# STATE OF ALABAMA
# ANNUAL IT REPORT
# 2016

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## Secretary's Letter to the Governor

Dear Governor Ivey,

I am pleased to deliver to you the State of Alabama Annual IT Report for 2016.

Background relevant to this report: Following the recommendations of the Improving State Government Task Force chaired by then Lt. Governor Kay Ivey, the Alabama Office of Information Technology (OIT) was created in 2013 and was charged primarily with:

- Developing a strategic plan for the state's information technology; and
- Promoting standards and coordinating services and infrastructure to ensure that IT is effectively used.

Through an October 2016 Executive Order and Memorandum of Understanding with the Department of Finance, OIT is now responsible for the leadership and oversight of the Finance divisions responsible for IT service delivery (the Information Services and State Business Systems divisions). Legislation was drafted in 2016 that, once enacted in 2017, codified the transfer of Finance ISD to OIT.

OIT strives to provide to our customers improved quality of service, transparency of service rates and costs, improved security of our citizen data, and lower costs. Since my appointment as Acting Secretary of IT in Jan. 2016, OIT has:

- Reduced the risk of large, complex IT projects by establishing a project governance policy and Enterprise Project Management Office.
- Allowed state leaders to obtain immediate and up-to-date project status and cost information by implementing a project tracking dashboard.
- Protected the Confidentiality, Integrity, and Privacy of the citizen data entrusted to us by establishing an enterprise cybersecurity program in collaboration with state agency leaders, and hiring a state Chief Information Security Officer (CISO).
- Correctly aligned IT jobs with the way state IT is now done by initiating a statewide IT job reclassification study.
- Ended the existing STAARS (ERP) contract, re-initiating the competitive procurement of related professional services and HR software.

As a result of the MOU with Finance, OIT has created a 2-year IT roadmap to make the State of Alabama government run safer, better, faster, and cheaper. Key components of this roadmap include:

- Support the network performance (bandwidth) required of modern software applications by upgrading the core state network.
- Respond to agency demands by completing a voice and video over IP service design and implementation.
- Reduce costs and improve security through data center consolidation.

# SECRETARY'S LETTER TO THE GOVERNOR

- Reduce costs through cloud-based mainframe-as-a-service.
- Improve security and lifecycle management of IT assets through asset discovery.

I appreciate your continued support of this office and our work. We remain committed to focusing on priorities that make computing for the State of Alabama more efficient, safer and more effective. We promise to always favor things of consequence over the trivial and do everything in our power to make the great State of Alabama even better.

Sincerely,

Joanne E. Hale, Ph.D.

Acting Secretary of Information Technology (Past)

January 2016 - July, 2017

# EXECUTIVE SUMMARY

## Executive Summary

The 2016 Annual IT Report is organized to present a statewide view of technology spend, IT inventory and major technology projects for 2016. There is also a summary of IT governance activities. This information represents the collective input from the Office of Information Technology, the Finance Information Services Division and agency IT organizations.

Several 2016 statewide initiatives will have a direct and lasting impact on the way information technology is managed and delivered to state agencies. Articulating a cohesive State IT Strategic Plan was the foundational first step to drastically improve state IT services. Next, the Governor's Executive order and the resulting agreement between the Finance Department and the Office of Information Technology to transfer responsibility for oversight and leadership of the central IT services to OIT, was a bold and pivotal declaration that IT services need to be managed by IT professionals. The IT Project Governance policies were expanded and strengthened with the implementation of Project Portfolio software to monitor and report the health of critical and costly IT projects. OIT with State Personnel made great progress on transforming the IT job classifications. With the guidance of the Agency CIO Advisory Council and participation from every IT employee, information was gathered about every IT position in the merit system. The new IT job classifications are expected to be implemented in 2017. While many other 2016 initiatives are included in this report, the progress made toward establishing a first-class security program deserves a special mention. The state's first statewide Information Security Program was initiated in 2016 and will continue to be developed and implemented in the coming years.

OIT is proud to note every statewide initiative listed in this report has the ongoing participation and guidance of multiple state agencies through their IT Directors and IT staff. We appreciate the support and dedication to excellence that each of our partners bring to these initiatives.

# 2016 Activities and Accomplishments

## STATEWIDE & AGENCY INITIATIVES

### *Statewide IT Strategic Plan*

Collaborating with state IT leaders through the Office of Information Technology CIO Council, OIT revised the three-year IT Strategic Plan for the State of Alabama. This plan represents

an ambitious stretch for the state, as we strive to make IT a trusted partner to agencies as they serve the people of Alabama. Continuing the collaborative effort displayed by state leaders in drafting this strategic plan, the plan outlines the roadmap to accomplish these critical objectives:

- Reduce redundancies and application costs,
- Provide a more effective environment for data-driven decision making,
- Be more agile in responding to new Technologies as they develop, while
- Employing best practices in Risk Mitigation.

The strategic plan sets out the mission of the Office of Information Technology as to "Make the State of Alabama Government Run Safer, Better, Faster, and Cheaper." Our vision for the years 2017-2020 is: "To make IT a trusted partner to agencies as they serve the people of Alabama. To reduce redundancies and application costs. Provide a more effective environment for data-driven decision-making. Be more agile in responding to new technologies as they develop, while employing best practices in risk mitigation."

In order achieve our vision we must start with an enterprise view of state government and an enterprise view of the technology needed to support state goals. This foundation will be defined as our State Enterprise Architecture. Enterprise Architecture is a blueprint of the business of state government, services provided to citizens, strategic goals of the State, and how these goals relate to supporting technologies. It provides an understanding of how technology should support business processes to deliver better services to constituents.

One of the critical concerns of any IT organization, especially State Government, is the responsibility to assure the Confidentiality, Integrity, and Availability of its citizen data. To develop a robust statewide Cybersecurity program will require dedicated security resources with the specific training and tools to continuously monitor and prevent or mitigate any attack. To be effective from both a functional and cost perspective, a centralized perspective and resources are necessary. This is an area of vulnerability for the State. Presently we do not have adequate resources in IT with the skills or complete suite of tools necessary to perform this role.

# 2016 ACTIVITIES AND ACCOMPLISHMENTS

The skills deficit in the area of cybersecurity is part of a broader initiative of IT Talent Management. Technology is a rapidly changing field and new skill classifications develop sometimes in months not years. The current State IT job classifications are more suited to the Mainframe centric, structured programming environment of the 1980's. In addition to redefining the IT classifications, the State needs to be innovative in how we recruit and hire IT talent. The same innovation and "out of the box" thinking that is required in recruiting and hiring must be applied to retention.

