Enterprise IT

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

Cybersecurity

- Identify
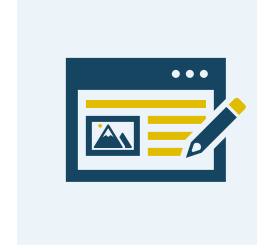- Protect
- Detect
- Respond
- Recover

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 (+$529.0 Other) ($ in thousands)

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 FY2026

- 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- Over $25 million in outdated IT assets over the next five years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

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

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 & three 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

Enterprise IT Project Support

Cybersecurity

- **Replace Enterprise Network Detection & Response (NDR) Platform**
- Increase the frequency of SOA cybersecurity training campaigns
- Pilot code scanning capabilities

IT Application and Hardware Management

- **Implement Mobile Device Management for tablets and cell phones**
- Work with departments to complete the rollout of Windows 11
- Pilot Enterprise AI: Copilot and Department AI Projects

IT Network Infrastructure

- Assess State of Alaska data centers and remaining on premise applications
- Migrate State of Alaska mainframe to cloud-based model
- Oracle database cloud migration

Standardized Support for Devices and Software

- Implement additional self-service (Tier 0) tools to reduce help desk workload
- Create a specialized team to assist department help desks (Tier 2) to resolve complex IT issues

IT Policy and Governance
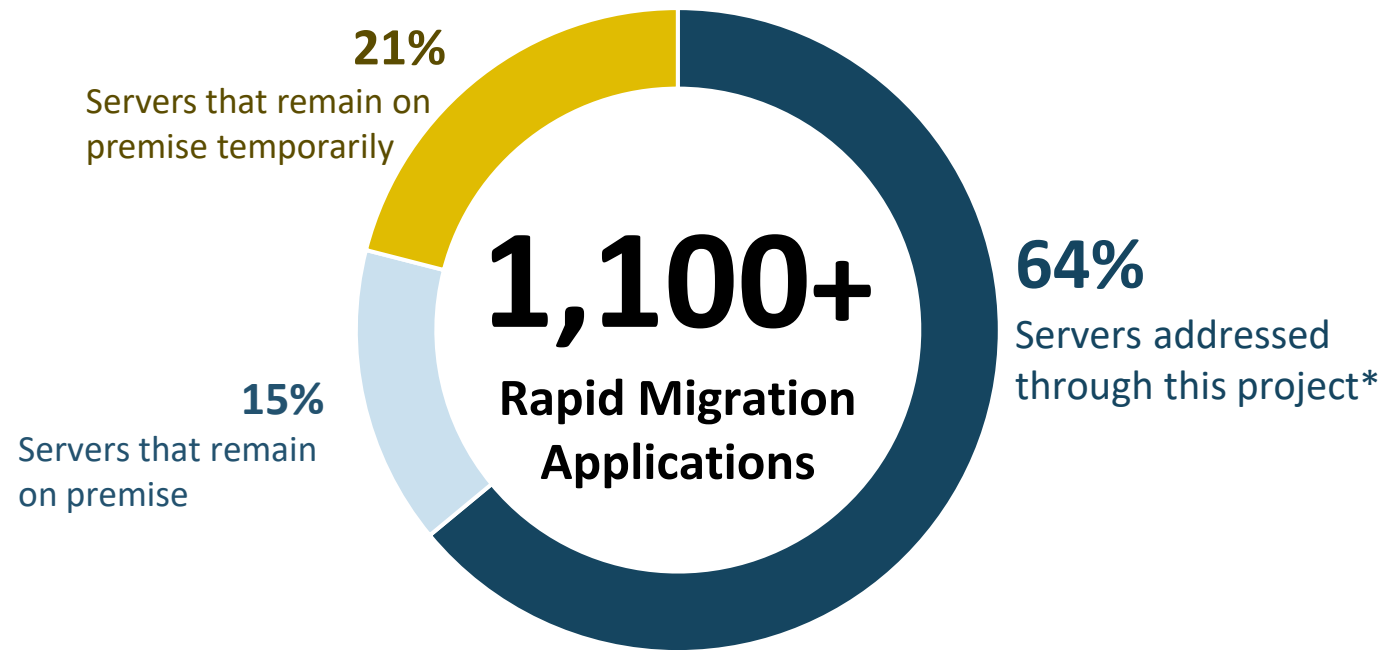
- Update Cloud Governance Plan
- Expand governance working groups supporting the Information Technology Advisory Committee (ITAC)

+ *Collaboration with departments on any projects involving enterprise infrastructure or services*

