

Statewide IT, InfoSec and Privacy Update

September 2019



Recent Successes of Shared Services

- ▶ \$71,000 per year for agencies as well as \$1.2 million in cost avoided by not operating the DTO Print and Mail facility.
- ▶ Internet and Network
 - ▶ Up to 67 percent savings for DTO Internet service;
 - ▶ Up to 25 percent savings for DTO MetroNet service;
 - ▶ Up to 78 percent savings for DTO MetroNet MPLS service.
- ▶ SLED and DIS partnership to enhance security
- ▶ Email Standard

IT Self-Service Portal

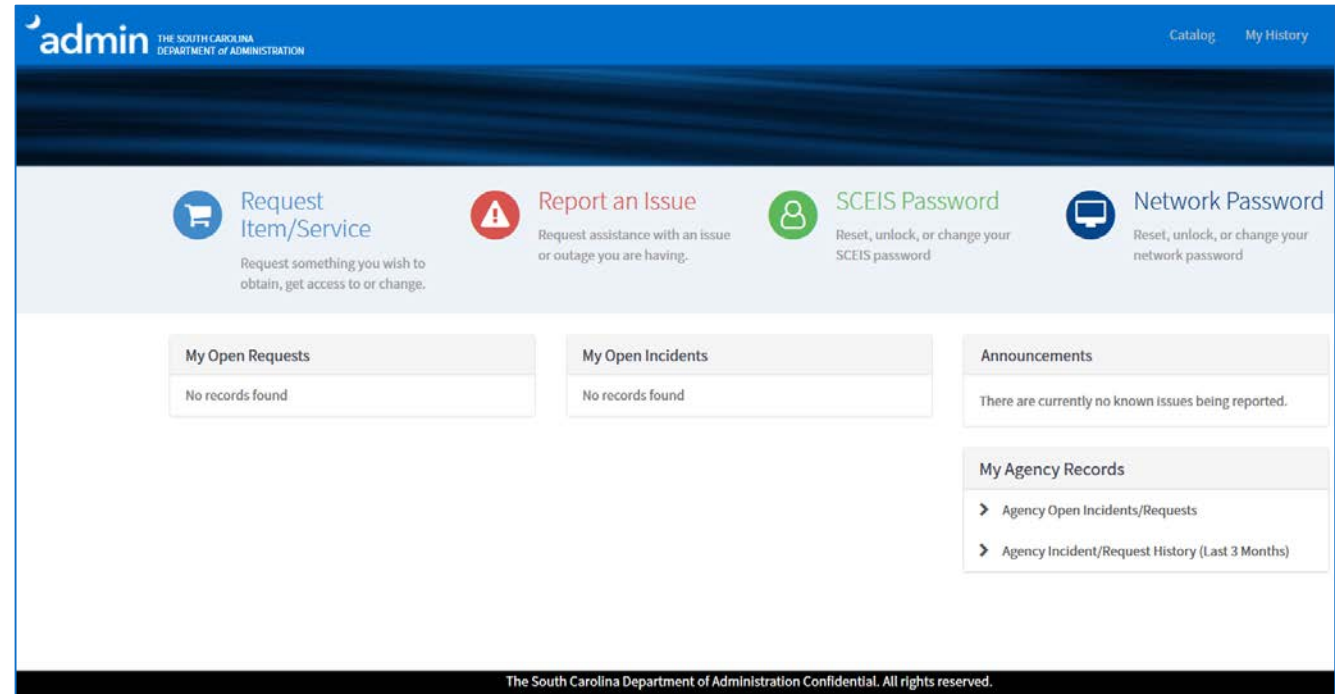
New IT Self-Service Portal

► Overview:

- OTIS is currently piloting a new **IT Self-Service Portal**.
- This will allow selected Agency IT roles to **submit IT requests and issues directly into ServiceNow** without contacting the DTO Service Desk by phone or email.
- This will also allow access to **view open tickets and history** for the agency.

► Benefits:

- **Easy access** for self-service
- **Transparency** for checking status
- **Foundation** for future portal capabilities: forms automation, knowledge, etc.