IT Governance and Portfolio Management will give state leaders an enterprise perspective of our IT investments. The governance process ensures that IT investment decisions are driven by an appropriate life cycle plan from the selection of the project to its ultimate implementation and support. Large IT investments will be managed and reviewed at designated review points so that action on a project that is not meeting expectations can be taken and sufficient remediation plans can be imposed.

The primary responsibility of an IT Infrastructure is to provide access, transport, storage and protection of data. It accomplishes this via a connection of numerous electronic devices known as networks. Networks can evolve and become overly complex and inefficient which make them more costly to run and inherently more vulnerable to cyber-attack. The Infrastructure objectives and actions begin the restructuring and simplification of the State network, and network consolidation (where it makes sense).

We cannot protect what we cannot see. Currently, there is not a definitive list of what devices are connected to the state network or a list of software and revision levels that are currently running. To address this gap, IT Asset Management is another important piece of the cybersecurity program. Without this fundamental knowledge and the tools to automatically collect and accurately maintain this information in the future, the network will be extremely vulnerable. It is essential that the asset data collected be centrally maintained and regularly updated.

### *IT Service Delivery Transferred to the Office of Information Technology*

For many years, Information Technology shared services were delivered by the Department of Finance, through the Divisions of Data Systems Management (Ala. Code § 41-4-221) and Telecommunications (Ala. Code §§ 41-4-280 through -293); and Information Services (later replacing the DSD and Telecommunications divisions).

On November 1, 2016, Governor Bentley signed Executive Order 26 establishing the Office of Information Technology as the State's lead agency on information technology. Following this

# 2016 ACTIVITIES AND ACCOMPLISHMENTS

Executive Order, Finance Director Clinton Carter and Acting Secretary of Information Technology Dr. Joanne Hale entered a Memorandum of Understanding transferring to OIT the oversight and leadership of the operations and activities of the Department of Finance Information Services and State Business Systems divisions. This responsibility includes planning, budgeting, compliance, organizational structure, customer relations, service delivery, and staffing. Legislation was drafted to codify this transfer; this legislation was enacted the following 2017 legislative session (limiting the transfer to ISD, with SBS remaining within the Department of Finance).

### *IT Project Governance Policy*

In April 2016, OIT released the State IT Project Governance Policy, which was developed through a statewide working group of IT project management leaders. The objective of this policy is to maximize the return on IT investments by monitoring and minimizing risks, facilitating interagency goals, and ensuring interoperability and strategic alignment. This policy affects single agency projects costing more than $1 million, multi-agency projects costing more than $500,000, or any project for which the Governor's office or sponsoring agency requests OIT governance. Governance stages include:

- **Initiation** – Agencies submit a Project Request, Business Case and a Cost Benefit Analysis. OIT reviews the Project Packet to ensure there is appropriate balance between costs, risks, long-term and short-term benefits, and the request reflects compliance with the State's IT policies, standards and Strategic Plan.
- **Planning** – Agencies submit a Project Management Plan which provides OIT with more detail regarding the project's timeline, key milestones, risks, communication plan and overall approach to managing the project. OIT reviews the Project Management Plan to ensure there is an appropriate level of stakeholder governance planned for the project with the appropriate level of stakeholder communication and controls.
- **Execution/Control** – Agencies submit project status reports on a periodic basis as agreed by OIT, and conduct status meetings as defined in the Project Management Plan. OIT reviews the Project Status Reports and attends project meetings as appropriate to ensure the project is progressing as planned. OIT will intervene if projects are determined to be at risk of failure, and will work with agency leadership to develop solutions or corrective action plans.
- **Closure** – Agencies submit an IT Project Closure Report which contains key metrics, best practices, lessons learned, and other valuable information about the project. Closure begins when the user accepts the project deliverables and the project oversight authority

concludes that the project has met the goals established. OIT reviews the Project Closure Report to ensure completeness and accuracy.

### Information Technology (IT) Talent Planning Study

In January 2016, in collaboration with the Alabama State Personnel Department and the OIT CIO Council, OIT initiated an Information Technology (IT) Talent Planning Study. Recognizing that the last similar study was completed several years ago, the objective of this project was:

1. To develop a classification structure that is reflective of the manner by which State of Alabama IT work is organized and to allocate roles to classifications based on actual job content.
2. To develop a compensation structure that is competitive with the State's defined labor market that will enable the State to attract and retain the IT talent it needs to meet its business objectives.
3. To identify and include IT roles that do not match existing roles in part or in their entirety.
4. To provide a framework and roadmap by which the results of this study can be implemented in a fiscally sound and prudent manner.
5. To ensure the classification structure and refresh process exists than can evolve over time to reinforce the way in which IT services evolve.

By the end of 2016, the first three steps of this study were completed, with the remainder of the study projected to be completed by the end of 2017.

### Statewide Aerial Imagery

The Alabama Geographic Information Office (AGIO) was created through Executive Order number 16 issued by Governor Robert Bentley in May, 2011, to act as the functional arm of the Alabama Geographic Information Executive Council. This Council is led by the Secretary of Information Technology and is made up of 15 different directors and commissioners from state agencies and commissions whose central focus is on facilitating geographic information as a strategic resource in the State. GIS technology can be used strategically as a management information and decision-making tool in such areas as water resources, air resources, agricultural resources, energy resources, cultural resources, land resources, mineral resources, environmental management, forestry, geology, health, local government, planning, public safety, criminal justice, social services, transportation, utilities, waste management, homeland security, and wildlife management.

# 2016 ACTIVITIES AND ACCOMPLISHMENTS

Representing a major milestone in inter-agency collaboration, in 2016 AGIO established a statewide aerial imagery program. The primary intent for this project is to collect new statewide aerial photography on a regular 3-year cycle at 1 foot pixel resolution for use by participating state and local partners. This program will improve the ability of our State to timely acquire imagery, reduce the cost of imagery by maximizing the collective purchasing power, and improve the imagery coverage for our state.

In 2016, a AGIO Selection Committee was created which was made up of technical representatives from the GIS Executive Council. This selection committee gathered partner requirements and published a Request for Proposals to identify qualified contractors through a

Qualifications Based Selection (QBS) process. Once approved by the Contract Review Permanent Legislative Oversight Committee, a pool of six firms have been selected for on-call service agreements and the first round of aerial imagery was collected.

The key advantages of this program include:

- Consistent reduction in overall total cost of aerial imagery statewide through economies of scale
- ASPRS engineering grade specifications for reliable accuracy
- Consistent seamless mosaic of imagery statewide
- Regular 3-year update cycle
- Multiple Buy-Up options are available for partners

### Statewide Longitudinal Database System

Better decisions require better information. With limited funds, the State of Alabama must ensure that every dollar spent on education and workforce development will pay off. This principle lies at the heart of the Alabama P-20W Longitudinal Data System (LDS), an initiative began with Governor Bentley's Executive Order 6 in May 2015, which set out the LDS drivers, goals, and organization.

