State of Alaska
Department of Administration

Office of Information Technology
Presentation to House Administration Finance Subcommittee
Chief Information Officer, Bill Smith
February 18, 2025

Enterprise IT

The Office of Information Technology is the provider of enterprise IT services for the State of Alaska.

Cybersecurity

- Identify
- Protect
- Detect
- Respond
- Recover

IT Network Infrastructure

- Cloud Infrastructure
- Core network
- Server hosting, patching
- Disaster recovery

IT Policy and Governance

- Standards
- Policies
- Investment Review Board

IT Application and Hardware Management

- Identity Management
- Enterprise Applications
- Patching

Standardized Support for Devices and Software

- Automation
- Knowledge Management
- Engineering Support

Licensing Costs

Goal: Address Rising Software and Contract Costs driven by Increased Usage and Inflation (+$529.0 Other)

Licensing Costs | Key Drivers for Cost Increases

- Inflationary pressure on existing contracts
- Increased Consumption of Enterprise Services
- Maintenance and Support Cost Increases

Licensing Costs | Focus for FY2025

- Cut Contract Commitments
- Reprioritize Enterprise Services
- Evaluate Service Level Requirements
- Transition Services to Lower Cost Options

IT Assets

Goal: Regularly replace aging IT assets to prevent failure
and reduce IT security risks and outages

IT Assets | Current Issues

- Over $25 million in outdated IT assets over the next five years
- Sustained technical debt increases risk
- Impact to system performance and ability to take advantage of emerging technology

IT Assets | Focus

- Sustainable asset replacement program
- Continue detailed tracking of life cycle replacements
- Risk based decision making
- Continued prioritization of cloud services

Recruiting and Retention

Office of Information Technology | Vacancy Percentage							
2018	**2019**	**2020**	**2021**	**2022**	**2023**	**2024**	**2025**
19%	18%	17%	19%	15%	16%	22%	11%

Current OIT Vacancies
23 vacancies & 3 pending offers

Recruiting Changes
- 2021: Cover letters no longer required
- 2022: Simplified questions and competency-based roles
- 2024:
  - Updated job descriptions and competency-based evaluation criteria
  - Seven IT events and fairs (engaged with 359 job seekers)

Recruiting and Retention Strategies
- Continue aggressive recruiting
- Launch internship program
- Expand professional development
- Create pathways for promotional opportunities

Help Desk Transition (FY2024)

In FY2024, **63 help desk support positions were moved from DOA** to State of Alaska (SOA) departments.

Aligned administrative processes to:

- Maintain the State of Alaska's security posture
- Maintain operational efficiency through the standardization of processes
- Provide continuous improvement of Office of Information Technology (OIT) and department provided IT support

Tier 0 | Self-Service: Ticket Creation and Reporting

Tier 1 | OIT Service Desk / Customer Contact Center

OIT Support

SOA Department Support

Tier 2 help desk positions were moved to departments

Tier 2 | Technical Support (Departmental Help Desks)

Tier 3 | Advanced IT Support

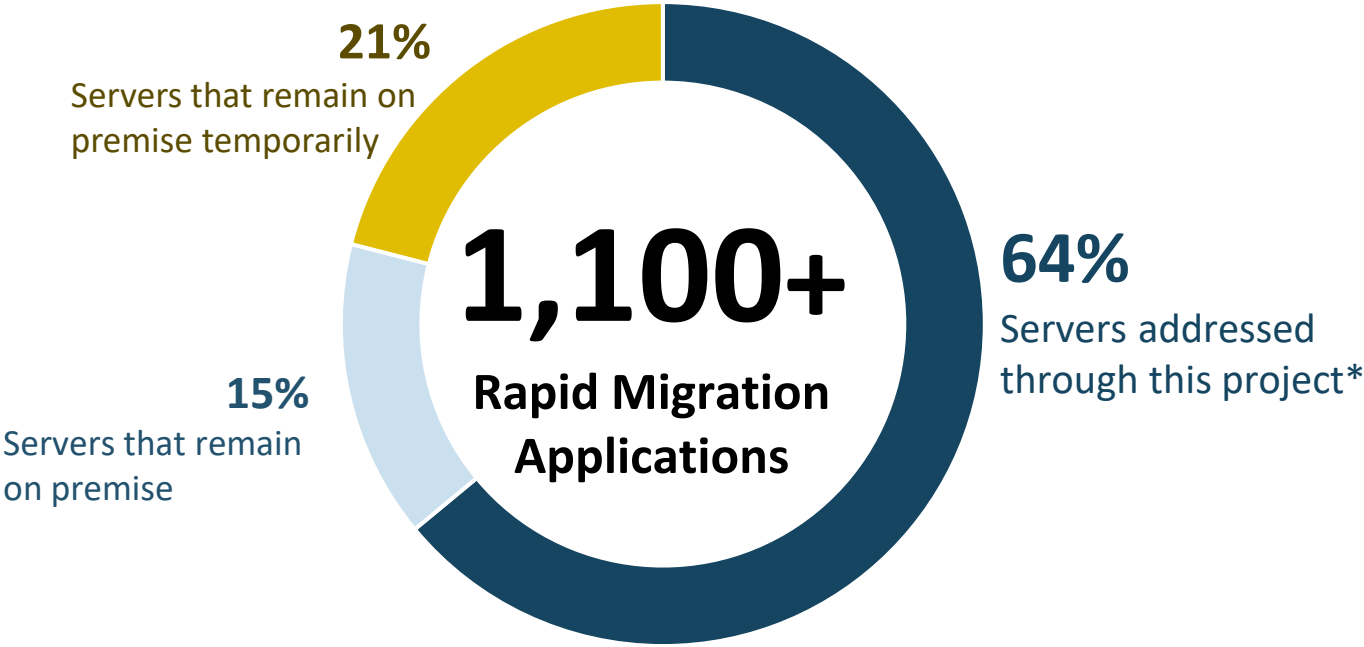OIT Help Desk Client Support / Automation & Knowledge Management

