OIT ACCESS

State of Alabama Office of Information Technology

IN THIS ISSUE

Welcome to *OIT Access*, the Office of Information Technology's quarterly newsletter. This publication is intended to be a resource for the numerous Alabama state agencies which rely on OIT and its services to fulfill their important missions and more effectively serve the citizens of our great state.

In addition to sharing the latest OIT news, updates, and announcements, each issue will help to keep readers informed about the wide range of IT products and services available to agencies through OIT's Service Catalog. *OIT Access* will also provide awareness about emerging trends and future developments across today's digital landscape.

OIT is firmly committed to meeting the ever-growing IT demands of the agencies we serve. If we are successful in this work, it is the people of Alabama who are the true beneficiaries. OIT thanks you for your partnership in this vital mission and we hope you enjoy this issue of *OIT Access*!

OIT Leadership

Daniel Urquhart
Secretary of OIT
State Chief Information Officer

Willie Fields
Deputy Secretary of OIT

Steve Walker
Chief Information Security Officer

Mark Craymer
Executive Director
Shared Services

Roger Bowman
Executive Director
Support Services

Brooke Covington
Executive Director
Finance and Procurement

Our Mission & Vision

MISSION
Through communication and collaboration, empower stakeholders with innovative services and technologies that reliably deliver highly available, secure, efficient, and cost-effective services for Alabama state agencies, legislators, and citizens across all levels of state government.

VISION
Provide solutions and services that are standardized, implemented in a timely and high-quality manner, and designed to meet the operational needs of each agency, legislator, and the citizens that depend on their services.

DANIEL URQUHART
APPOINTED SECRETARY OF OIT

In June, Alabama Governor Kay Ivey announced the retirement of OIT Secretary Marty Redden after sixteen years of dedicated service to the State of Alabama. While expressing her gratitude for the exemplary manner in which Mr. Redden oversaw the agency since 2019, **Governor Ivey stated**, "during his time in the Ivey Administration, he has been someone I can always rely on to get the job done."

Included in Governor Ivey's announcement was a statement confirming that Daniel Urquhart had been selected to lead the agency in the years ahead. Having served as Deputy Secretary for the past three years, Mr. Urquhart's appointment to Secretary was met with enthusiastic approval both from within OIT and across the agencies that OIT serves.

With more than two decades of service to the State of Alabama, Mr. Urquhart was the CIO for the Alabama Law Enforcement Agency (ALEA) before joining OIT in 2020. For fifteen years prior to his career in state government, Mr. Urquhart held numerous technical and leadership positions in the banking and finance, drug/medical wholesale, childcare services, restaurant concepts, and consulting industries where he led and implemented various business and decision-making systems and platforms.

"The State of Alabama is fortunate to have someone as uniquely qualified as Daniel Urquhart step up to lead OIT," **said Governor Ivey** in her June announcement. "Daniel brings a wealth of high-level experience that I have no doubt will lead to even greater technological advancements and protections for the State of Alabama."

Mr. Urquhart's appointment as Secretary of OIT was effective July 1, 2023.

2023
ALABAMA
DIGITAL
GOVERNMENT SUMMIT

OIT is excited to announce that plans are underway for the 2023 Alabama Digital Government Summit. This year's event will take place on Monday, November 13th at the Renaissance Montgomery Hotel and Convention Center in downtown Montgomery.

The Alabama Digital Government Summit provides an excellent opportunity to bring IT professionals from across the state together to promote best practices, learn about new and innovative developments in IT, and share ideas and network with one another.

After being unable to hold the Summit for two years during the pandemic, 2022's event was an enormous success with more than 300 conference attendees, vendors, and presenters participating. The 2023 Summit is already shaping up to be even better with an even larger crowd expected!

OIT will be partnering with Government Technology again this year to ensure Alabama's Summit continues to spotlight the topics and issues that matter most to the IT professionals navigating today's fast-paced digital world.