In 2016, the Alabama LDS program advanced significantly. The LDS Advisory Board was named, with leaders in education, workforce development, the state legislature, and a diverse set of subject matter experts to drive the effort. Dr. Joanne Hale, Acting Secretary of Information Technology was named as Interim Alabama Office of Education and Workforce Statistics Policy Advisor.

The Office of Information Technology was tasked to guide the effort, to ensure that the effort stays true to the goals, protects our students, and create a solution that is sustainable. Data,

technology, and security experts from OIT and the State Department of Labor made significant progress in 2016:

- Lessons learned from other states were obtained.
- An LDS project plan was created.
- An LDS Implementation Committee was established from participating agencies to establish technical, data, and policy requirements.
- An LDS Architecture was established to guide design, balancing the strengths and drawbacks of centralized, hybrid, and federated approaches.
- Legislation was drafted for agency review and feedback. In 2017, this draft legislation was revised based on partner feedback.

### First Net

Due to communications challenges during the response to the 9/11 terrorist attacks, the 9/11 Commission recommended the establishment of a single, interoperable network for public safety. In 2012, Congress established the First Responder Network Authority (FirstNet), the organization charged with building, operating and maintaining the first high-speed, nationwide wireless broadband network dedicated to public safety communications. The Alabama Law Enforcement Agency (ALEA) is the designated state agency responsible for the FirstNet initiative. In addition, ALEA is the state's manager of and fiduciary for the Alabama First Responder Wireless Commission (AFRWC), the state's FirstNet governance body.

To create a nationwide network, the State of Alabama must have a radio access network that is connected to the FirstNet nationwide 700 MHz public safety broadband network ("PSBN"). Alabama may opt-in to FirstNet. If Governor Ivey chooses to opt out of FirstNet, the state would then elect instead to operate our own statewide LTE radio access network (RAN) network using spectrum leased from FirstNet.

In 2016, ALEA (in collaboration with the Alabama First Responder Wireless Commission) laid the groundwork to advice Governor Ivey on the critically important State of Alabama opt-in or opt-out decision. To provide the decision guidance, a Request for Proposals was issued to better understand the opt-out alternatives available. The vendor evaluation and opt-in or opt-out decision will be made in 2017.

# 2016 ACTIVITIES AND ACCOMPLISHMENTS

## Statewide Information Security Programs

In 2016, the Office of Information Systems (in collaboration with its Security Council) launched that State of Alabama' first statewide Information Security Program (ISP). The purpose of the ISP is to prescribe a comprehensive framework for:

- Protecting the confidentiality, integrity, and availability of Alabama data and systems;
- Protecting Alabama, its employees, and its clients from illicit use of Alabama systems and data;
- Ensuring the effectiveness of security controls over data and systems that support Alabama's operations.
- Recognizing the highly-networked nature of the current computing environment and provide effective state-wide management and oversight of those related information security risks; and
- Providing for the development, review, and maintenance of minimum security controls required to protect Alabama's data and systems.

The formation of these information security policies is driven by many factors, with the key factor being risk. These policies set the ground rules under which Alabama operates and safeguards its data and systems to both reduce risk and minimize the effect of potential incidents.

These policies, including their related standards, procedures, and guidelines, are necessary to support the management of information risks in daily operations. The development of policies provides due care to ensure Alabama users understand their day-to-day security responsibilities and the threats that could impact the state.

Implementing consistent security controls across the state will help Alabama comply with current and future legal obligations to ensure long-term due diligence in protecting the confidentiality, integrity and availability of Alabama data.

The ISP was initiated in 2016. In 2017-2018, the Office of the Chief Information Security Officer (CISO) will work with state agencies to set out risk-based state and agency-specific implementation plans and roadmaps for compliance.

### *Alabama Department of Transportation*

ALDOT accomplished several infrastructure improvements in 2016 such as upgrading all routers and switches within the Central Office campus along with all Area and Region offices throughout the state providing more bandwidth and improved response times for users. For increased security measures, a next generation front-end firewall appliance was implemented delivering

more secure web filtering functions and a two-factor authentication VPN process. ALDOT's new off-campus Disaster Recovery (DR) site was brought online providing an alternative means of operation for critical IT functions so that ALDOT can quickly resume mission-critical task in case of emergency situations. The new DR facility contains an office, a command-center conference room, designated work areas for operation and emergency personnel and a raised floor data center with equipment mirroring ALDOT's on-campus production data center environment. Production data replicates to the DR storage equipment asynchronously over a highspeed network.

The ALGO Traffic application was fully implemented as part of ALDOT's overall Intelligent Traffic System initiative. ALGO provides information to the travelling public regarding Alabama road conditions, construction areas and traffic incidents using a map interface and streaming camera feeds. ALGO is available through any web browser and provides a mobile application for smartphone installation. ALDOT continued to implement an Enterprise level GIS throughout the agency, which has yielded a new Linear Reference System (LRS), providing GIS data users with a single point of reference for ALDOT Route information and any associated event data such as roadway assets. A new instance of ArcGIS Online and two ArcGIS Enterprise Portal instances have been brought online to create an environment where GIS data can be hosted and disseminated to both internal and external users allowing for an unprecedented level of geospatial data sharing at ALDOT while also allowing field data collection efforts to utilize various mobile devices and collect GIS data in a standardized, simplified fashion. These efforts have helped ALDOT begin standardizing the utilization and dissemination of geospatial data throughout engineering and development projects.

### *Alabama Department of Corrections*

HEALTH SERVICES

ADOC Health Services Division requested a new module for the Inmate Management System (IMS) that would replace entering health services data on the mainframe and eliminate manually performing social risk assessments. The users enter and update medical and mental health codes and share that information across divisions in real-time through the new IMS Health Services Module, which was developed in-house by an ADOC Information Systems development team. The module provides the ability to see the movement of an inmate through the intake process from the Social Risk Assessment through the completion of an initial intake exam. Inmates can be monitored when placed on a stabilization review and the module allows documenting the removal of an inmate from stabilization.

The module employs role based security, and allows for restrictive access to sensitive inmate information. The director has a view into the staff's caseload and inmates' mental and health codes by facility or inmate.

The Medical dashboard gives the users a list of inmates due for medical physical with the option to schedule an inmate for a physical. The staff can record an initial intake exam, an annual exam, or any other medical encounter. There is the option to record an inmates' special needs and health code with the option to select medical disorders and record an effective date.

