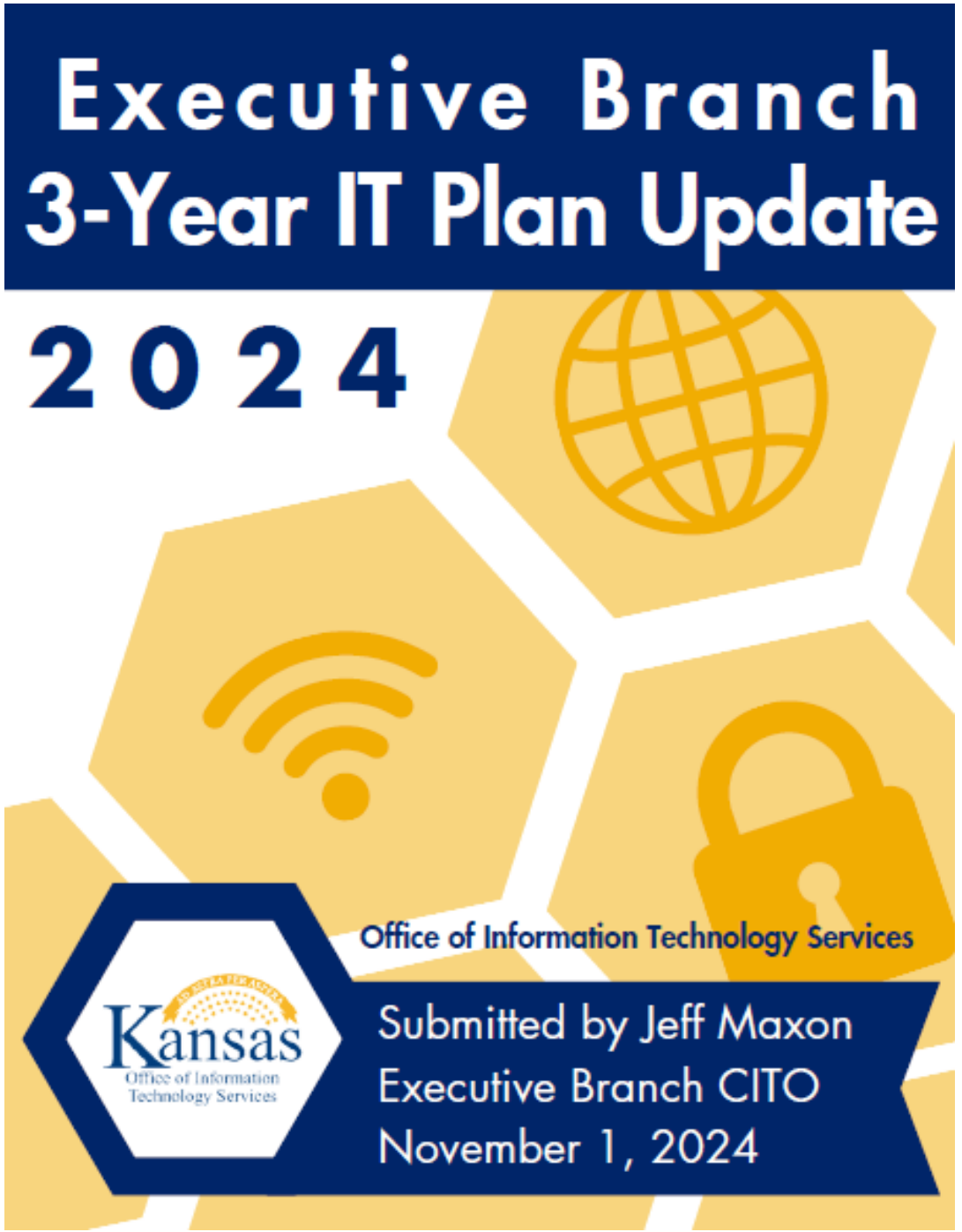