"There is immense value in collaborating and sharing ideas with our IT colleagues in the government sector throughout the State of Alabama. The Alabama Digital Government Summit provides an excellent opportunity to do just that by bringing together IT professionals from all across our state to hear from industry leaders and insiders. OIT is proud to continue its partnership with Government Technology to present this exciting annual conference. I hope you will join us for what is sure to be a meaningful and worthwhile event," says OIT Secretary Daniel Urquhart.

We hope to see you there!

Make plans now to join us on November 13th for the 2023 Alabama Digital Government Summit.

For more information, scan the QR code or visit the 2023 event page on Government Technology's website:

https://events.govtech.com/Alabama-Digital-Government-Summit.html

STATE *AND* LOCAL
CYBERSECURITY
GRANT PROGRAM

Alabama will receive approximately $3.8 million in federal grant funding through the State and Local Cybersecurity Grant Program (SLCGP). The state plans to use this grant to help strengthen the cybersecurity posture and readiness level of local governments across Alabama.

Through funding provided by the Infrastructure Investment and Jobs Act (IIJA), which was signed into law in 2021, the Department of Homeland Security (DHS) and the Cybersecurity and Infrastructure Security Agency (CISA) will jointly manage the SLCGP at the federal level. Additionally, CISA will provide subject-matter expertise and assistance as Alabama applies this funding locally.

Of Alabama's Fiscal Year 2022 (FY22) allocation of $3.8 million, a minimum of 80% will be used to address the cybersecurity needs of local government entities, including a minimum of 25% specifically for rural areas of the state. Rural areas are defined in the FY2022 SLCGP Notice of Funding Opportunity (NOFO) as communities with a population size of 50,000 or less.

The FY22 grant period went into effect on September 16, 2022, and will run through August 31, 2026. DHS has allowed states to use the first year of the grant program to establish a Cybersecurity Planning Committee, develop a statewide Cybersecurity Plan, and identify projects to implement utilizing SLCGP funding.

As the State Administrative Agency (SAA) for the SLCGP, OIT is working closely with the Alabama Cybersecurity Planning Committee, our federal partners, and numerous intrastate stakeholders to ensure this grant program provides the greatest benefit possible to localities throughout the state, and ultimately the citizens who call these communities home.

OIT
SERVICE
SPOTLIGHT:

CoreView

Alabama state government relies on authorized people – and only authorized people – having access to the technology resources they need to perform their job duties effectively and securely. Identity management is an essential tool that helps to prevent unauthorized access and protect critical systems and data from both inside and outside an organization's perimeter.

OIT is in the process of migrating from Cayosoft, its former product offering for identity management, to the CoreView platform. On **Saturday, September 30th**, all agencies still utilizing Cayosoft will be automatically converted to CoreView. With this cutover date just around the corner, OIT would like to take this opportunity to spotlight CoreView and showcase how it will empower state agency administrators with enhanced features and capabilities to meet their identity management needs.
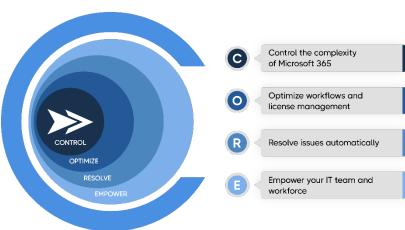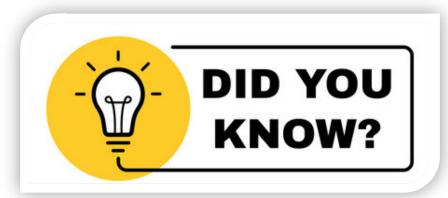
CoreView Features & Benefits:
- Manage Microsoft O365 and on-prem accounts and groups – convert, manage, and change names and passwords, and manage accounts and groups without being a domain admin.
- Numerous improved features such as enhanced reporting capabilities along with more granular process workflows.
- Provides an interface for elevated users to manage accounts without needing direct access to all portals, Active Directory, or other resources.
- Ample training material and opportunities available to help acclimate users.