The latest addition to the HS module is the Suicide/Self Injury form upload dashboard which identifies offenders in crisis status, updates the offender's change of status, and allows the upload of suicide/self-injury forms to the document management system (Laserfiche).

INMATE SURVEY

ADOC began an Inmate Polling initiative to routinely gather information from inmates regarding their perceptions of the occurrence of and response to sexual abuse and sexual harassment, effectiveness of inmate education regarding this abuse, as well as other grievances listed in the DOJ settlement.

ADOC IT developed an Inmate Survey application that would allow the agency to create multiple surveys without the assistance of IT. The surveys are administered through the use of iPads with security around the mobile devices that restrict access to anything outside of the survey.

The aggregated data is used to identify opportunity for improvement in operational areas, to benchmark and highlight the positive changes, and to recognize staff involved in the change process. The business outcome is a layer of transparency that ADOC can offer to the public, staff, and the inmate population. The application provides quantitative data to support the qualitative information that we see and hear from the inmate population and staff.

The Inmate Survey has received positive feedback from the consulting group administering the survey, as well as the inmates themselves. Women Services reports that the inmates that have participated in the survey have been positively talking about the opportunity and process which has led to more participation in the survey process.

# Current State of IT Assets

## FY2016 IT SPEND

### State Summary

The State total spend for FY2016 was $29.8 billion dollars. Of that amount, $376 million was categorized as Information Technology spend. That equates to less than 1.3% of the total state expenditures.

The table below shows the state generally spends below 1.2% of our annual expenditures on information technology, with 2016 reaching a five year high at 1.26%.

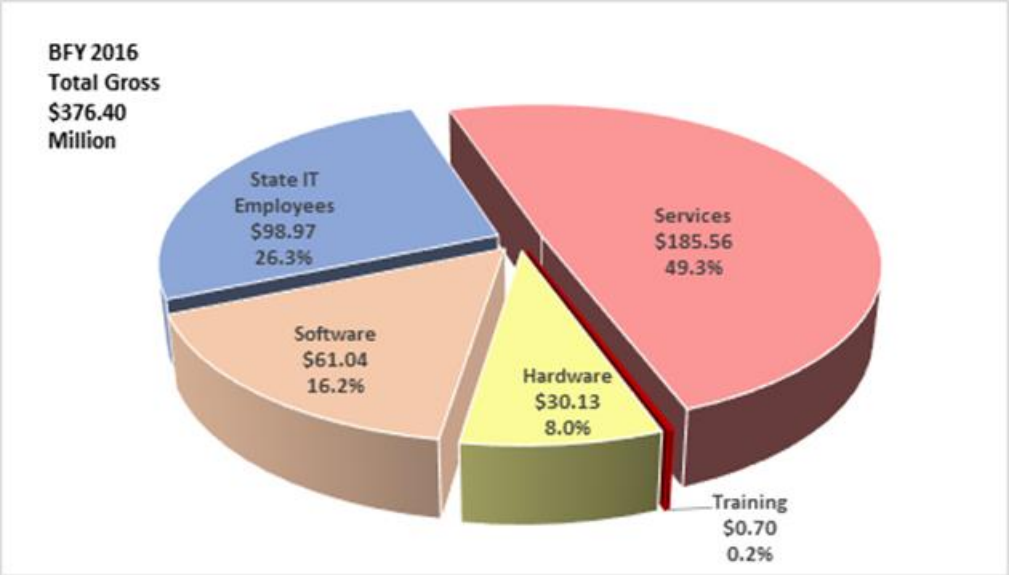
#### STATE SPEND IN MILLIONS $ BY BUDGET FISCAL YEAR

| BFY | Total State Spend | IT Spend | IT % |
|---|---|---|---|
| **2011** | $27,313 | $287 | 1.05% |
| **2012** | $27,860 | $301 | 1.08% |
| **2013** | $27,925 | $311 | 1.11% |
| **2014** | $29,736 | $348 | 1.17% |
| **2015** | $29,662 | $372 | 1.25% |
| **2016** | $29,831 | $376 | 1.26% |
| **Average** | | | **1.16%** |

# CURRENT STATE OF IT ASSETS

The chart below indicates the major IT spend categories for FY2016. Nearly half of the state IT spend was on professional services, while close to thirty percent was dedicated to state IT employees. The remaining funds went to software and hardware.

**BFY 2016 Estimated Cost of Information Technology by IT Category**
**(In $ Millions)**

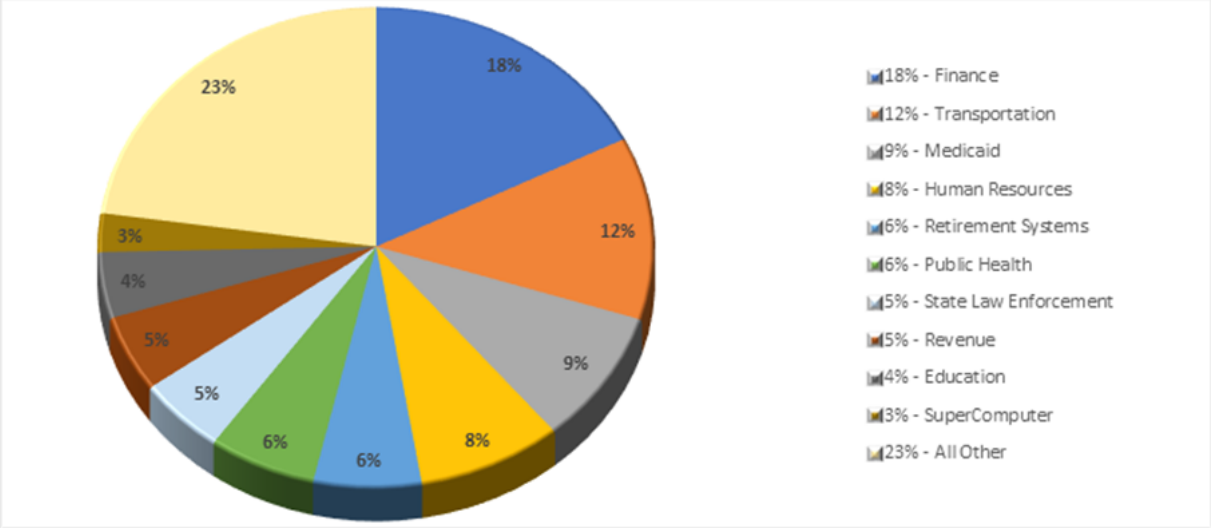


# CURRENT STATE OF IT ASSETS

## Agency Summary

The ten agencies that have the highest IT Spend account for 77% of the total IT spend for FY2016. The charts below show the expenditures by category and agency.

