Joint Legislative Oversight Committee on Information Technology

September 08, 2022

N.C. Department of Information Technology

Agency Update

NCDIT | NORTH CAROLINA
DEPARTMENT OF
INFORMATION
TECHNOLOGY

NCDIT's Strategic Plan

Vision

Government that strategically leverages technology for an equitable, prosperous, healthier, and educated North Carolina.

Mission

Enable trusted business-driven solutions that meet the needs of North Carolinians.

Priorities

- Broadband/Connectivity
- Cybersecurity & Privacy
- Digital Transformation

Guiding Principles

- Accountability
- Agility
- Collaboration
- Creativity & Innovation
- Customer Focused
- Integrity
- Transparency

Goals

Foster a connected NC to improve opportunities and outcomes for residents

- Expand broadband and digital inclusion.
- Work with our partners in the private, not-for-profit, and public sectors to expand broadband and increase digital equity.
- Enhance the customer and citizen digital experience.
- Enhance 911 capabilities across the state.
- Increase collaboration among state and local entities.

Optimize and secure the state's IT and application portfolios

- Implement a whole-of-state approach to cyber and risk management.
- Integrate and operationalize cyber security tools across all state agencies.
- Continue to optimize IT across Cabinet agencies.
- Leverage the Enterprise Portfolio Management Tool to identify critical applications and technology convergence opportunities.
- Implement enterprise IT governance to optimize IT investments.
- Develop an application modernization program.

Transform the delivery of services

- Enhance the DIT customer experience.
- Develop scalable services that meet the current and emerging needs of our customers.
- Establish service broker model and supporting capabilities.
- Enable a cloud migration strategy.
- Simplify statewide IT procurement.
- Improve the ability to forecast customer needs.
- Transition to a modern authentication services to support the state's current and future needs.
- Invest in secure, scalable infrastructure for data programs.
- Develop and implement a new funding model for IT in the state.

Promote an inclusive and innovative workforce

- Attract, develop and retain a skilled and diverse workforce.
- Establish a culture of empowerment and collaborative thinking.
- Invest in people through increased training and education opportunities.
- Develop and implement advancement opportunities for our employees.
- Improve communication and transparency with employees.
- Foster an environment that promotes diversity, equity, and inclusion.

Leverage data assets and analytics to further advance a data-driven government

- Provide data analytics and insights for more informed decision-making.
- Execute enterprise data governance strategies to promote data sharing while ensuring data privacy and security
- Inventory critical data assets across the enterprise.
- Implement an enterprise data management program that addresses data standards, quality, and accessibility.
- Expand the use of modern data visualization capabilities to track performance and impacts.

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NCDIT Strategic Priorities

- Broadband/Connectivity
- Cybersecurity & Privacy
- Digital Transformation

Digital Transformation – Progress in Transforming Constituents' Experience
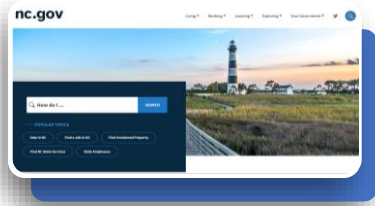
## nc.gov Redesign with Constituent Focus

Created a single constituent portal:

- Viewed state services from a constituent-centric view
- Highlighting top searches
- Created an intuitive search capability for all services
- Spotlighting hot topics

Innovation to Better Serve Constituents

- Piloting Conversational Artificial Intelligence Chatbot in N.C. Department of Insurance
- Reviewing opportunities for Robotic Process Automation
- Consumer Sentiment Analysis tool
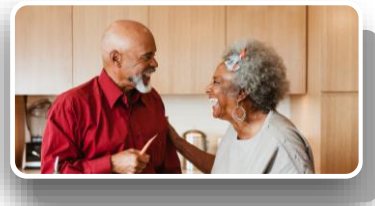
Unifying Constituent-Facing Tools Across Agencies

