



NC DIT *at-a-glance*

About the Department

S.L. 2015-241, "Current Operations and Capital Improvements Appropriations Act of 2015," consolidated the state's IT resources into a unified cabinet-level Department of IT, which will reduce the costs of delivering IT services, while improving citizen interaction.

This unified model addresses the root cause of NC's IT challenges— it defines a single source of accountability to expedite change, reduce costs and better manage IT resources.

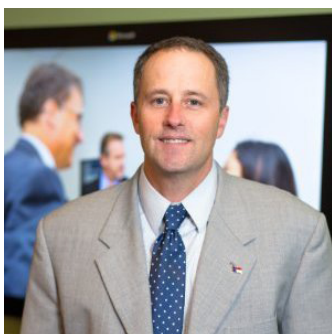
DIT will, over time, become responsible for the day-to-day management of the participating agencies' information technology needs. Participating agencies include:

- Office of the Governor
- State Budget & Management
- State Human Resources
- Natural & Cultural Resources
- Health and Human Services
- Veterans and Military Affairs
- Environmental Quality
- Commerce
- Transportation
- Revenue
- State Controller

Services

Services include hosting, network, telecommunications, desktop computing and unified communications, including email and calendaring. DIT offers 24/7 support through our teams that align IT needs with business and IT Service Support staff.

Leadership



State CIO Keith Werner

As SCIO, Keith Werner leads Statewide IT planning and operations with an annual budget of more than \$600 million and 2,200 employees. The State CIO provides oversight of state agency IT projects and manages IT procurement, cybersecurity, business relationship strategies and statewide architecture.

Notable Accomplishments

Innovation Center

In 2013, the Innovation Center (iCenter) was established as a proving ground for technology solutions. It uses a "try before you buy" approach to testing technology systems before the state invests in them.

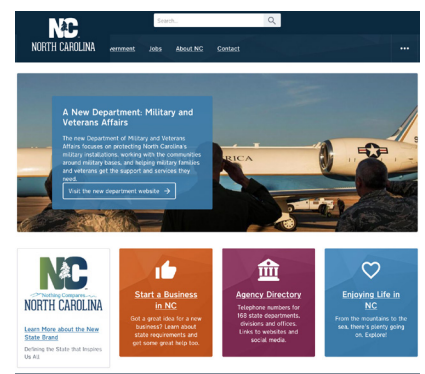


To date, the iCenter has:

- Tested more than \$9 million worth of technology at no cost to the state,
- Saved \$1.4 million in digital storage costs annually,
- Saved \$7 million in renegotiated contracts annually,
- Earned three national awards.

Digital Commons

Redesigned, more cost-effective, websites provide better customer service and allow citizens to more effectively and efficiently interact with state government.



Since the launch of the redesigned nc.gov:

- The number of site users has almost tripled,
- Page views have more than doubled,
- The number of mobile users has more than tripled.

Connect with us



@NCDIT
@oneitnc
@ncicenter





One IT

Restructuring IT in North Carolina

Problem

The way in which the state has approached IT in the past was broken. It was inefficient, duplicative and costly. Seventy-four percent of state IT projects were over budget and behind schedule.

Solution

On Friday, September 18, 2015, Governor Pat McCrory signed the state budget, which established the NC Department of Information Technology (DIT) as a cabinet-level agency that serves as a single source of accountability and authority for IT budgeting, personnel and oversight of Information Technology for participating agencies in the biennium budget period. The new DIT succeeded the Office of Information Technology Services and represents a priority for Governor McCrory's administration to use information technology to make government more efficient, effective and user-friendly for citizens. The Department of Information Technology will, over time, become responsible for the day-

to-day management of the participating agencies' information technology needs.

Accomplishment

From day one, Gov. McCrory had a vision that "interacting with state government should be as consumer-friendly and cost-effective as checking the latest scores or shopping on a smartphone." His focus on effectively serving the citizens drove the efforts to restructure and consolidate IT.

The value of One IT is in creating efficiencies and achieving cost savings, which are anticipated to be in the following principal focus areas: staffing (includes vacancies and supplemental staffing), IT contract consolidation and maintenance agreements, data center consolidation and operational efficiencies (includes reducing duplication and establishing standards). Restructuring allows DIT to:

- Enhance citizen interactions and satisfaction;
- Increase efficiency and reduce complexity;
- Create a source of clear accountability and authority;
- Improve our ability to attract, retain and reward IT talent.



Information Technology



"Combining the state's resources under a Department of Information Technology will make government more efficient, effective and user-friendly for the citizens we serve."