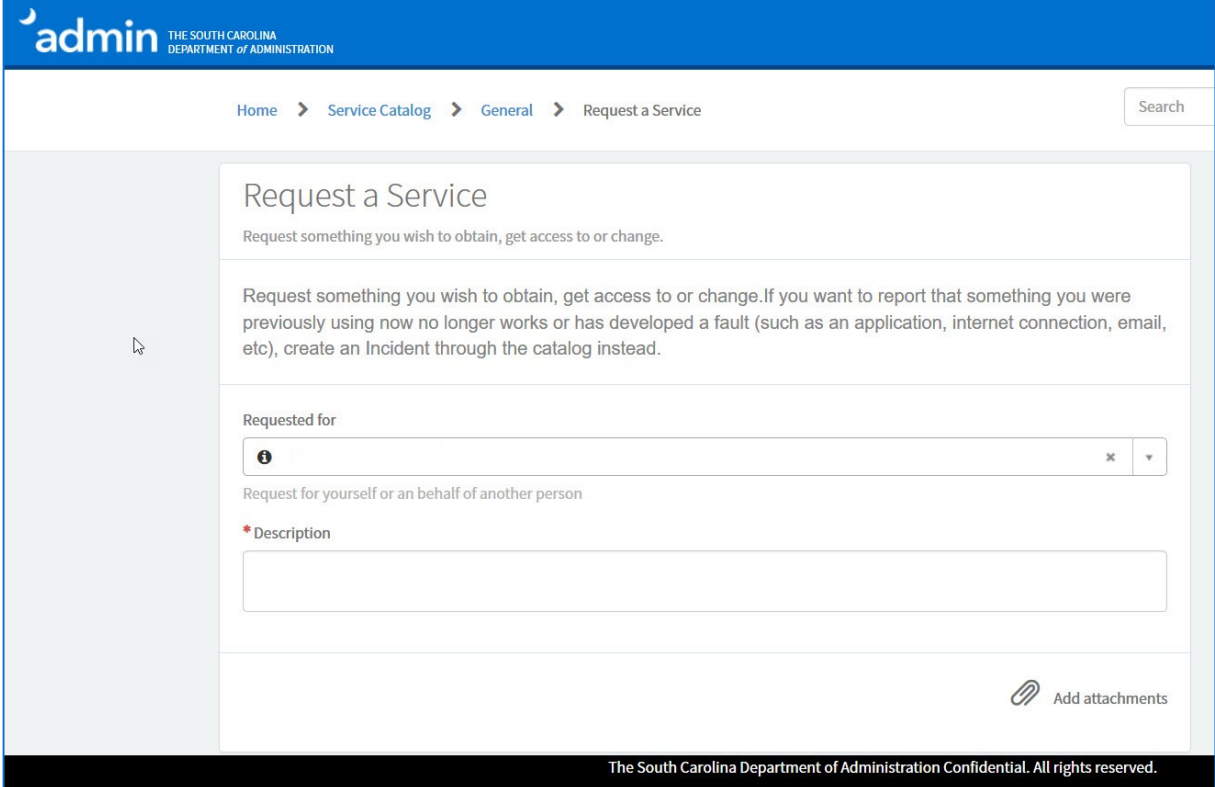


IT Self-Service Capabilities

▶ Portal Functionality

- ▶ **Submit** new IT Requests online with simple interface.
- ▶ **Report** any IT issues without having to call or email DTO service desk.
- ▶ **Check Status** of any open tickets across the Agency.
- ▶ **View History** and download past Agency Incident / Request information.
- ▶ See any **Announcements** about Major Incidents / Outages.
- ▶ Use **Quick Links** to reset passwords.

Submit and Update Tickets Directly Into ServiceNow



The screenshot displays the 'Request a Service' page within the 'admin' portal of the South Carolina Department of Administration. The page features a blue header with the 'admin' logo and the text 'THE SOUTH CAROLINA DEPARTMENT OF ADMINISTRATION'. Below the header, a breadcrumb trail shows 'Home > Service Catalog > General > Request a Service', and a search box is located in the top right corner. The main content area is titled 'Request a Service' and includes a sub-header 'Request something you wish to obtain, get access to or change.' Below this, a paragraph explains that if the user wants to report a fault (such as an application, internet connection, email, etc.), they should create an incident through the catalog instead. The form includes a 'Requested for' field with a dropdown menu, a note 'Request for yourself or an behalf of another person', and a required 'Description' text area. At the bottom right, there is an 'Add attachments' button with a paperclip icon. The footer of the page contains the text 'The South Carolina Department of Administration Confidential. All rights reserved.'