## Top Ten Agencies




### TOP TEN AGENCIES EXPENDITURE TABLE

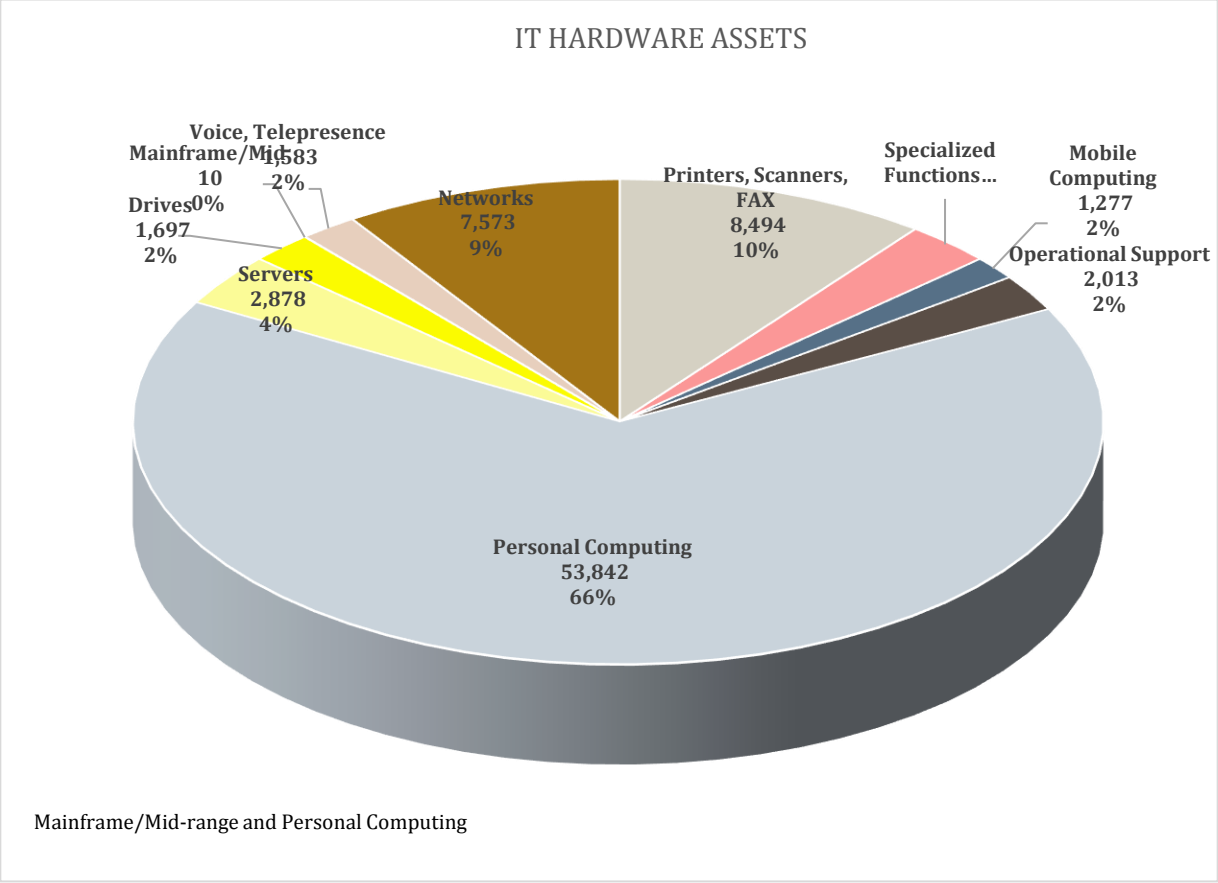
| | AGENCY | HARD WARE | SOFT WARE | SERVICES | TRAINING | STATE IT STAFF | TOTAL |
|---|---|---|---|---|---|---|---|
| 1 | Finance | $2.49 | $8.15 | $43.31 | $0.09 | $12.19 | $66.23 |
| 2 | Transportation | $7.73 | $10.67 | $14.08 | $0.41 | $13.50 | $46.39 |
| 3 | Medicaid | $0.40 | $2.79 | $27.08 | $0.00 | $3.70 | $33.97 |
| 4 | Human Resources | $3.01 | $1.69 | $18.57 | $0.01 | $8.42 | $31.69 |
| 5 | Retirement Systems | $1.11 | $16.94 | $1.24 | $0.00 | $4.34 | $23.62 |
| 6 | Public Health | $2.50 | $2.60 | $9.54 | $0.00 | $8.93 | $23.57 |
| 7 | State Law Enforcement | $1.36 | $1.61 | $12.17 | $0.00 | $4.23 | $19.36 |
| 8 | Revenue | $1.09 | $1.07 | $10.60 | $0.08 | $6.47 | $19.32 |
| 9 | Education | $0.34 | $7.00 | $7.16 | $0.00 | $2.24 | $16.75 |
| 10 | SuperComputer | $0.01 | $0.00 | $9.78 | $0.00 | $0.00 | $9.78 |
| | All Other | $10.09 | $8.52 | $32.05 | $0.10 | $34.94 | $85.71 |
| | Total | **$30.13** | **$61.04** | **$185.56** | **$0.70** | **$98.97** | **$376.40** |

