

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: 240

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

Budget Information/Expenditures for FY17:

The Wyoming Department of Enterprise Technology Services had a 2017-2018 Biennium Budget of \$107,153,650.64 which consisted of \$45,103,679 General funds, \$14,918,390 School Foundation funds, \$47,003,378.89 Internal Service funds, and \$128,202.75 Federal funds.

The expenditures for fiscal year 2017 were \$55,592,839.52 which consisted of \$24,310,599.32 General funds, \$10,117,592.77 School Foundation funds, \$20,606,048.49 Internal Service funds, \$5,019.45 Federal funds and \$553,579.49 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, who 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 the agency and individual need. 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 FY2017:

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

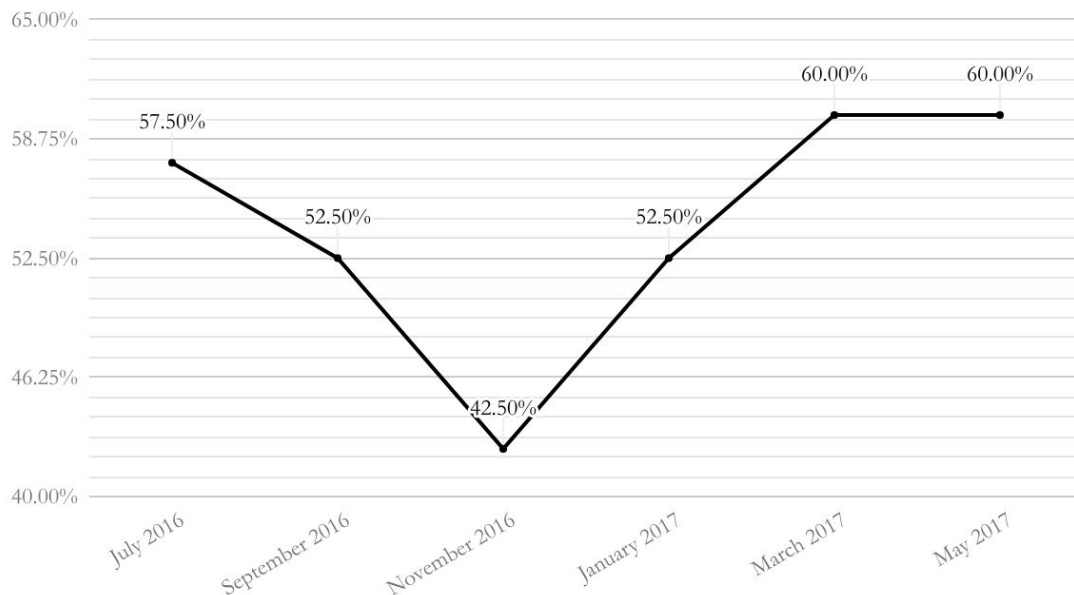
Goal 1: Deliver tech potential to business innovators

ITCC Attendance Rate

Collect and evaluate ITCC attendance data:

- ITCC attendance average participation rate was 54.17, an increase of 9.47%.

FY 2017 ITCC Attendance



Number of new products evaluated

Complete data collections for new product evaluation:

- Recognizing the need to stay apprised of options and solutions available within the IT industry, ETS implemented a Vendor Days Program, where vendors are brought in to pitch their solutions or services and the value they could potentially serve within the State of Wyoming. This program provides an opportunity for the state to learn about many different products, and the ability to further evaluate products that potentially fit IT needs within the state.
 - Products Presented: Indeni, Pearl Interactive Network, Cherwell, Centrify, Tempus Nova, HP Enterprise, Cold Creek Solutions Inc., Rubrik, Thycotic, Tanium, Gigamon, SecureWorks, Core Security, InContact, Carbon Black, Staples, OpenGov Inc., Global Knowledge, Genesys, New Horizons, Salesforce and Hortonworks Inc.
- In addition to the Vendor Days Program, ETS staff also evaluated Logitech Group & Meetup, Google Cloud DNS, Predictive Index and Cloudlans Backup as potential solution sets for services across the agency.

Number of customer engagements

Complete data collections for customer engagements:

- Currently 89 State of Wyoming Agencies utilize ETS services in their day to day business.
- ETS currently assists 48 school districts throughout the State of Wyoming with their technology needs.
- ETS currently assists 18 other entities such as county governments and federal governments.