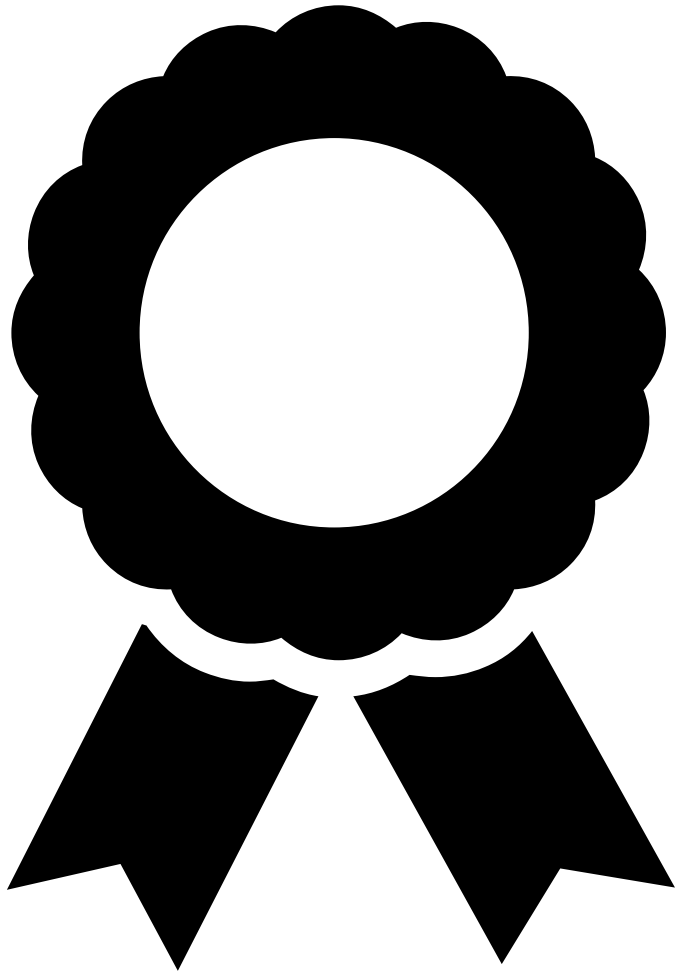