# CURRENT STATE OF IT ASSETS

## FY2016 IT INVENTORY

### Hardware

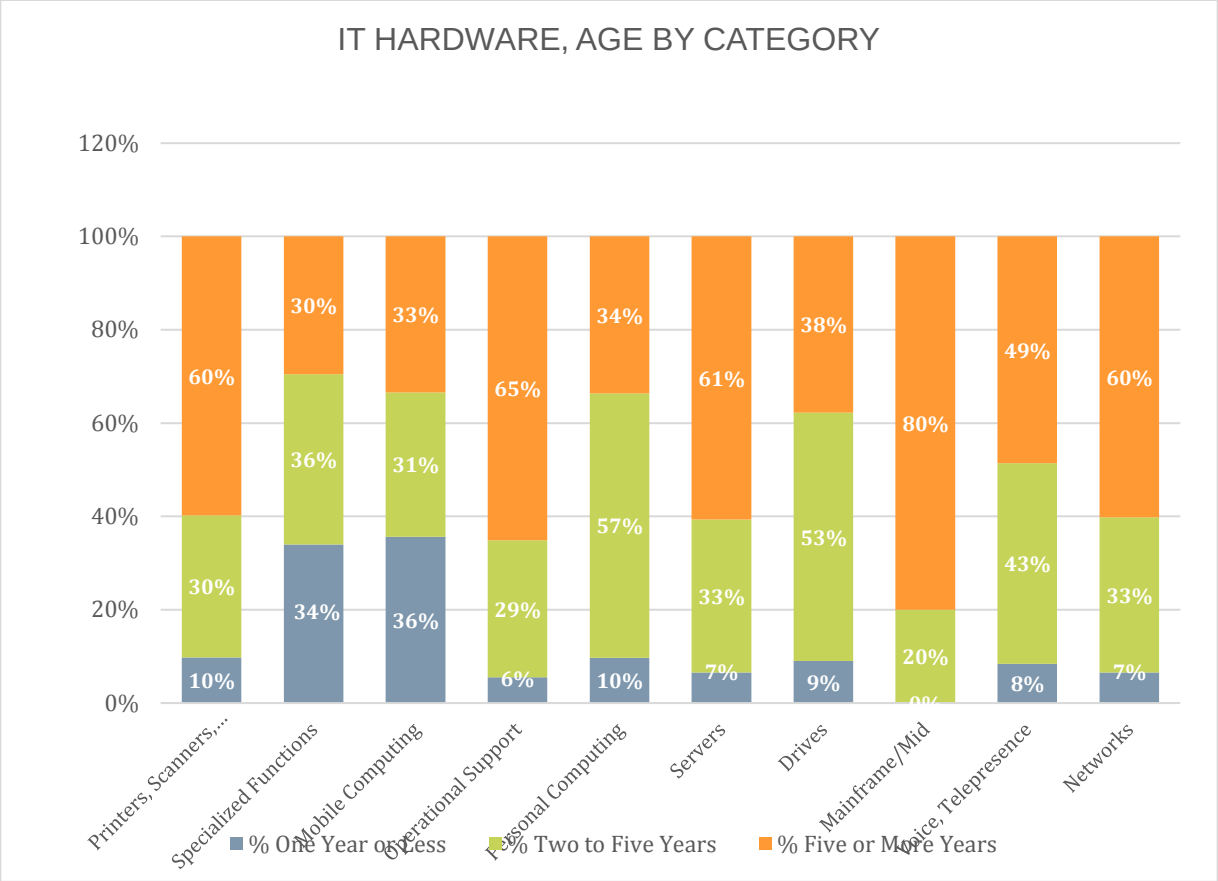
IT Hardware accounts for approximately ten percent of the annual IT expenditures. The information presented is retrieved primarily from the system maintained by the State Auditor. The chart below reflects the IT hardware assets as of the end of the fiscal year 2016.




Mainframe/Mid-range and Personal Computing

# CURRENT STATE OF IT ASSETS

As well as tracking the numbers and types of hardware, it is also important to track the age of the state's technology hardware. The chart below shows the hardware categories by age. The mainframe/mid-range machines are the oldest with 80% in the five or more years old range.



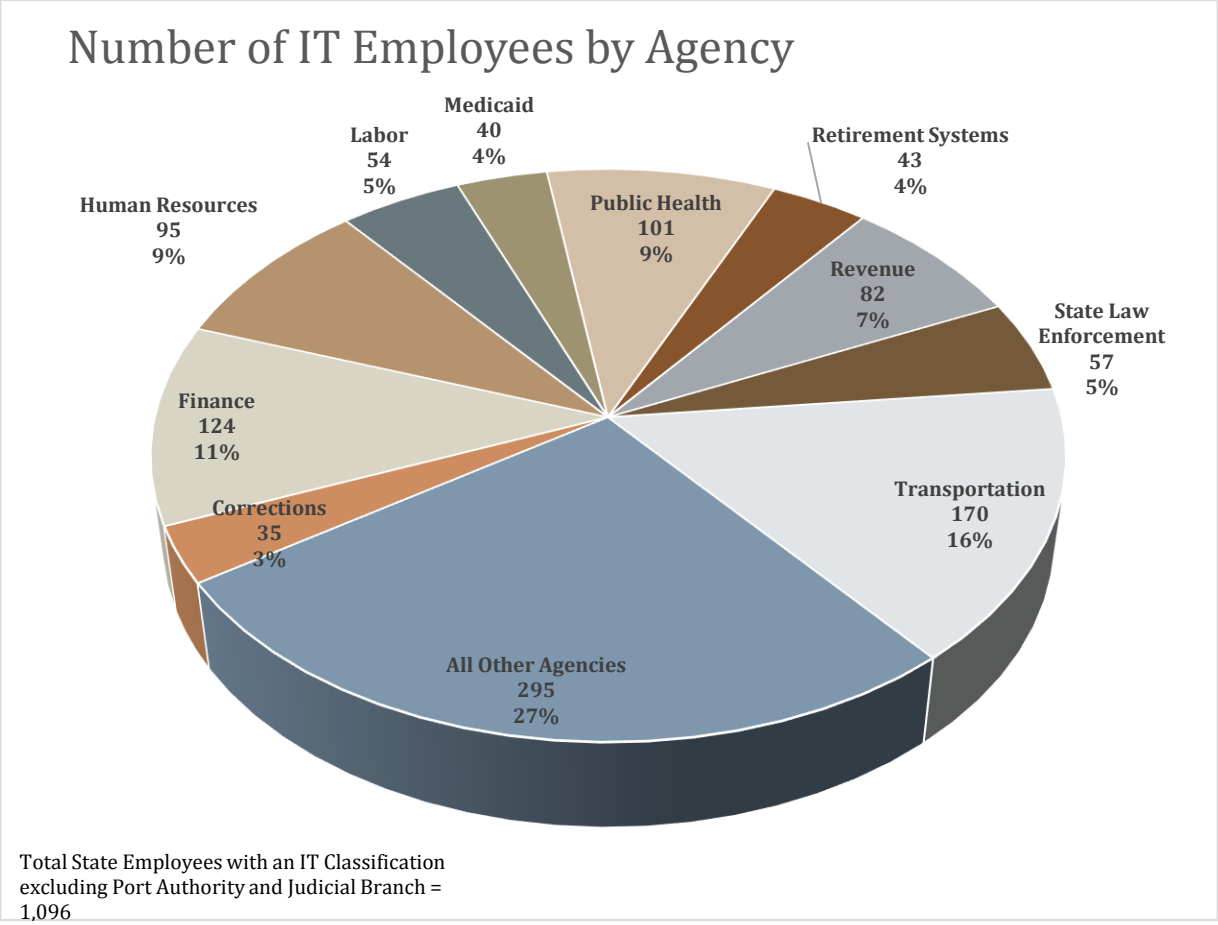

*Software – an inventory of software assets is not available for FY2016*

# CURRENT STATE OF IT ASSETS

## Personnel

The most important IT asset is IT Personnel. In FY 2016 the state had 1,096 employees in recognized IT classifications. The chart below shows the number of IT employees in the largest ten agencies. It is important to note that these numbers do not include IT staff acquired through the staff augmentation contracts.