As with any migration effort, it is not unusual to experience user issues or unexpected snags along the way. Please know that OIT is prepared to address any problems that may come up and is committed to ensuring the effective implementation of CoreView for your agency. To help with this transition, agencies are encouraged to begin using CoreView now so that potential functional issues can be identified and addressed ahead of the September 30th cutover date.

In the event that this date passes before issue resolution has been achieved, OIT has safeguards in place to avoid any disruption to your agency's daily operations.

For more information about CoreView or to inquire about training material, please contact the OIT Service Desk at service.desk@oit.alabama.gov or 334-242-2222.

C Control the complexity of Microsoft 365

O Optimize workflows and license management

R Resolve issues automatically

E Empower your IT team and workforce

Recent/Upcoming IT Changes, Updates, & Announcements

(i) **Android Device Administrator Migration to Android Enterprise**
Google deprecated Android Device Administrator on July 21st and replaced it with Android Enterprise for mobile device management. Android users across all Alabama state agencies are now required to be re-enrolled to Intune with Android Enterprise capabilities in order for email, WiFi, and apps to function properly.

If you have an Android device, you should have received an automatic prompt on your state device to re-enroll for updated settings. If you did not receive this prompt in July, or if you are having other issues related to this migration, please reach out to OIT so we can provide support.

(i) **Change from UManage to AD Self Service for Password Administration**
As of August 18th, OIT began utilizing AD Self Service to manage state user passwords. UManage, the application that had previously been in use to notify individuals that their password was set to expire, was decommissioned at that time. The reminder notification process with AD Self Service will remain much the same as it was under UManage, with users receiving daily messages (beginning 15 days prior to password expiration) encouraging the user to update their password as soon as possible.

Instead of these notifications being sent from No-ReplyPRM@alabama.gov (former UManage email address), the new reminder messages will now be sent from ADSelfService_NoReply@oit.alabama.gov. First time users of AD Self Service will be asked to visit https://selfservice.alabama.gov to enroll and complete a short series of questions and answers, followed by email verification.

(i) **Active Directory Domain Remediation Task Force**
In late 2022/early 2023, OIT conducted an exhaustive assessment of the Active Directory (AD) environment shared by numerous Alabama state agencies. This assessment identified several vulnerabilities and areas of concern. It also revealed a clear need for the development of a multi-agency group of stakeholders to discuss matters involving Identity Management and Maintenance associated with the forest, shared, trusted, and child domains for the State of Alabama.

What resulted was the formation of an AD Domain Remediation Task Force, which is comprised of approximately 50 members representing 16 agencies. The group held its first meeting in May and has continued meeting regularly since that time. The task force has actively worked to clean up and improve the AD environment, both at the individual agency level and at the shared forest level. While much work remains in this effort, the accomplishments already achieved by the AD Domain Remediation Task Force have been nothing short of spectacular.

(i) **CoreView to Replace Cayosoft for Identity Management**
Cayosoft will be decommissioned and replaced with CoreView on September 30th. To learn more about the features and benefits associated with this identity management platform, be sure to see the OIT Service Spotlight section featuring CoreView in this issue of *OIT Access*. Also, be on the lookout for notifications from OIT Communications related to this migration effort. And as always, please don't hesitate to reach out to the OIT Service Desk if you or your agency users are experiencing any issues with CoreView and its implementation.

Several OIT employees were celebrated recently for their years of dedicated service to the State of Alabama. Included among the honorees were Christine Burnette (30), Gayna Darrington (20), Roger Bowman (15), Nate Bowman (5), Keith Cousins (5), Brooke Covington (5), Chris Fucci (5), David Kicker (5), Melanie Talley (5), and John Wallace (5).

Marty Redden poses for a photograph on his final day as Secretary of OIT. Best wishes for a wonderful and well-deserved retirement, Marty!

Secretary of OIT Daniel Urquhart was interviewed on Alabama Public Television's Capitol Journal where he talked about the role OIT plays in state government.

OIT more than doubled its goal for the 2022 State Combined Campaign. Bonnie Traphan and Melanie Talley were recognized for all their hard work to make OIT's campaign a success!

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