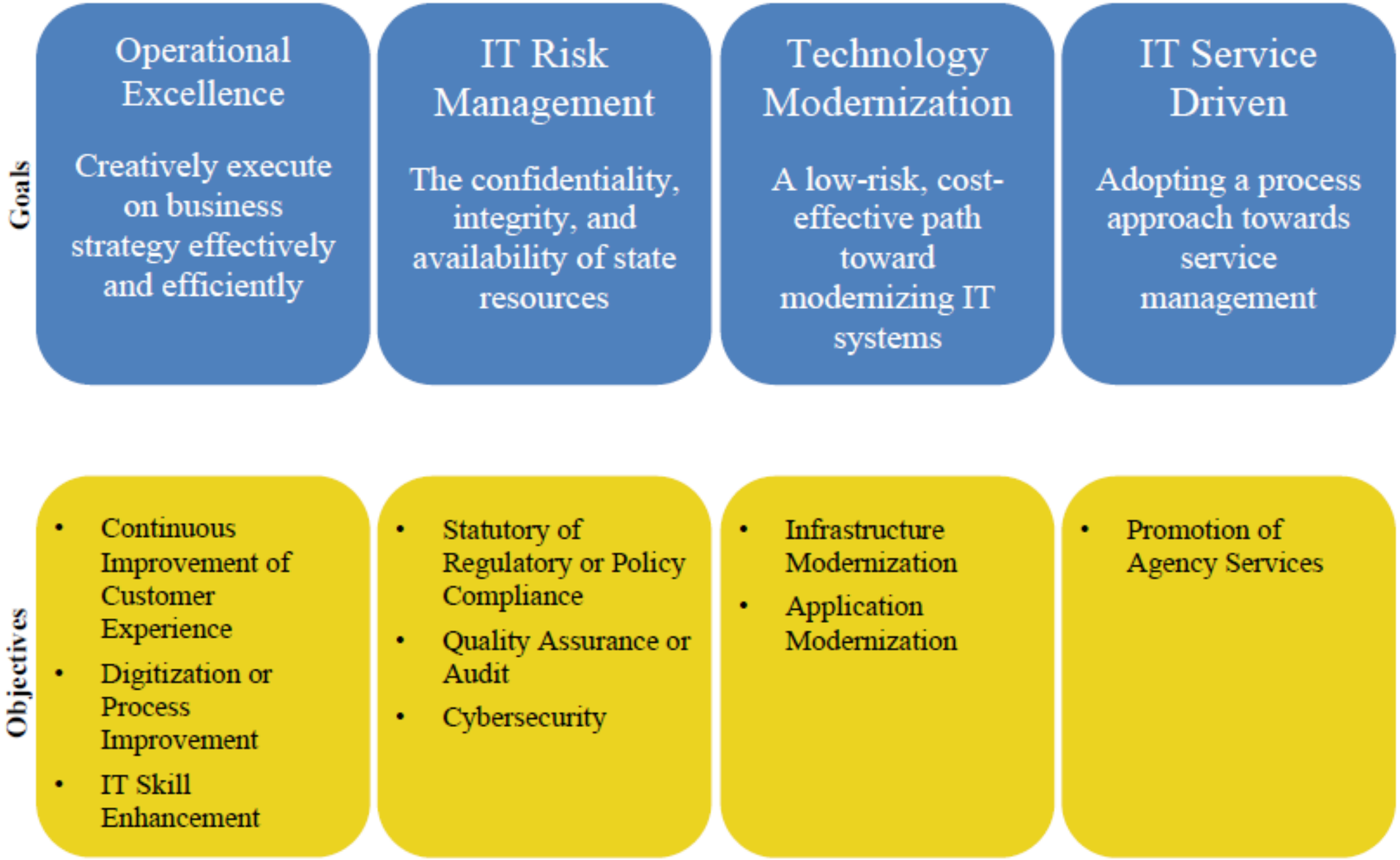
# 2024 3-Year IT Plan