Number of IT Employees by Agency

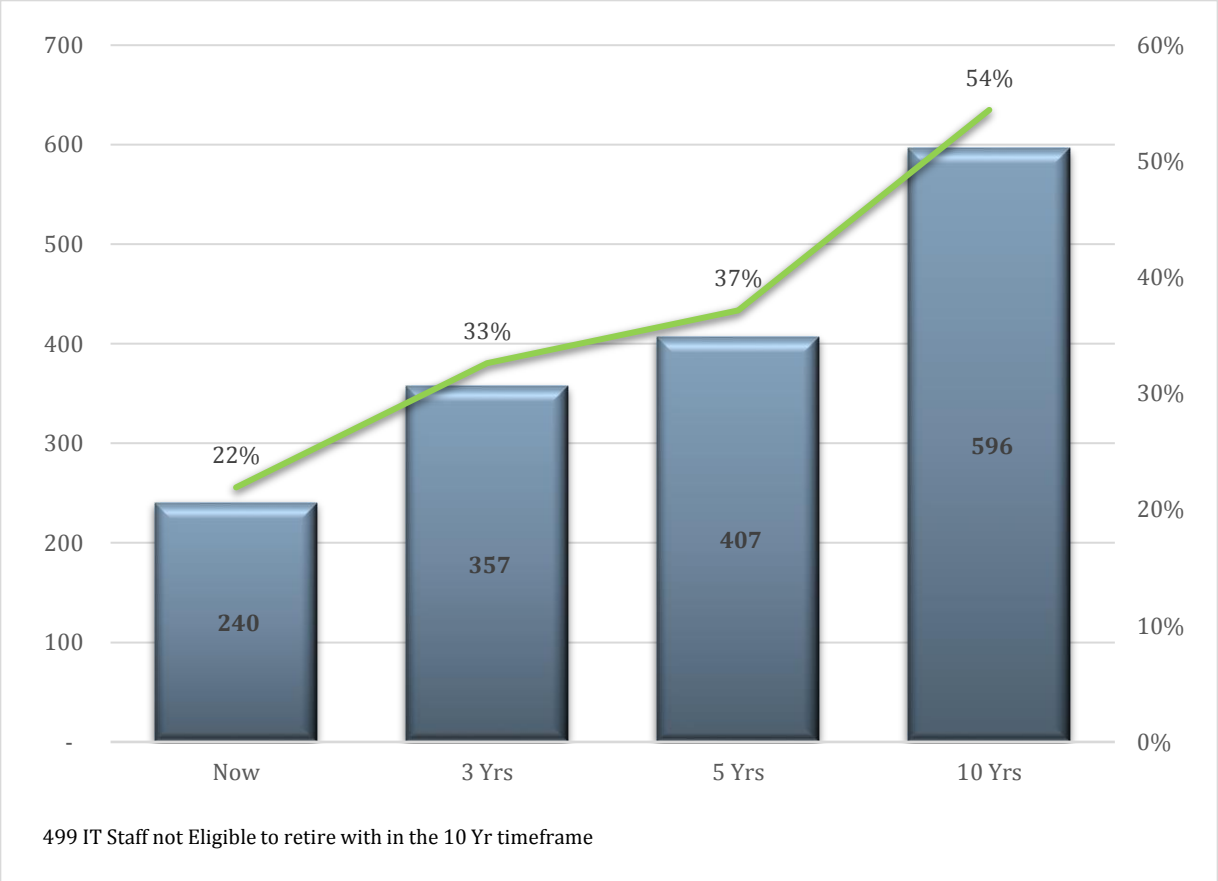



Total State Employees with an IT Classification excluding Port Authority and Judicial Branch = 1,096

It is important to be aware of the age and longevity of staff to be prepared for the impact of staff retirements. Alabama, like most states, has an aging IT workforce, with nearly 40% of the current

staff eligible for retirement in the next five years. The following chart shows the retirement potential of current staff over time.

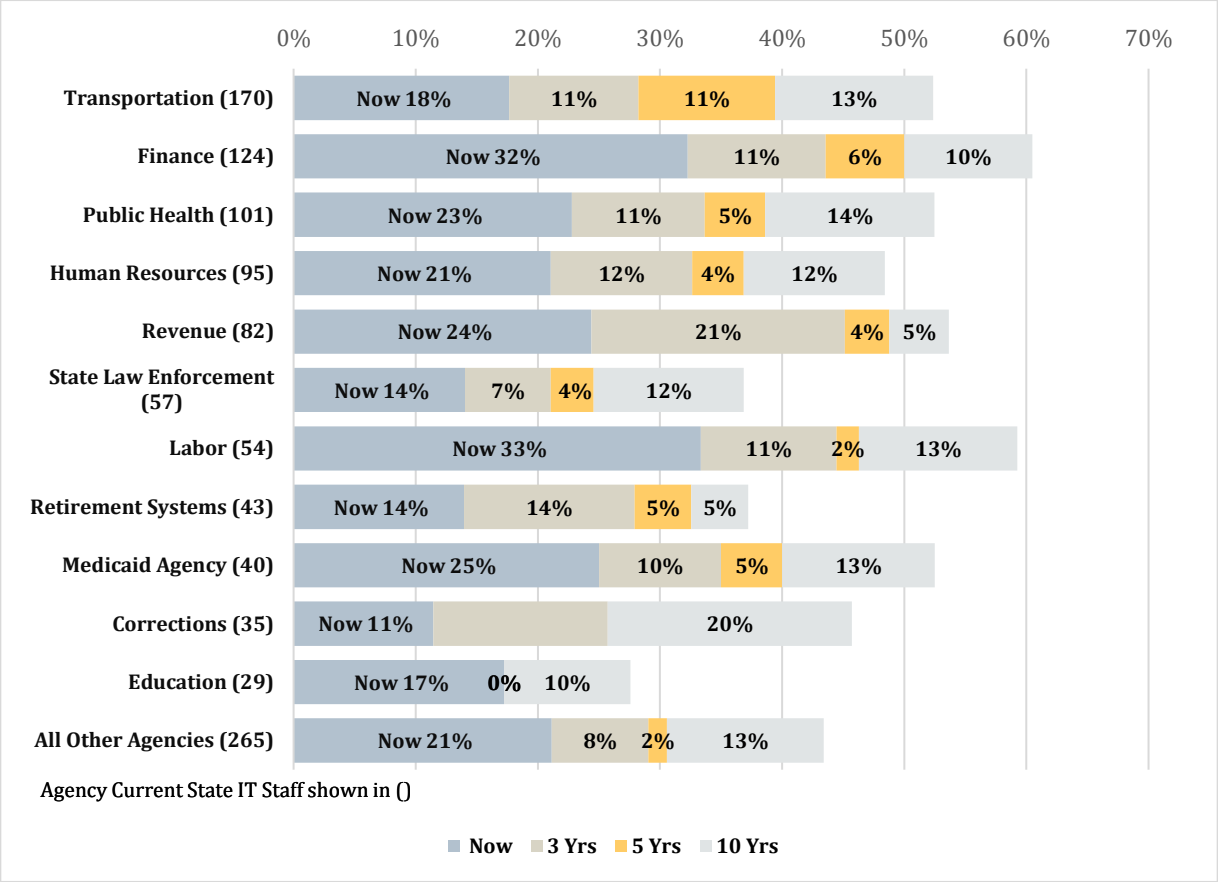
Number and Percentage of Current Staff Eligible for Retirement over Time




