Administration

Consequences of Not Funding this Program

The Office of Information Technology Services (OITS) serves as the enterprise level infrastructure for all state IT operations. OITS provides central oversight, management, security, and support of various critical IT operations, including the network, that state agencies utilize for their daily operations. If this program is not funded these functions would cease to exist for the state and would have severe operational and financial implications for the state and state agencies. While some functions can be replicated in each state agency through their IT divisions, the enterprise level knowledge, coordination, efficiencies, and economies of scale would be lost. Additionally, there are certain key and critical aspects that cannot be performed within an agency irrespective.

Statutory Basis	Mandatory vs. Discretionary	MOE/Match Rqt.	Priority Level
Specific K.S.A. 75-4701 et seq., K.S.A. 75-4703, K.S.A. 75-7201 et seq.	Mandatory	No	1

Program Goals

A. Facilitates the strategic development of vision, mission and strategic roadmap for OITS.

B. Ensures administrative and operational needs of OITS are met including human resources, finance, contract and vendor management, asset management, project management and agency communication.

Program History

The Office of Information Technology Services (OITS) was formerly known as the Division of Information Systems and Communications (DISC). This name change became effective in fall 2011. The history of the former organization began when the Division of Information Systems and Computing merged with the Telecommunications office on July 1, 1984 creating the Division of Information Systems and Communications. Newly available technologies had the potential to reduce unit costs for information processing and to provide the ability to perform functions never possible under a consolidated unit. The State realized the need to coordinate the infusion of new technologies to maximize its return on investment before replacement. The merger placed more authority over computer and communications plans with the Secretary of Administration without changing the responsibilities of the two organizations.

K.S.A. 75-4701 et seq. contains the original statutory legislation of the Division of Information Systems and Communications. Established in 1972, DISC centralized computer data processing for all state agencies except Board of Regents Institutions. In addition, it was responsible for approving the acquisition of data processing equipment for all state agencies, including Regents Institutions and developing computer programs for those state agencies wishing to contract for the service. The division operated without directly appropriated funds and relied on receipts derived from charges for services provided. In 1998, legislation (K.S.A. 75-7201 et seq.) revised the State's approach to the governance of information technology. The bill created a Chief Information Technology Officer (CITO) for each branch of government, a Chief Information Technology Architect (CITA), and the Information Technology Executive Council (ITEC). The bill also established a $250,000 level for approval of information technology projects with oversight provided by the renamed and reconstituted Joint Committee on Information Technology (JCIT). In August 2011, the name of the Division of Information Systems and Communications was changed to the Office of Information Technology Services. The central mail service operation was transferred to the Department of Administration. In July 2018, the Office of Information Technology Services changed its agency numbe and separated from the Department of Administration.

Performance Measures

Outcome Measures	Goal	FY 2019	FY 2020	FY 2021	3- yr. Avg.	FY 2022	FY2023
Percentage of Requested EB Agencies submitting 3yr IT Plans	A	0.0%	91.8%	87.1%	59.6%	95.0%	100.0%
Number of Contracts and RFPs executed	B	17	19	2	12.67	15	15
Employee Turnover Rate	B		18.8%	23.7%	21.2%	18.0%	18.0%
Number of OITS Projects	B	5	26	10	13.7	18	18
Percentage of A/P invoices paid on time	B	99.5%	99.8%	100.0%	99.8%	100.0%	100.0%

Funding

Funding Source	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
State General Fund	$ -	$ -	$ -	$ -	$ -	$ -
Non-SGF State Funds	3,347,315	2,951,984	3,010,071	3,911,839	3,446,072	3,238,120
Federal Funds	-	-	-	-	-	-
Total	$ 3,347,315	$ 2,951,984	$ 3,010,071	$ 3,911,839	$ 3,446,072	$ 3,238,120

Business Productivity Tools (O365)

Consequences of Not Funding this Program

The Office of Information Technology Services (OITS) serves as the enterprise level infrastructure for all state IT operations. OITS provides central oversight, management, security, and support of various critical IT operations, including the network, that state agencies utilize for their daily operations. If this program is not funded these functions would cease to exist for the state and would have severe operational and financial implications for the state and state agencies. While some functions can be replicated in each state agency through their IT divisions, the enterprise level knowledge, coordination, efficiencies, and economies of scale would be lost. Additionally, there are certain key and critical aspects that cannot be performed within an agency irrespective.

