.

Objective: Develop processes and procedures to encourage the research and sharing of technology innovation opportunities.

Timeline and metrics:

- This is a goal for Administrators and Managers to include all areas.
- Initial plan is to be shared with ETS Leadership by September 2020.
- First draft is to be shared with ETS personnel by October 2020.
- First working version is to be implemented by November 2020.
- Ongoing work TBD.

Functional Organizational Chart:

Wyoming Department of Enterprise Technology Services

July 2020