# 2023 and 2024 Success Stories

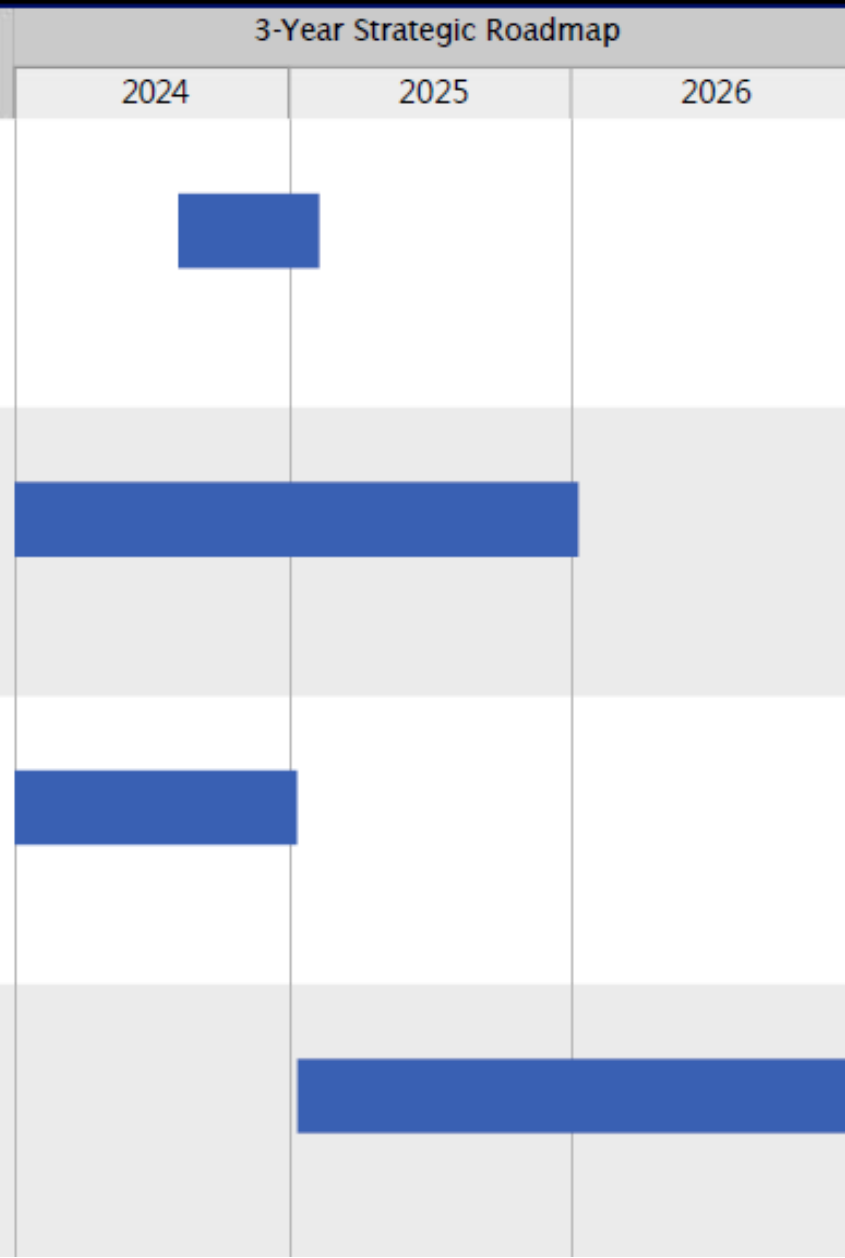
- DofA: Developed and launched a unified licensing verification portal in accordance with Senate Bill 66.
- KDWP: Implemented the first phase of its CJIS record management project, including electronic tickets, warnings, and boating accidents.
- KSSC: Executive Director recognized with the 2024 Ovation Award for Most Innovative Business App.
- KSBN: 2023 Regularity Achievement Award from National Council
- FHSU: Implemented a new financial aid module and a managed detection and response system.
- KSU: Implemented a streamlined ERP graduation application process.
- OITS: Completed the website migration project of 26 websites, moving them to a new vendor partner.
- All: Over one year into utilizing new project reporting methodology




Goals
Operational Excellence
Creatively execute on business strategy effectively and efficiently
IT Risk Management
The confidentiality, integrity, and availability of state resources
Technology Modernization
A low-risk, cost-effective path toward modernizing IT systems
IT Service Driven
Adopting a process approach towards service management
Objectives
• Continuous Improvement of Customer Experience
• Digitization or Process Improvement
• IT Skill Enhancement
• Statutory of Regulatory or Policy Compliance
• Quality Assurance or Audit
• Cybersecurity
• Infrastructure Modernization
• Application Modernization
• Promotion of Agency Services

# Office of Information Technology Services

| IT Strategic Action | Objective | Risk and Dependencies | KPI and Metrics |
|---|---|---|---|
| Configuration Management Database/ Hardware Asset Management Solution | Continuous Improvement of Customer Experience, Digitization or Process Improvement | Implementation, Staff & Agency Engagement | Process improvement and efficiency, User Satisfaction, Reporting and Analytics |
| Disaster Recovery and Business Continuity | Cybersecurity, Statutory or Regulatory or Policy Compliance | Agency Adoption & Engagement, Implementation, Agency Availability | Communication Effectiveness, Resource Allocation Efficiency, Critical Process Identification |
| End Point Detection and Response | Application Modernization, Cybersecurity | Agency Adoption & Engagement | Agency adoption, Deployment Rate, Threat Detection Rate |
| Enterprise Asset Management Solution | Continuous Improvement of Customer Experience, Digitization or Process Improvement | Staff & Agency Engagement | Process improvement and efficiency, User Satisfaction, Reporting and Analytics |



# Highlights

- All Executive Branch and Regents Universities
- 486 Items/Actions identified
- Collaborated with Judicial and Legislative CITOs to align our 3-Year IT Plan reporting standards and formatting.