Statutory Basis		Mandatory vs. Discretionary	MOE/Match Rqt.	Priority Level
Specific	K.S.A. 75-4701 et seq., K.S.A. 75-4703	Mandatory	No	1

Program Goals

A. Provide secure, standardized, and redundant email services for Executive branch Agency customers.
B. Provide secure, standardized, and redundant collaboration services (Teams/SharePoint) for Executive branch Agency customers.
C. Provide standardized email and collaboration feature set for Executive branch Agency customers.

Program History

OITS has migrated to the email and collaboration platform known as Office 365 (O365) hosted by Microsoft. This upgrade provided a secure multi-tenant solution built to comply with government security requirements. This service replaced the Exchange Email service and other email systems that operated independently in each agency in most cases. Some agencies still provide their own legacy Microsoft email services or are in their own O365 tenant not managed by OITS. The O365 solution provides predictable costs, email and business data capabilities that is secured in multiple data centers across the U.S., and a fully redundant hosted solution.

Performance Measures

Outcome Measures	Goal	FY 2019	FY 2020	FY 2021	3- yr. Avg.	FY 2022	FY2023
Percentage of time O365 is available	A	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%
Number of O365 users	A	17,526	17,700	19,681	18,302	19,681	19,681
Teams Meetings hosting in O365	B			264,000	264,000	250,000	250,000
Collaboration Teams Sites	C			1,471	1,471	1,500	1,500

Funding

Funding Source	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
State General Fund	$ -	$ -	$ -	$ -	$ -	$ -
Non-SGF State Funds	827,936	2,689,440	1,416,542	5,438,862	7,958,679	7,955,449
Federal Funds	-	-	-	-	-	-
Total	$ 827,936	$ 2,689,440	$ 1,416,542	$ 5,438,862	$ 7,958,679	$ 7,955,449

Hosted Services

Consequences of Not Funding this Program

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Statutory Basis	Mandatory vs. Discretionary	MOE/Match Rqt.	Priority Level
Specific K.S.A. 75-4701 et seq., K.S.A. 75-4703	Mandatory	No	1

Program Goals

A. Provide secure, standardized, and redundant mainframe services for Executive branch Agency customers through a partner solution.

B. Provide secure, standardized, and redundant managed data center services for Executive branch Agency customers through a partner solution.

C. Provide secure and standardized data center hosting services for State of Kansas Agency customers in the Eisenhower State Office Building.

D. Provide standardized Microsoft Azure public cloud guidance and support for Executive branch Agency customers.

Program History

The Hosted Services department provides both mainframe and data center hosting services to customers. Mainframe services are now contracted to a vendor that monitors maintenance, performance, information security, and allows for more predictable operation costs. The data center hosting service is hosted by a third party which has centralized most of the existing physical and virtual server environments into a secure environment. The data center hosted facilities provides managed services for state agencies. This partnership greatly reduces the risk the State incurs due to outdated data center facilities, aged server and storage hardware, and provides a redundant disaster recovery solution for critical agency applications. The hosted environment provides an improved attention to hardware and system maintenance, reliability and performance of State applications, and an improved information security posture for the State. Services provided by the vendor are consumption based and will provide a predictable cost model for the service. This partnership also provides a backup solution for data recovery, provides stable, reliable, and highly available data storage and retrieval, and provides 24x7 monitoring of the environment. It includes hardware, virtual machine(s), server operating system(s), and all associated support and administration. OITS continues to provide a small Topeka located data center facilities, primarily located in the Eisenhower State Office Building as needed. All services have consolidated service desk and security monitoring services.