Goal 2: Foster passionate people; holistic engaged, committed

Percentage of Engaged Employees

Complete Fall 2016 employee engagement survey:

- Increase Actively Engaged to 30% - Met established targets.
- After review of several engagement tools to include Strengthsfinders, Sixteen personalities and Predictive Index. ETS has chosen to utilize Predictive Index. New measures for employee engagement will be developed using the new Predictive Index as a model.

Customer Satisfaction Rate

Complete Customer Focus 3.0 survey; Calculate Customer Satisfaction Rate; Complete Climate Survey & Implement Improvement Plan:

- Internal reports such as ticket counts, response time on tickets, uptime of the network, hardware reduction metrics and others are reviewed by ETS leadership quarterly. It is the intent of ETS to share agency specific results with Directors on a semi annual basis moving forward.
- ETS is currently collaborating with other states to evaluate established metrics and performance results to provide value added analysis to customers on technical support.
- ETS recently established a Process and Innovation team to specifically focus on improving customer service and satisfaction, and technical quality assurance. Services provided by the team include agency liaisons and service management, project coordination, technical analysis and solution recommendations.
- Key engagements include but are not limited to:
 - Agency IT Briefs
 - Comprehensive technical reviews of agency environments are created,

documenting technology at risk and ways to improve the posture of the agency. This information is then collaboratively shared between Directors and impacted employees with the goal of providing insight and data driven analysis.

■ IT Project Coordination

- To optimize project success for the state, the PI Coordinators function to keep the projects and all related processes running smoothly, facilitating the required coordination of activities, resource, equipment and information across both external and internal teams.
- DFS Citrix Replacement and Migration to Enterprise Services; Health Facilities Modernization Project; Statewide Google 2-Step Verification Project, Health Tech-at-Risk Mitigation.

Employee Satisfaction Rate

Calculate Employee Satisfaction Rate:

- ETS ended the employee engagement surveys approach. ETS has ended services such as Strengths finders and moved to a new Predictive Index tool. Predictive Index tool will begin to leverage a metric based system that will allow us to leverage a better recruitment, retention and role based analysis to position staff towards active engagement.
- During 2017 ETS also initiated a “fun” committee that encourages community involvement, charitable fund raising and ETS hallway activities. Some of the 2017 events have included: Coats for Kids, COMEA Shelter and a First Responders Stuffed Animal Drive.
- During 2017 ETS has also incorporated leadership in the hallway which is a one hour session every month where leadership engages with staff and answers any questions that they may have. Every other month these events include a leadership sponsored lunch for the staff.

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.

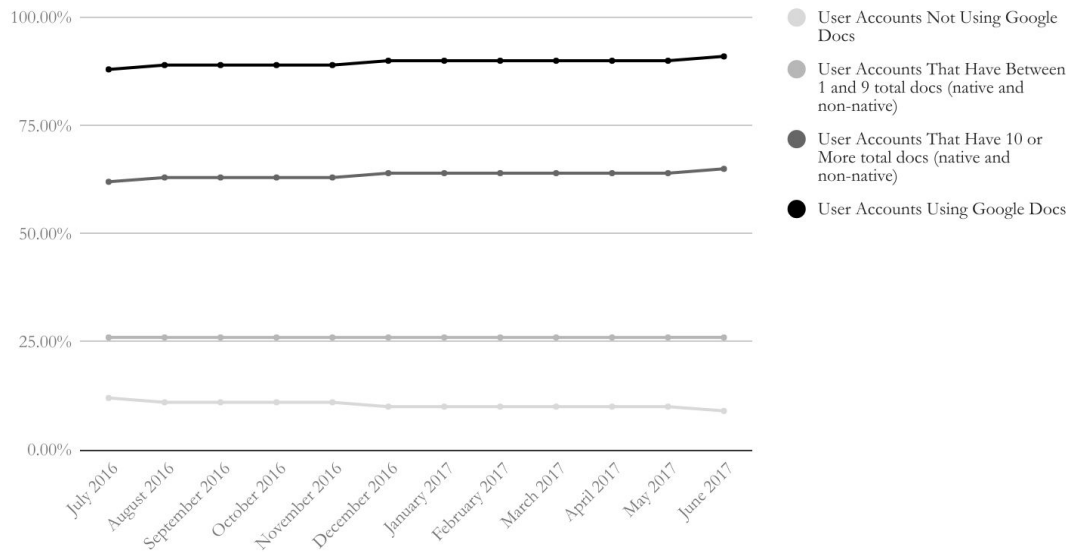
Conduct Google Apps for Government Training:

- Trainings were held throughout the fiscal year and survey results produced a 3.34 overall score out of 4.0.
- Approximately 115 State employees attended sessions.