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

1,100+
Rapid Migration Applications

64%
Servers addressed through this project*

15%
Servers that remain on premise

*includes servers migrated through rapid cloud migration, standard migration, or servers that were decommissioned through the discovery and analysis process
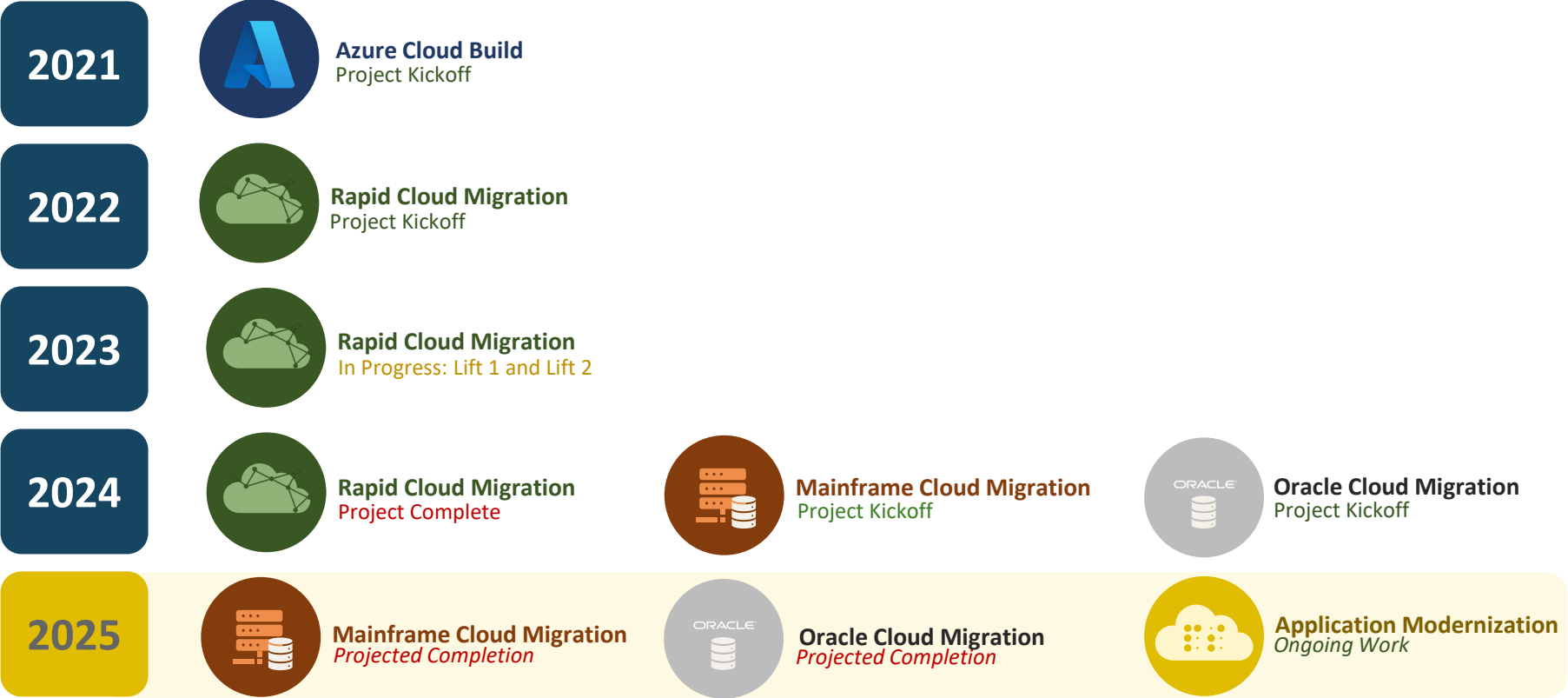
Cloud Migration Timeline CY2021-2025

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

Application Modernization
Ongoing Work

Generative AI Approaches

End User AI

Off-the-shelf options with AI embedded in currently used tools.

AI embedded into third party Software Applications by providers to improve functionality.

Developer AI

Custom AI configuration using existing AI tools.

State of Alaska Professional and Cloud Developer tools – AI tools that allow for secure, custom configuration.

Custom Build AI

Custom AI models from scratch.

Large scale implementation and creation/training of foundational model.

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.

Copilot & AI Projects

FY2026 Amended Budget

Goal: Fund small AI projects within the State to assess efficiencies and to capture enhanced operational capabilities for State agencies.

Change Record Title	Description	UGF Amount ($ in thousands)
Microsoft 365 Copilot AI Tools for State Employees	This funding provides licensing for 2,000 employees across departments, streamlines budget oversight and allocation, and facilitates swift adoption.	**$732.7**
Artificial Intelligence Projects	This funding will support multiple Artificial Intelligence (AI) projects across the State for one year.	**$360.0**

Thank you!

Questions? Please contact:
Bill Smith, Chief Information Officer
bill.smith@alaska.gov

Forrest Wolfe, Legislative Liaison
forrest.wolfe@alaska.gov