Performance Measures

Outcome Measures	Goal	FY 2019	FY 2020	FY 2021	3- yr. Avg.	FY 2022	FY2023
Percentage of time mainframe service is available	A	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%
Average percentage of utilization of mainframe CPU	A	76.0%	52.0%	40.0%	56.0%	40.0%	40.0%
Average percentage of utilization of mainframe storage	A	80.0%	64.0%	72.0%	72.0%	70.0%	70.0%
Percent of successfully completed mainframe backup	A	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Average communication line latency to Unisys DCaaS (minutes)	B		22	4	13	4	4
Percentage of time Unisys DCaaS is available	C					100.0%	100.0%
Percentage of time Microsoft Azure is available	D					99.5%	99.5%

Funding

Funding Source	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
State General Fund	$ -	$ 3,071,329	$ 14,360,840	$ 5,400,000	$ -	$ -
Non-SGF State Funds	8,281,847	7,862,729	7,205,475	8,634,512	14,765,291	14,449,388
Federal Funds	-	-	-	-	-	-
Total	$ 8,281,847	$ 10,934,058	$ 21,566,315	$ 14,034,512	$ 14,765,291	$ 14,449,388

Network and Telecommunication Services

Consequences of Not Funding this Program

The Office of Information Technology Services (OITS) serves as the enterprise level infrastructure for all state IT operations. OITS provides central oversight, management, security, and support of various critical IT operations, including the network, that state agencies utilize for their daily operations. If this program is not funded these functions would cease to exist for the state and would have severe operational and financial implications for the state and state agencies. While some functions can be replicated in each state agency through their IT divisions, the enterprise level knowledge, coordination, efficiencies, and economies of scale would be lost. Additionally, there are certain key and critical aspects that cannot be performed within an agency irrespective.

Statutory Basis	**Mandatory vs. Discretionary**	**MOE/Match Rqt.**	**Priority Level**
Specific — K.S.A. 75-4709 et seq., K.S.A. 75-4701 et seq., K.S.A. 75-4703	Mandatory	No	1

Program Goals

A. Provide secure, standardized, and redundant local, metro, and wide area network (LAN, MAN, WAN) services for State of Kansas Agency customers.

B. Provide standardized network circuits across the State of Kansas to allow for secured communication between Agency customers.

C. Provide secure, standardized, and redundant voice over IP telephone services for State of Kansas Agency customers.

Program History

The Network and Telecommunications group operates the Kansas Wide-area Information Network (KanWIN), the single largest IP network in the State of Kansas, ensuring 24/7 monitoring and response capabilities, as well as the routine planning, expansion, repair, and maintenance of the State's primary network. This network provides service to all three branches of government through 17,000 data jacks at more than 1,500 locations statewide. The group also supports wireless connectivity at more than 60 locations statewide. Additionally, OITS supports more than 10,000 voice handsets throughout state offices and call centers and also provides Domain Name Services for ks.gov, Kansas.gov, and more than 50 other domains throughout the State.

Performance Measures

Outcome Measures	Goal	FY 2019	FY 2020	FY 2021	3- yr. Avg.	FY 2022	FY2023
Percentage of network uptime in the capitol	A	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
Percentage of network uptime in the metropolitan	A	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
Percentage of network uptime in the wide area	B	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
Percentage of uptime in the voice environment	C		98.1%	99.9%	99.0%	99.9%	99.9%

Funding

Funding Source	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
State General Fund	$ -	$ -	$ 232,853	$ 4,500,000	$ 4,250,000	$ 4,500,000
Non-SGF State Funds	8,695,448	10,908,464	10,856,498	8,308,456	8,458,450	8,456,465
Federal Funds	-	-	-	-	-	-
Total	$ 8,695,448	$ 10,908,464	$ 11,089,351	$ 12,808,456	$ 12,708,450	$ 12,956,465

Client Services

Consequences of Not Funding this Program

The Office of Information Technology Services (OITS) serves as the enterprise level infrastructure for all state IT operations. OITS provides central oversight, management, security, and support of various critical IT operations, including the network, that state agencies utilize for their daily operations. If this program is not funded these functions would cease to exist for the state and would have severe operational and financial implications for the state and state agencies. While some functions can be replicated in each state agency through their IT divisions, the enterprise level knowledge, coordination, efficiencies, and economies of scale would be lost. Additionally, there are certain key and critical aspects that cannot be performed within an agency irrespective.