- Website modernization and updates
- Disaster Recovery and Continuity of Operations Planning
- Automation
- IT Staff Development

# Top Objectives

32% Continuous Improvement of Customer Experience

31% Application Modernization

30% Infrastructure Modernization

21% Cybersecurity

# Questions

# Artificial Intelligence

- New Generative AI Policy in Draft Status
  - Creates an AI Inventory and assessment process of all current Gen AI use cases, including those under consideration.
  - Requires agencies to clearly identify or notify citizens when interacting with AI.
  - Requires agencies to note when content is generated by AI.
  - Establishes clear procurement guidelines.

- Use Case Examples
  - Call center agent to take in information
  - Productivity AI

# Questions

# House Sub. For SB 291 Efforts

# Information Technology Executive Council (ITEC)

- **Meeting**
  - Met November 12
  - NASCIO Presentation on other state models
- **Task Order**
  - Task Order recently released to help ITEC formulate a plan to integrate executive branch IT under OITS.
- **Policies**
  - 8 new policies enacted
- **NIST Cybersecurity Framework (CSF)**
  - NIST CSF Training for IT Staff
  - NIST CSF baseline assessment for cabinet agencies

# Questions

# Datacenter as a Service Currently Unisys

- Contract started 7/1/2018
- Expires 10/31/2025
- Server hosting and management
  - Performance Monitoring
  - System Backup and Restoration
  - Security Monitoring and Response
  - Operating System Maintenance
- All hardware dedicated to State of Kansas
- Agencies are isolated into security zones
- Primary datacenter in Kansas and secondary in Minnesota
- 11 Agencies leveraging
  - Multiple non cabinet agencies through OITS
- Open statewide and to political subdivisions

# Next Datacenter as a Service

- New Contract will start 10/31/2025
- Vendor still to be determined
- Server hosting and management
  - Performance Monitoring
  - System Backup and Restoration
  - Security Monitoring and Response
  - Operating System Maintenance
- Cloud readiness assessments and migrations
- Primary datacenter will be in Kansas
- All hardware dedicated to State of Kansas
- Agencies are isolated into security zones
- Will be open statewide and to political subdivisions

# Cybersecurity Operations Staffing

- Security Engineering
  - 3 Engineers, 1 Vacancy, 1 Pending Start Date
- Security Analyst
  - 1 Supervisor, 3 Analysts
- Security Operations Center
  - 12 Vacancies
- Information Security Officers
  - 12 ISOs, 1 Vacancy
- Cyber Collaboration and Preparedness
  - 4 Employees, 2 Interns
- Identity & Access Management (IAM)
  - 1 Vacancy
- Cybersecurity Interns
  - 3 Interns

# Cybersecurity Staffing (State vs Outsourcing)

- State
  - Mixed Approach
  - Maximize investment in existing tools
  - Coverage of our complex environment
  - Dedicated team who can respond that has knowledge of internal systems, networks, and more.
  - Have a robust intern program that has been used to fill open cybersecurity positions in KISO.

- Outsourced
  - Higher costs due to hidden and customization costs
  - Talent: Can’t build talent pipeline and partner with universities
  - Limited Support: Vendors only cover or provide support for a limited set of the cybersecurity tools we use. Need to augment with internal staff for the tools the outsourced vendors don’t support.
  - One of many clients supported by the outsourced vendor. Response times, urgency of response, and SLAs might not align with State expectations.

# Questions