

# NC Technology Overview

- Information Technology (IT) spending in state government was \$1.1 billion in 2009-2010, according to an [annual report](#) by the Office of State Controller. (The new report will be out within a few weeks.)
- Roughly half of the total -- \$550 million – was spent by courts, the university system and the state lottery, which are outside of the CIO's authority.
- More than 6,000 people support information technology across state government and the universities. Salaries and benefits for those positions account for 41 percent of the IT spending.
- While those numbers seem large, IT spending represents less than 2 percent of the total state budget.

## Role of the SCIO

- By law, State CIO has **dual roles**:
  - **Statewide responsibilities**- providing a strategic direction by establishing policies and charting the course of technology for State government operations.
    - IT project oversight, guidance and approval (currently overseeing 134 IT projects valued at \$1.4 billion over 5 years of total cost of ownership).
    - Statewide IT procurement awarded or authorized the award of more than \$300 million in IT goods and services in 2010-2011.
    - Enterprise IT planning, including efforts to avoid the duplication of IT capabilities and resources across state agencies.
    - Development of a comprehensive, long-range strategic plan for the proper management of the state's IT resources.
    - Ongoing strategic planning which includes identification of strategic initiatives, assessment of associated funding requirements, and high-level designs and visualizations supporting overall IT strategies.

- Establish IT security standards for compliance with industry, federal and state standards and best practices.
- **Operational responsibilities-** State CIO functions much as a Cabinet Secretary as the head of ITS, which supplies IT services to state agencies, local governments, and educational institutions across North Carolina. The CIO is responsible for the ITS budget, personnel and policies.

## Role of ITS

- ITS is a major technology service provider for state agencies, universities, community colleges and local governments. ITS provides:
  - Application services such as e-mail, which includes archiving, common payments, electronic document management and identity management.
    - More than 50,000 e-mail accounts.
    - Almost \$1.5 million incoming messages daily. Roughly 85 percent blocked because of spam or malicious content.
    - Common Payment Services handled 5.6 million credit and debit card transactions in 2010-2011.
    - Total volume of \$10.2 billion.
    - Common authentication for more than 200,000 users through NCID, the state's identity management service. The number of users is expected to reach 1 million in two years.
  - Hosting, network and desktop services such as WAN/LAN, database hosting and remote access.
    - Major applications include NCWise (DPI), Vital Records (DHHS) and BEACON (State Controller), DMV applications.
  - Collaboration and communication services such as web/video conferencing, streaming media and telephony (voice communications).
  - Security services such as firewall, virtual private network and intrusion prevention.

- Professional services such as application development/support and project management.
- ITS operates two data centers on a 24X7X365 basis. One is in eastern North Carolina (Raleigh) and one in western North Carolina (Forest City). This redundancy allows ITS to ensure service delivery and disaster recovery across the state. Additionally, the site in Forest City was approved by the Department of Homeland security and designed to withstand a Cat 4 hurricane or an F4 tornado.

## Funding the Office of the SCIO & ITS

The State CIO and ITS have two funding sources:

- The ITS Internal Service Fund budget is composed of fees paid by users of its services. The Office of State Budget and Management approves all ITS rates. The total budget is capped at \$190 million for 2011-2012.
- The IT Fund supports statewide functions, such as the Center for Geographic Information and Analysis ([CGIA](#)), Enterprise Project Management Oversight ([EPMO](#)), Enterprise Security and Risk Management ([ESRMO](#)). The IT Fund, which is appropriated by the General Assembly, totals \$5.3 million for the current fiscal year and is administered by the State CIO.