Rapid Cloud Migration Project

2022

August – Kickoff meeting with departments + **Lift 1** migrations begin

2023

May – **Lift 1** migrations end
June – **Lift 2** migrations begin

2024

May – **Lift 2** migrations end

21%
Servers that remain on premise temporarily

15%
Servers that remain on premise

1,100+
Rapid Migration Applications

64%
Servers addressed through this project*

includes servers migrated through rapid cloud migration, standard migration, or servers that were decommissioned through the discovery and analysis process

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ALASKANS PROUDLY SERVING ALASKANS

Cloud Migration Timeline CY 2021-2025

IT Cloud Policy and Governance
Ongoing Efforts

- Adoption of Cloud Smart Policies
- Cloud Working Group
- Azure Cloud Governance Plan

2021

Azure Cloud Build
Project Kickoff

2022

Rapid Cloud Migration
Project Kickoff

2023

Rapid Cloud Migration
In Progress: Lift 1 and Lift 2

2024

Rapid Cloud Migration
Project Complete

Mainframe Cloud Migration
Project Kickoff

Oracle Cloud Migration
Project Kickoff

2025

Mainframe Cloud Migration
Projected Completion

Oracle Cloud Migration
Projected Completion

Modern Cloud Migration
Ongoing Work

Enterprise Cybersecurity

The State Security Office (SSO), in coordination with executive branch departments, monitors, protects, and defends a complex and interconnected landscape of networks, devices, and services.

Enterprise Threat Landscape

- Geopolitical Tensions
- Supply Chain Vulnerabilities
- Artificial Intelligence
- End of Life Vulnerabilities
- Patching Vulnerabilities

Cybersecurity Investments:
- 24x7 Managed Security Operations Center (SOC)
- Microsoft G5 License Uplift
- Cloud Migration (Technical Debt Reduction)
- Multi-factor Authentication (MFA)
- Improved Endpoint Detection & Response (EDR)
- Enterprise Vulnerability Assessments
- Improved Employee Cybersecurity Training
- Updated Incident Response and Recovery Planning

Future Focus:
- Replace Enterprise Network Detection & Response (NDR) Platform
- Continue to Build Out Defense in Depth
- Leverage Artificial Intelligence For Security Operations
- Continue Aggressive Cybersecurity Awareness Training
- Implement Code Scanning Capabilities
- Reduction of Technical Debt
- Maturing System Security Planning

Year over year reduction in critical cybersecurity incidents from CY2021-CY2024

Threat landscape _continues to grow_ in volume and sophistication

Enterprise Artificial Intelligence (AI) Tools

State agencies are exploring the responsible use of Generative AI services.

State of Alaska User Groups	Enterprise AI Tools

End User ———————————→ **Office Software Assistant**

The enterprise AI tool can be used by any State of Alaska (SOA) employee. *End user AI tools are the easiest to implement and use.*

AI-powered assistant for use with office productivity applications such as email, documents, meetings, presentations and spreadsheets.

Professional ———————————→ **Copilot Studio (SOA cloud infrastructure)**

The enterprise AI tool can be used by SOA employees within specific functional areas. *This category includes non-IT professionals who are subject matter experts.*

Low-code tool that allows users to create custom AI plugins to connect data sources.

Developer ———————————→ **Azure AI Services (SOA cloud infrastructure)**

The enterprise AI tool requires software developers to customize the tool for department usage.

AI services that help developers rapidly create intelligent applications with prebuilt and customizable models.

Thank you!

Questions? Please contact:
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