499 IT Staff not Eligible to retire with in the 10 Yr timeframe

# CURRENT STATE OF IT ASSETS

The large state agencies have their own staff to provide specialized IT services. The table below shows the potential retirement numbers of the largest ten agencies.



# CURRENT STATE OF IT ASSETS

In order to provide on-going technical services and to prepare for future IT services, an understanding of the potential shortages in IT skill sets is necessary. The chart below shows the potential retirement numbers by IT job classification.

| Classification Title | Total IT Staff | Cumulative Retirement Potential | | | | |
|---|---|---|---|---|---|---|
| | | Now | 3 Years | 5 Years | 7 Years | 10 Years |
| IT Manager I | 33 | 15 | 18 | 19 | 20 | 25 |
| IT Manager II | 26 | 12 | 17 | 17 | 19 | 21 |
| IT Manager III | 5 | 3 | 3 | 3 | 3 | 5 |
| IT Operations Technician | 24 | 10 | 10 | 11 | 12 | 17 |
| IT Operations Specialist | 25 | 9 | 13 | 14 | 16 | 17 |
| IT Operations Supervisor | 10 | 4 | 6 | 7 | 8 | 8 |
| IT Operations Manager | 3 | 2 | 3 | 3 | 3 | 3 |
| Technology Operations Specialist | 3 | - | 1 | 1 | 1 | 1 |
| IT Project Manager | 13 | 2 | 4 | 4 | 5 | 9 |
| IT Systems Technician | 63 | 5 | 10 | 12 | 13 | 15 |
| IT Systems Technician, Sr | 95 | 21 | 33 | 39 | 46 | 54 |
| IT Systems Spec, Assoc | 144 | 24 | 40 | 47 | 52 | 71 |
| IT Systems Specialist | 138 | 30 | 48 | 55 | 64 | 83 |
| IT Systems Specialist, Sr | 60 | 23 | 29 | 32 | 35 | 40 |
| M H Info Systems Coor I | 3 | 1 | 1 | 1 | 2 | 2 |
| Programmer | 31 | - | 1 | 2 | 2 | 4 |
| Programmer Analyst | 143 | 27 | 42 | 51 | 58 | 83 |
| Programmer Analyst, Assoc | 68 | 8 | 10 | 13 | 20 | 30 |
| Programmer Analyst, Sr | 73 | 15 | 21 | 26 | 33 | 43 |
| RSA Senior IT Manager | 4 | 1 | 2 | 2 | 3 | 3 |
| Sr Software Developer | 6 | 1 | 3 | 3 | 3 | 3 |
| Sys Support Analyst | 3 | - | - | 1 | 1 | 1 |
| Systems Support Technician | 3 | - | - | - | - | - |
| Communications Tech II | 16 | 3 | 6 | 6 | 7 | 9 |
| Communications Tech Suv | 4 | 1 | 2 | 2 | 3 | 3 |
| Data Processing Spec I(T) | 3 | 3 | 3 | 3 | 3 | 3 |
| GIS Specialist | 13 | - | - | - | - | - |
| GIS Specialist, Senior | 12 | 1 | 1 | 1 | 1 | 1 |
| IT Functional Systems Analyst | 6 | - | 1 | 1 | 1 | 3 |
| Business Technology Spec | 4 | - | - | - | - | - |
| Data Entry Operator | 17 | 7 | 11 | 11 | 11 | 13 |
| All Other IT Classifications | 44 | 12 | 18 | 20 | 22 | 26 |
| Total | **1,095** | **240** | **357** | **407** | **467** | **596** |

## OIT Financials and Advisory Committees

| FY2015 FINANCIAL REPORT | | |
|---|---|---|
| OBJECT CODE | MAJOR OBJECT | EXPENDED |
| **0100** | Personnel Costs | $440,402 |
| **0200** | Employee Benefits | $135,489 |
| **0300** | Travel, In-State, and Per Diem | $1,514 |
| **0400** | Travel, Out-of-State | $14,852 |
| **0500** | Repairs and Maintenance | $735 |
| **0600** | Rentals and Leases | $94,208 |
| **0700** | Utilities and Communications | $1230 |
| **0800** | Professional Fees and Services | $274,234 |
| **0900** | Supplies, Materials, and Operating Expenses | $39,024 |
| **1400** | Other Equipment Purchases | $17,231 |
| **Totals** | | **$1,018,919** |

Source: FY2018 Executive Budget

# OIT FINANCIALS AND ADVISORY COMMITTEES

## 2016 AGENCY CIO ADVISORY COUNCIL MEMBERS

| NAME | AGENCY |
|---|---|
| **Crews, Scott** | Alcoholic Beverage Control Board |
| **Fields, Willie** | Department of Corrections |
| **Hargrove, Jeb** | Emergency Management Agency |
| **Hornsby, Debbie** | Department of Revenue |
| **Martel, Dom** | Alabama State Department of Education |
| **Patterson, Regina** | Alabama Department of Public Health |
| **Pendergast, Jeannine** | Department of Labor |
| **Purcell, Jim** | Office of Information Technology |
| **Rainey, David** | Department of Rehabilitation Services |
| **Stokes, Micahel** | Department of Transporation |
| **Tanaka, Mason** | Alabama Medicaid Agency |
| **Townsend, Lisa** | Department of Human Resources |
| **Urquhart, Daniel** | Alabama Law Enforcement Agency |

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