Statutory Basis		Mandatory vs. Discretionary	MOE/Match Rqt.	Priority Level
Specific	K.S.A. 75-4701 et seq., K.S.A. 75-4703	Mandatory	No	1

Program Goals

A. Reduce customer wait time at OITS and across all agencies that use our services.
B. Continue to support non-cabinet agencies with quality support.

Program History

Client services encompasses several teams that provide a variety of information technology services to various agencies that fulfill statutory requirements for the State of Kansas. The user services team supports the environment, secure accessibility into the environment, and devices used by state employees to run mission critical applications. The Client Services department includes End-User Support Services including Executive Services, Consolidated IT Service Desk, and the IT Service Management (ITIL processes and ServiceNow Platform).   These services are supported through inclusive rates across our three major lines of services and other hourly on-demand rates for those agencies not in a hosted environment.

Performance Measures

Outcome Measures	Goal	FY 2019	FY 2020	FY 2021	3- yr. Avg.	FY 2022	FY2023
Service Desk hold time less than or equal to 2 minutes	A		99.0%	99.0%	99.0%	99.0%	99.0%
Number of tickets closed by Client Services team closed	A			20,959	20,959	21,000	21,000
Number of non-Cabinet agencies receiving services from the Client Services	B	13	14	16	14	17	17

Funding

Funding Source	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
State General Fund	$ 3,657,828	$ -	$ -	$ -	$ -	$ -
Non-SGF State Funds	2,653,730	2,390,412	3,178,681	3,634,258	3,795,790	3,760,795
Federal Funds	131,602	-	-	-	-	-
Total	$ 6,443,160	$ 2,390,412	$ 3,178,681	$ 3,634,258	$ 3,795,790	$ 3,760,795

Kansas Information Security Office

Consequences of Not Funding this Program

The Office of Information Technology Services (OITS) serves as the enterprise level infrastructure for all state IT operations. OITS provides central oversight, management, security, and support of various critical IT operations, including the network, that state agencies utilize for their daily operations. If this program is not funded these functions would cease to exist for the state and would have severe operational and financial implications for the state and state agencies. While some functions can be replicated in each state agency through their IT divisions, the enterprise level knowledge, coordination, efficiencies, and economies of scale would be lost. Additionally, there are certain key and critical aspects that cannot be performed within an agency irrespective.

Statutory Basis		Mandatory vs. Discretionary	MOE/Match Rqt.	Priority Level
Specific	K.S.A 75-7236 through 75-7243	Mandatory	No	1

Program Goals

A. Continue to ensure KISO staff is prepared for and can quickly response to critical events to ensure that they do not become full blown cybersecurity incidents.

B. Continue to drive a cybersecurity aware culture among State of Kansas Employee through various education and awareness campaigns. These efforts will ultimately culminate in a lower risk to the State of Kansas by reducing employee susceptibility to phishing attacks

C. Continue to raise awareness of cybersecurity standards and practices to raise the State of Kansas cyber hygiene. The results of the efforts will lead to a better cyber risk rating.

Program History

In 2018, the Kansas Legislature passed K.S.A 75-7236 through 75-7243, which is known as the Kansas Cybersecurity Act (KCA). The KCA formally created the position of the Chief Information Security Officer and identified the positions duties. The KCA also created the Kansas Information Security Office and outlined its powers and duties.The KISO program provides enterprise security services, security consulting services, information security officer services, and technical security services across all OITS service offerings including hosted services, business productivity tools, and telecommunication services. Security information, resources, tools, and training are provided to all executive branch agencies including policy development, risk assessment, compliance management, disaster recovery and business continuity plan development, and cyber incident management and response plan development. Technical security management services include configuration management, engineering, scanning, continuous monitoring, and reporting.