-Governor Pat McCrory

Learn more at oneit.nc.gov

NC Innovation Center (iCenter)



Problem

For the last several decades, North Carolina employed a disjointed, inefficient and costly approach to IT solutions. Operating in silos, state agencies purchased IT solutions without consulting and collaborating with each other and without testing the solutions to confirm effectiveness. An audit of past projects found that, on average, they cost twice as much as expected and came in more than a year behind schedule.

Solution

Governor Pat McCrory had a vision that conducting business with the government should be as easy and cost-effective as checking

a sports score or shopping on a smartphone. North Carolina's Innovation Center (iCenter) was established in 2013 as a proving ground for information technology solutions. Governor McCrory announced the concept in April of 2013 and officially launched the iCenter in October of that year. The Innovation Center was pieced together from existing resources, with unused space in a State-owned building transformed into a modern, collaborative workspace filled with potential technology solutions on demo from vendors.

Accomplishment

State agencies, chief information officers, private industry partners and students collaborate at the iCenter in a "try before you buy" approach to testing technology systems before the state invests in them. The iCenter concept also fosters teamwork among agency IT professionals, who are now working together as a statewide enterprise rather than operating as individual businesses.

In addition to changing the way that North Carolina approaches IT, the iCenter has started a national conversation about innovation in state government, inspiring other states to pursue innovation initiatives. The iCenter spearheaded the creation of National Innovation Forum within the National Association of State Chief Information Officers (NASCIO) through which technology leaders from state governments collaborate and share best practices, ideas and showcase innovative projects.

The iCenter was recognized as a 2015 "Bright Idea" by the Ash Center at Harvard University, named a State IT Program of the Year 2015 by State Scoop and awarded the NASCIO 2015 State CIO Office Special Recognition award.



4,500+
Device Tests



Savings of
\$7 M
Renegotiated
Contracts



Savings of
\$1.4 M
Annual Digital
Storage Costs



3
National
Awards



Information Technology

Digital Commons Project

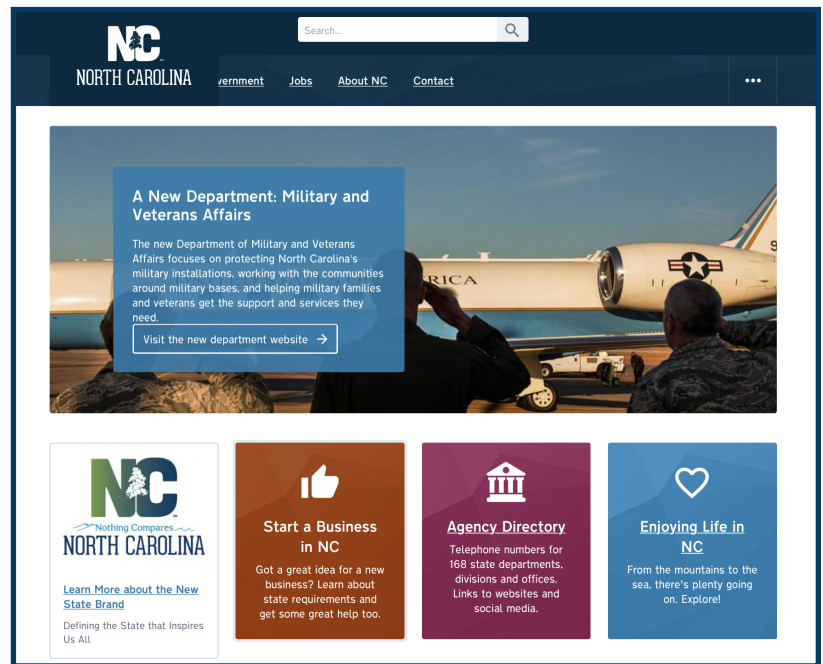
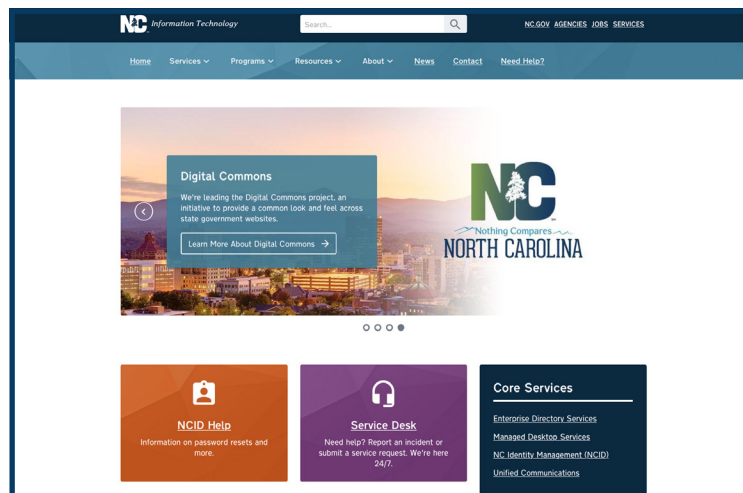
Problem

North Carolina's web and digital presence historically has not delivered an intuitive, user-focused experience to our citizens. Issues have included:

- Inconsistent visual designs, information architectures, user interfaces and interactions;
- Inconsistent branding and identity;
- Lack of a coordinated content strategy;
- Multiple technology platforms and content management systems;
- Inefficient content publishing processes;
- Lack of mobile optimized websites and applications;
- Lack of standards and policies;
- Little collaboration and community across state agencies, departments and units;
- Low tolerance for innovation and risk-taking in the digital space.

