

## **Wyoming Department of Enterprise Technology Services (ETS)**

### **Agency Information:**

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### **Statutory References:**

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

### **Basic Information:**

**Number of Employees:** 279

**Clients Served:** Citizens, students and employees of the State of Wyoming.

### **Budget Information/Expenditures for FY16:**

The Wyoming Department of Enterprise Technology Services had a 2015-2016 Biennium Budget of \$124,732,599.00 which consisted of \$43,475,704 General funds, \$19,658,930 School Foundation funds, \$50,457,018 Internal Service funds, \$1,341,701 Federal funds and \$9,799,246 Strategic Investments and Projects Accounts (SIPA) funds.

The expenditures for fiscal year 2016 were \$57,131,637 which consisted of \$21,985,512 General funds, \$10,285,001 School Foundation funds, \$21,036,757 Internal Service funds, \$15,992 Federal funds and \$3,808,375 Strategic Investments and Projects Accounts (SIPA) funds.

### **Primary Functions:**

**Enterprise Operations:** The core message for an Information Technology (IT) service agency should focus on the Enterprise. In this context, the Enterprise focus means solutions that serve well across agencies, perhaps by looking at the best solutions across the state and considering how those solutions might better serve the larger IT community. While there have been some impressive developments throughout Wyoming, we do not always recognize our successes and foster their adoptions on the larger scale. This same concept applies to how we solve network challenges, coordinate support for citizens from one agency to another, or in how we best develop our employees to increase their contribution and value to our state.

**Enterprise Core Services:** ETS provides basic utility services to state agencies including network services and technical support through a centralized call center. Technical support ranges from desktop support to equipment repair. Supported equipment consists of personal computers, printers, monitors, typewriters and miscellaneous peripheral equipment. We provide on-site technicians, that are systematically updated, trained and certified by major equipment manufacturers to provide warranty hardware services on computers and printers. The Service Delivery teams provide agencies with primary and secondary system support. Services provided vary depending on agency individual needs. For agencies that have limited or no in-house IT staff or expertise, ETS provides total support. For agencies with in-house IT staff, ETS

provides access to skills to supplement the staffing on site. The services provided include: antivirus support, application support, documentation, equipment deployment, needs analysis, network administration, server management and printer support.

**Depreciation Reserve:** ETS depreciates all equipment over \$5,000.00, purchased with internal service fund monies. This reserve unit allows ETS to collect the depreciation and then through the legislative process, ask for the spending authority to utilize these depreciation reserve funds on replacement equipment.

**Wyoming Unified Network: Education Infrastructure:** The Wyoming Unified Network: Education Infrastructure (WUN) provides the network infrastructure required to facilitate educational data collection and reporting. The WUN: Education is also the means for a standard state student numbering system and provides a means for other state entities to purchase connectivity at a substantially reduced rate. The WUN: Education infrastructure provides high speed, secure and efficient network connectivity for public education. It supports the Wyoming Education Technology Plan by providing continued support and maintenance of the data and video infrastructure for the 48 school districts, the Wyoming Boys School, the Wyoming Girls School, community colleges, and video at the University of Wyoming.

### Performance Highlights/Major Accomplishments of FY2015:

#### ETS Goals:

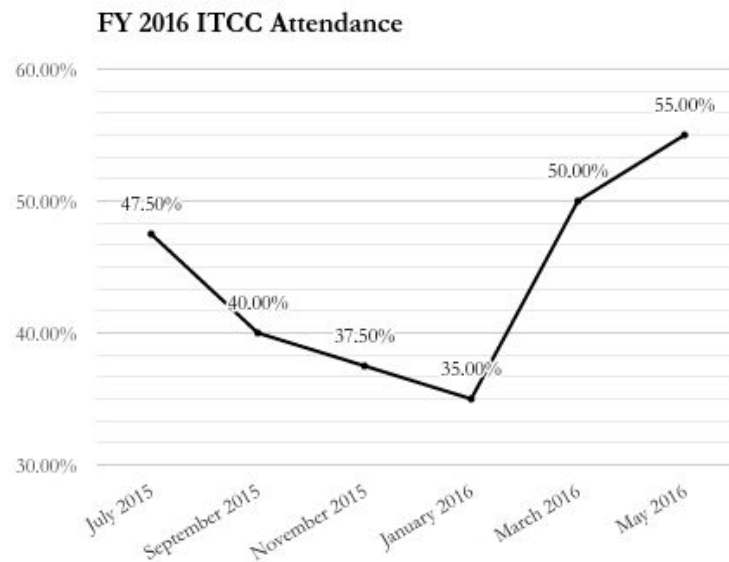
1. Deliver tech potential to business innovators
2. Foster passionate people; holistic, engaged, committed
3. Engage technology to do more and better with less
4. Enhance quality of life through technology initiatives