Performance Measures

Outcome Measures	Goal	FY 2019	FY 2020	FY 2021	3- yr. Avg.	FY 2022	FY2023
Respond to high priority incidents/requests within 8 hours per Service Level Agreements 100% of the time	A			100.0%	100.0%	100.0%	100.0%
Yearly ticket resolution should be no less than 90% of the yearly opened	A		90.0%	95.0%	92.5%	93.0%	93.0%
Achieve and maintain a 3% 'phished' rate in email security testing of service participating agency state employees	B	8.0%	6.0%	6.0%	6.7%	4.0%	3.0%
Maintain a minimum information risk rating of 730 for state government agencies	C	640	680	730	683	750	760

Funding

Funding Source	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
State General Fund	$ -	$ -	$ -	$ -	$ -	$ -
Non-SGF State Funds	840,385	1,635,983	2,310,941	2,372,024	2,348,974	2,349,785
Federal Funds	-	-	-	-	-	-
Total	$ 840,385	$ 1,635,983	$ 2,310,941	$ 2,372,024	$ 2,348,974	$ 2,349,785

Kansas Information Technology Office

Consequences of Not Funding this Program

The Office of Information Technology Services (OITS) serves as the enterprise level infrastructure for all state IT operations. OITS provides central oversight, management, security, and support of various critical IT operations, including the network, that state agencies utilize for their daily operations. If this program is not funded these functions would cease to exist for the state and would have severe operational and financial implications for the state and state agencies. While some functions can be replicated in each state agency through their IT divisions, the enterprise level knowledge, coordination, efficiencies, and economies of scale would be lost. Additionally, there are certain key and critical aspects that cannot be performed within an agency irrespective. Executive, Judicial and Legislative CITOs would require alternative processes to fulfill statutory responsibilities for the collection of project information pursuant to K.S.A. 75-7209.

Statutory Basis	Mandatory vs. Discretionary	MOE/Match Rqt.	Priority Level
Specific K.S.A. 75-7204, K.S.A. 75-7201 et seq.	Mandatory	No	1

Program Goals

A. Review project submissions for completeness and facilitate CITO review/approval within 20 days of agency submission.

B. Promote Project Management best practices by facilitating regular offerings of the Kansas Project Management Methodology Certification class and by supporting participants throughout the certification

C. Promote and provide training for the Accessibility Management Platform (AMP) for agency use when modifying a website.

Program History

The Kansas Information Technology Office supports the statutory responsibilities of the Executive, Judicial, and Legislative Branch Chief Information Technology Officers (CITOs) and the Chief Information Technology Architect (CITA). It provides oversight of information technology projects as outlined in statute, ITEC policies, and JCIT guidelines and recommendations. Consultation services are available for major IT projects throughout Kansas government, and KITO administers the project management training program which includes the certification program for the State of Kansas project management methodology.

Performance Measures

Outcome Measures	Goal	FY 2019	FY 2020	FY 2021	3- yr. Avg.	FY 2022	FY2023
Project plans are reviewed, and approval provided to the agency within 20 days of receipt	A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Number of participants successfully completing certification in the Kansas Project Management Methodology Certification class	B	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Number of agencies running the Accessibility Management Platform (AMP)	C	79.0%	71.0%	66.0%	72.0%	75.0%	75.0%

Funding

Funding Source	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
State General Fund	$ -	$ -	$ -	$ -	$ -	$ -
Non-SGF State Funds	660,809	356,239	640,247	503,377	836,128	944,206
Federal Funds	-	-	-	-	-	-
Total	$ 660,809	$ 356,239	$ 640,247	$ 503,377	$ 836,128	$ 944,206