

State of Alaska

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State Information Technology (IT) Modernization: Protecting Services, Reducing Risk

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Why Modernize and What Changes

- Major system components:
 - applications, interfaces, infrastructure, security
- Drivers:
 - mission changes, operations and maintenance costs, security risk, compliance
- Outcome:
 - improved security, resilience, citizen experience

Why It Takes Time and Investment

- Complexity
 - Legacy systems must be rebuilt while maintaining service
 - Business rules untangling and data migration complexity
 - Integration and security standards increase workload
- Project Risk Reduction

Risks and Costs - Five Challenge Areas

- Core mission systems
 - benefits, licensing, collections
- Constituent and employee services
 - portals, accessibility
- Data and reporting modernization
- Infrastructure platforms
 - network, identity, cyber
- Internal operations
 - finance, human resources, automation

Governance: Oversight and Cost Control

- Projects originate from the responsible agency
 - Departments for Line of Business systems/ OIT for enterprise-wide systems
 - Initiated with the budget process
 - Investment Review Board (IRB) reviews IT expenditures over \$25.0 at the RFP and contract stages
- IT Application Modernization council
 - Initiated this year
 - Working to identify modernization priorities across the executive branch

Progress and Readiness - Recent Successes

- Cloud adoption
 - Move towards Software as a Service (SaaS)
 - Cloud Migrations
- Cybersecurity infrastructure
- Department of Public Safety Criminal Justice Information System (CJIS) – Modernization - Total project costs ~ \$12M (65% Federal, 35% State)
 - Five-year project to replace several end-of-life systems supporting the State's CJIS
 - Replaced the State's criminal history repository, the central registry for sex offenders and for protective orders
 - Replacing three different permit and licensing programs: Concealed handguns, security guard licensing, and civilian process servers
 - Created an online portal for name-based background checks making it easier for the public to access their criminal records
 - Able to meet national standards for continued operability with other state criminal justice systems, the Federal Bureau of Investigation CJIS systems, and the Western Identification Network
 - Project challenges:
 - Adaptability with parallel projects and the need to incorporate those as CJIS-M progressed
 - Limited staffing and turnover over the five-year project
 - Failing systems with limited staff to support

Anticipated System Replacements (Estimated Costs)

- Department of Administration
 - Payroll – Time & Attendance and Processing System - \$TBD
 - Office of Information Technology Asset Replacement - \$29.5 million
- Department of Labor and Workforce Development
 - Unemployment Insurance Mainframe System Modernization - \$58 million
- Department of Family and Community Services
 - Online Resources for Children of Alaska (ORCA) - \$30.9 million
- Department of Law
 - Case Management System - \$6 million



Office of Management and Budget (OMB)

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