#### Goal 1: Deliver tech potential to business innovators

##### ITCC Attendance Rate

Collect and evaluate ITCC attendance data:

- ITCC attendance average participation rate was 44.7%, an increase of 3.9%



##### Number of new products evaluated

Create marketing plan for showcasing new products:

- ETS leverages the ITCC Meetings as a venue to showcase services and products that ETS is working on and/or implementing. These meetings provide opportunities to share experiences and knowledge with IT and business users across state agencies.
- ETS evaluated, Morpheus, GRR Framework, TeamViewer, Sophos AV, Terminals, ClearOS, ExpanDrive, Imperva Database Access Monitoring (DAM), Splunk, Obvibase, VictorOps, Nirvana from General Atomics and ARCAStream, Riverbed, BetterCloud, DLP for Google Apps Emails, Umbraco, BMC ADDM, HA Proxy, Carbon Black, Netscout, Cloud Strike and Ixia.

#### Number of customer engagements

Implement methods for measuring customer engagements:

- ETS leverages the HTS Ticketing System to log and track customer inquiries, service requests and issue resolution. This system enables ETS to report on a number of requests by request type, agency, etc. and plan accordingly for future demands and identify opportunities for improvements to meet customer needs.
- ETS deployed a website to provide more accessible information on services provided including details on customer benefits, customer and ETS responsibilities, service level objectives, maintenance schedules and service rates.
  - ETS provided enhanced services to 86 state agencies, boards and commissions.

### **Goal 2: Foster passionate people; holistic engaged, committed**

#### Percentage of Engaged Employees

Complete Fall 2015 employee engagement survey:

- Increase Actively Engaged to 29% - Actively Engaged for FY 2015 well exceeded the target increase for 2015. As a result, ETS took the opportunity to focus on maintaining the engagement of staff and focused on process and procedure improvement and documentation to create streamlined practices that provide value back to the staff and organization.
- A new survey tool will be used to gather climate information in FY 2017.

#### Customer Satisfaction Rate

Calculate Customer Satisfaction Rate:

- Customer satisfaction rate for 2015 was: Very Good = 42% and Good = 36%

Complete Climate Survey & Implement improvement plans:

- Based on the results, the Customer Focus 3.0 team continued to focus the program training and tutorials on the key weakness of clear, concise and transparent communication. Providing employees with an opportunity to improve their own skills and improve the skills of the agency in whole.

#### Employee Satisfaction Rate

Calculate Employee Satisfaction Rate:

- ETS continues efforts to establish a value add employee satisfaction analysis practice, via survey or other practice, that provides “real time” value add results that can then be transformed into actionable data.

Complete Climate Survey & implement improvement plans:

- Regular internal and external “improvement” meetings have been established with ETS Leadership. These meetings are small, intimate, honest discussions between small groups of employees and a member of leadership, to share thoughts around opportunities of improvement or items of concern, with intent to then implement changes and organizational improvement associated with the organization’s environment and

- practices.
- Following the “improvement” meetings, leadership reviews and discusses feedback and identifies action items to be implemented to improve or further promote success within the agency.