- Migrating Constituent Identity to top-tier identity management capability
- Defining standards across constituent facing tools:
  - Integration Platform
  - Constituent Payment Platform
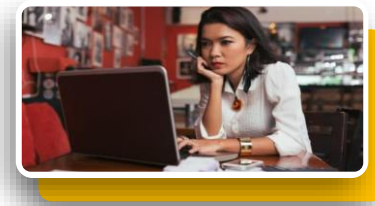
Business One-Stop Shop

Proposal Planned

Partnering with Secretary of State's Office

Program Goals:

- Serve as a directory to point the entrepreneur to the right resource
- Avoid information overload for the entrepreneur
- Drive utilization for the Business One-Stop Shop
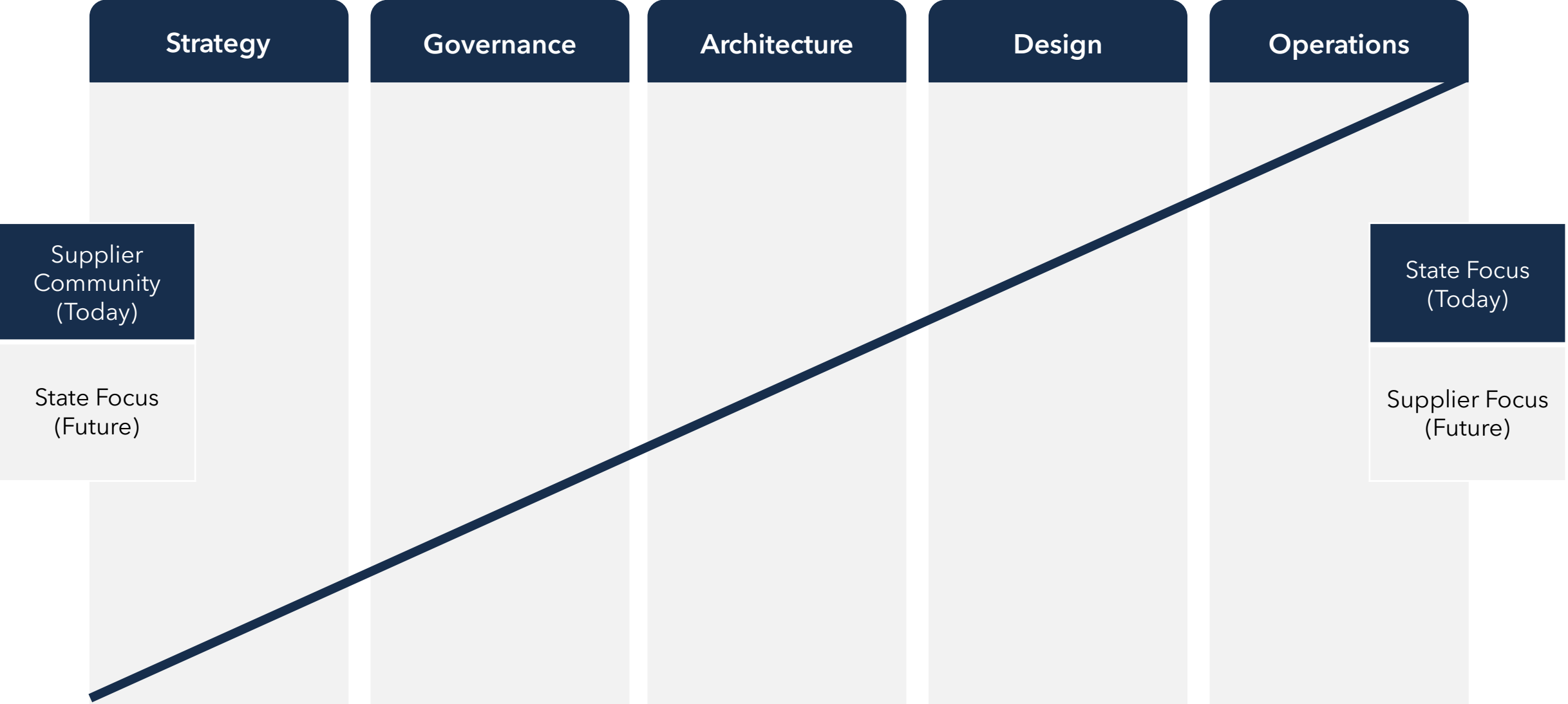
Constituent Engagement Platform