Solution

North Carolina Governor Pat McCrory has a vision that "interacting with government should be as easy as checking the latest scores on the internet or even shopping online." In late 2013, the Department of Information Technology Digital Services team, along with partners in cabinet agencies and the award-winning North Carolina Innovation Center, initiated the Digital Commons project to help make that vision a reality. The purpose of the Digital Commons project was to deliver a better experience to citizens seeking information and services from State government, increase efficiencies by delivering digital content on a unified platform, and reduce costs by aligning to a common toolset, design, development and content management process.



Accomplishment

By November 2015, six (6) of 10 cabinet agencies, NC.Gov and the Governor's Office, had redesigned and re-architected their websites, and are running on the new Digital Commons platform, including:

- NC.Gov
- Governor's Office
- Department of Natural & Cultural Resources
- Office of State Human Resources
- Department of Information Technology
- Office of State Budget & Management
- Department of Health & Human Resources
- Department of Veterans and Military Affairs

The new websites enable a similar user experience across desktops, tablets, and mobile devices by using a responsive design. By sharing resources, the cost associated with agencies pursuing these efforts individually has been greatly reduced. Digital Commons also consolidates the websites to the same enterprise content management system and underlying platform, providing for standardization and leveraging similar resources and skillsets. By using Drupal and OpenShift, we have been able to deliver a service that is stable, secure, open-source, and facilitates an iterative, more agile culture and development process. Since the launch of the redesigned nc.gov, the number of site users has almost tripled, page views have more than doubled and the number of mobile users has more than tripled.

Since the launch of the redesigned nc.gov:


3X Site Users


2X Site Views


3X Mobile Users



NC Government Data Analytics Center (GDAC)



Problem

North Carolina's data assets were not coordinated or fully leveraged.

Solution

North Carolina's Government Data Analytics Center (GDAC) moved from the State Controller's office to the NC Department of Information Technology (DIT) to make business intelligence and data analytics an enterprise-wide effort. A key function of GDAC is in identifying opportunities where data sharing and integration can generate greater efficiencies and improved service delivery by state agencies, institutions and departments. GDAC tools include:

- NC Financial Accountability and Compliance Technology System (NCFACCTS), which identifies fraud and waste in areas like unemployment insurance.
- Criminal Justice Law Enforcement Automated Data Services (CJLEADS), an application that integrates information from more than 10 data systems to support 29,000 law enforcement and criminal justice professionals.
- North Carolina SAS Enterprise Authentication Tool (NCSEAT), a user authentication tool, supports the integration of the state's identity management tool, NCID, for user authentication. Every web-based GDAC solution leverages the NCSEAT enterprise solution for consistent authentication and support of application security requirements.
- The North Carolina Early Childhood Integrated Data System (NC ECIDS) strives to provide a high quality data system that integrates

early childhood data from many participating state agencies and other data sources. This leads to actionable information for developing, supporting and funding policies and practices that produce better outcomes for children and families throughout the state.

Accomplishment

The General Assembly created GDAC to serve as a more coordinated effort in using the state's data assets. Moving the center under DIT enables all state agencies to have greater access to data. Examples of GDAC successes include:

- In cases such as fraud monitoring, the sharing of data through GDAC has improved agencies' service delivery, while also saving taxpayer money.
- The unemployment insurance program had nearly \$3 billion in debt. As a result of data retrieved from GDAC and other changes to governing rules and regulations, the debt was reduced to under \$1 billion in 16 months.
- GDAC and CJLEADS provide officers greater access to information about the people they encounter, which strengthens the state's public safety efforts. If law enforcement can save five minutes each time they query CJLEADS (versus logging onto multiple systems), the value of the time savings is estimated at \$18.6 million annually.
- GDAC advances Governor Pat McCrory's vision of doing business with state government more easily. GDAC is about turning state government around and making the user experience look and feel more like an online customer's experience.



9,000+ fraud cases investigated from 2014 through Q2 of 2015



Unemployment insurance program debt reduced from \$3B to **under \$1B** in 16 months



If a single life is saved because of the system, its value is **priceless**



Information Technology