### **Goal 3: Engage technology to do more and better with less**

#### Percentage of Google Apps for Government Adoption

Promote Google Adoption:

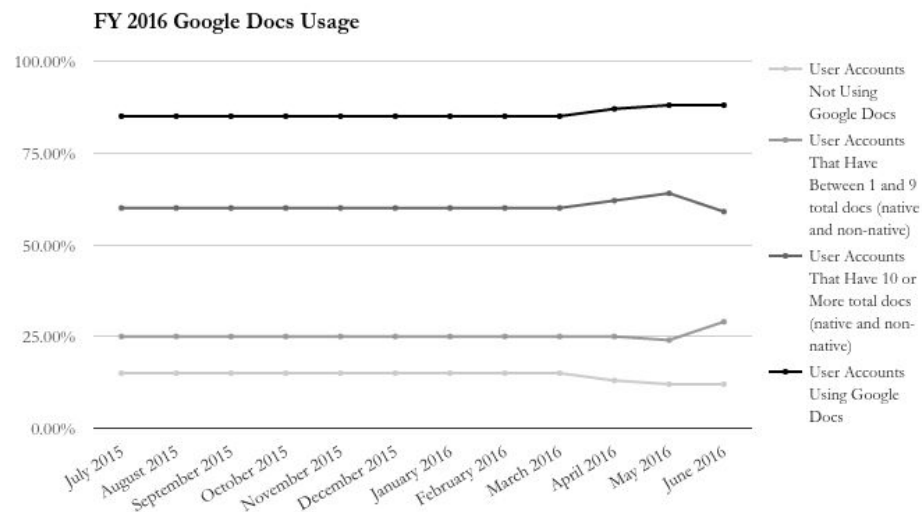
- ETS continues to promote Google adoption internally and externally. The focus in FY 2015 was to leverage opportunities in meetings and customer engagements to demonstrate the value within Google Apps and the multiple feature and functionality the solutions provide and the benefits agencies can leverage.

Conduct Google Apps for Government Training:

- Trainings were held throughout the fiscal year and survey results produced a 3.62 overall score out of 4.0
- Approximately 160 state employees attended sessions.

Calculate percentages for Google adoption and utilization:

- Marketing and training materials were created and made available through the Google Apps for Government training.



#### Number of Enterprise Technical Solutions

Identify and highlight enterprise technology solutions:

- ETS continues to collaborate with agencies to solve for enterprise technology solutions. A list of solutions can be found at: <https://goo.gl/scCevu>

#### Percentage of Cost Savings

Implement processes to improve technology cost savings:

- Over the past year ETS created a Quality Assurance (QA) team with the primary mission to see that standards, processes and policies (or other governing/guiding "writ") are in place and carried out; to recommend and implement improvements to them and to ensure that the people on a need to know basis are made aware. QA "audits" or "reviews" are intended to determine the efficiency of these "writs".

Calculate costs savings percentages:

- Savings data continues to be collected and reviewed.

#### **Goal 4: Enhance quality of life through technology initiatives**

##### Percentage of broadband capacity

Evaluate Unified Network Capacity:

- ETS upgraded 40 circuits with an average bandwidth increase of over 600 Mbps per circuit, while reducing the circuit costs by 83.75% per Mbps.
- The build out of the Unified Network Infrastructure also resulted in a capacity increase for Wyoming schools from approximately 12 Kbps per student to over 200 Kbps per student.

##### Online technology training participate rate

Collect and evaluate online technology participate rate:

- SANS Training and Security Mentor Training rate for ETS employees was 100%
- CBT Nuggets, an online training resource available to all ETS employees, allows for unlimited access to online training tutorials/classes across a variety of technical and business subject matters. ETS employees accessed 345 training videos in FY 2016.

##### Number of online collaboration tools utilized

Implement methods for calculating online collaboration tools utilization:

- ETS uses online collaboration tools to provide efficient means of facilitating work processes and collaboration around work products and solutions. ETS has implemented a number of tools to date. As a method of measuring effectiveness and value to staff, ETS will leverage usage reports when available, total counts of activity/actions taken, and look to watch trends over time.

##### Number of developed applications providing context to data

Identify applications providing context to data:

- ETS leverages the following applications to provide value to the data the agency collects: Help Ticket System (HTS) 2.0 and ETS Request while deployment of LANDesk has begun.

#### **Organizational Chart:**

# Wyoming Department of Enterprise Technology Services

August 2016