Proposal Planned

- Workflow for anonymous vs. authenticated users
- Personalized user experience
- Referrals to additional services
- Shopping cart Experience for cross-agency services

Changing Fundamentals of How NCDIT Operates

Strategy	Governance	Architecture	Design	Operations

Supplier Community (Today)

State Focus (Future)

State Focus (Today)

Supplier Focus (Future)

Transforming NCDIT

- **Realigned** internal functions to Strategy – Governance – Architecture

- Received **approval to move positions from service to subscription rates, providing funding flexibility** to transition the staff's focus more on strategy & governance

- Enable **Staff Development** in "Service Broker" skills as we transition state technical services to cloud

- Migrate **State IT Services** to Cloud for increased scalability and flexibility

- **IT Procurement Streamlining** – maintaining needed governance while speeding the procurement process (update will the current the status of the project)

  - Engaging the local and state customers of the process

Cybersecurity and Privacy – Two Sides of the Same Coin

Cybersecurity

- With sustainable funding ($7.5M recurring), moved costs out of the service rates
  - **Continue strengthening of whole-of-state cybersecurity approach**
  - **Increase cyber maturity for alignment with agency strategic information technology plan**
  - **Integrate next-generation tools to reduce redundancies across state agencies**
- Executive Order Formalizing N.C. Joint Cybersecurity Task Force
  - Section 2: Critical Infrastructure and Key Resources (CIKR) partner involvement
    1. CIKR partners strongly encouraged to provide pubic facing IP spaces for proactive monitoring
    2. CIKR partners strongly encouraged to report incidents
    3. CIKR partners strongly encouraged to allow JCTF to support as part of their incident response
- 29 incidents* in 2021; many more attacks prevented
- CyberStart America had 1,562 North Carolina students participating from 162 schools
  - 44 became finalists, up from 18 last year; 24 high schoolers named National Cyber Scholars
- **Finalist Q&A sessions to occur on 9/28 with contract award(s) soon thereafter**

*Number of incidents in 2021 as of January 1, 2022 - 8 county governments, 8 municipal, 5 state agencies, 4 community colleges, 1 K-12, 1 county rescue squad, 1 regional airport, 1 city utility provider

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Federal Funding Opportunities

Cybersecurity

Infrastructure Investment and Jobs Act (IIJA)

- State of NC expects $24.6M over a 4-year period

- Notice of Funding Opportunity (NOFO) has not been released; expected late summer

- 80% of benefit is focused on county and local government opportunities

- We have conducted 97 cybersecurity assessments and 8 penetration tests across county/local governments between 1-Jan-2021 and 8-Sep-2022

- Focus will be to not only resolve issues but be able to sustain the resolution
  - Funding from IIJA does not allow for operational work

Legislative Priority: Provide matching funds for the IIJA cybersecurity program

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Privacy

- **Hired State of North Carolina's First Chief Privacy Officer, Cherie Givens JD, PhD, CIPP** December 2021

- **Adopted the Fair Information Practice Principles (FIPPs)** for agencies

- Created **Office of Privacy and Data Protection Website** offering guidance to agencies and others

- Established **Privacy Points of Contact (PPOCs) in Executive Branch Agencies**

- Established **Monthly Privacy Meetings** to share Privacy Best Practices and Mature the Program

- **Embedded privacy into contract, data sharing, and procurement review processes**

- Launched **Privacy Training Pilot**

- **Services Offered to Agencies**

  - **Privacy Guidance and Consultation**

  - **Procurement** Related Reviews

  - **Privacy Incident Response/Breach Support**

  - **Privacy Federal Alignment Support**

  - Privacy **Threshold Analysis** and Privacy **Impact Assessment Support**

  - Privacy and Data Protection **Maturity Assistance**

  - Privacy **Data Breach Exercise Support**

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