Calculate percentages for Google adoption and utilization:

- Google training continues to be provided and advocated for in regards to reducing costs in state agencies.

FY 2017 Google Docs Usage



Number of Enterprise Technical Solutions

Identify and highlight enterprise technology solutions:

- ETS continues to collaborate with agencies to solve for enterprise technology solutions.
 - CrowdStrike Falcon protects state hardware against advanced cyber attacks, using sophisticated signatureless artificial intelligence, machine learning with “indicator of attack” based threat prevention to stop known and unknown threats in real-time. CrowdStrike provides universal endpoint protection, increases our security posture and eliminated the need for application overlap.
 - ETS migrated Enterprise File Storage (EFS) from a hybrid cloud solution to the private cloud utilizing fast Nimble storage. EFS provides State employees a centralized location to access their file shares and application data. The previous hybrid cloud solution was slow or often failed to allow users to access data, and did not have the management tools needed by ETS storage administrators to appropriately troubleshoot issues. Deploying in the private cloud greatly increased user access speed and data availability. Additionally, storage administrators have proactive tools that will alert to potential problems with EFS. State employees have recognized the increased speed offered by the private cloud solution and have experienced 100 percent uptime and data availability.
 - ExpanDrive creates a virtual drive for Mac and Windows that connects to all major cloud storage providers including Google Drive. ExpanDrive acts similar to a USB drive plugged into a computer allowing users to open, edit and save files to virtual drives as if they were stored locally on their computer all through the same programs users rely on to complete their tasks.
 - Implementation of LANDesk has provided ETS the ability to reduce the need for travel utilizing remote desktop functionality to troubleshoot and fix computer problems. LANDesk allows for custom configuration of systems, centralized patch management, cross domain access to assist agencies using the same tools, along with data analytics allowing ETS to inventory software and hardware within ETS. Currently Service Delivery, Field Services and Finance have the ability to utilize the functionality for their teams. In the near future, Help Desk will have a portal to remote into computers to provide Tier 1 support.

- Unified Network provides redundant high speed network connectivity to community colleges, school districts and state agencies within Wyoming.

Percentage of Cost Savings

Calculate costs savings percentages:

- Savings data continues to be collected and reviewed.

Evaluate costs savings data:

- Not all state agencies are connected to the Wyoming Unified Network leading to poor connectivity in some areas and on other circuit connections no longer supported by the carrier, a higher month to month cost. An analysis was completed recently to identify cost savings in this area and at the same time provide better connectivity.

Goal 4: Enhance quality of life through technology initiatives

Number of online collaboration tools utilized

Collect and evaluate online collaboration tools utilization:

- ETS has deployed these collaboration tools to streamline processes and provide efficiency within the workplace.
 - Google Unlimited providing unlimited cloud file storage and the ability to simultaneously author documents.
 - KissFlow - a cost effective cloud solution providing a basic approach to approvals for process such as travel, training and purchases. From February of 2017 to July of 2017, there has been an increase of 22 users. This solution has been fully integrated into ETS approval processes.
 - Trello - a free cloud solution providing task management to ensure items are being assigned and completed. From February of 2017 to July of 2017, there has been an increase of 108 users.

Number of developed applications providing context to data

Evaluate applications providing context to data:

- ETS conducted a review of our technical support services through analysis of ticket count and customer request data elements. As a result of this review, ETS identified opportunities for streamlining the service by reducing hours of operations and number of staff required on each shift to match the actual demand, while still providing the same services to our customers.
- Review of data elements and requests associated with the ETS Request system, and identifying system improvements, ETS was able to restructure staff assignments and support structure reducing staff hours by about 30%.
- LANDesk deployment and data analysis, ETS has deployed to 5100 clients across the state, allowing for endpoint management and reporting at the end user level, as well as deployed standard imaging service to 25 state agencies.

Organizational Chart:

Wyoming Department of Enterprise Technology Services

July 2017