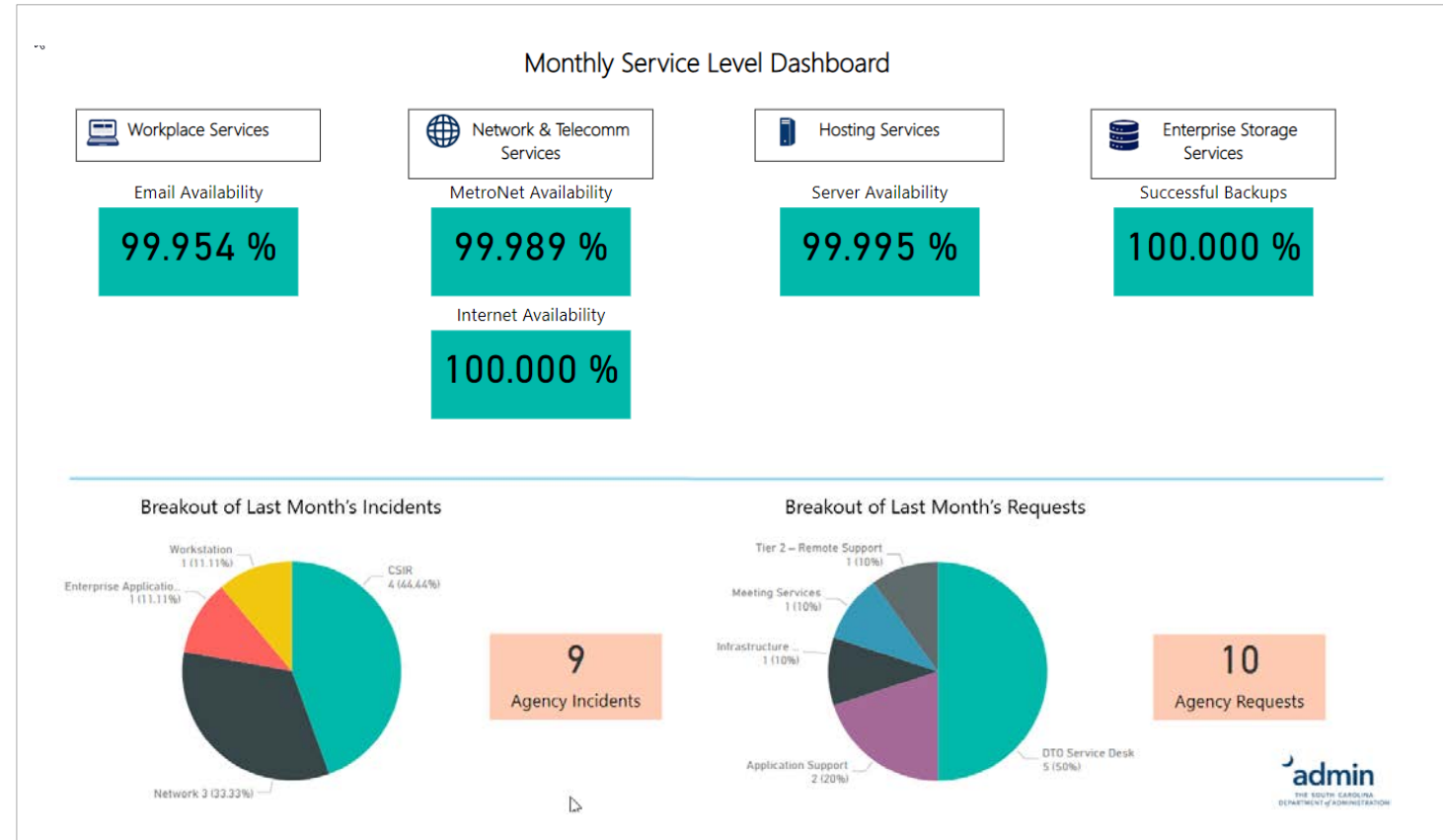
Service Level Reporting

► Overview:

- OTIS has been building out the next generation approach for expanding service level capabilities.
- Earlier efforts focused on identifying priorities for service level coverage from ARM Board members.
- Based on this input and available data, new dashboard models have been built out.

► Benefits Provide:

- **A data driven** approach to harvest ServiceNow and monitoring information.
- **Visibility** for service performance and trends.
- **Automation** to reduce manual data aggregation and reporting.



Realizing IT Shared Services Benefits

- ▶ Utilizing IT Shared Services — IT Shared Services Video
 - ▶ South Carolina Department of Public Safety





InfoSec Update

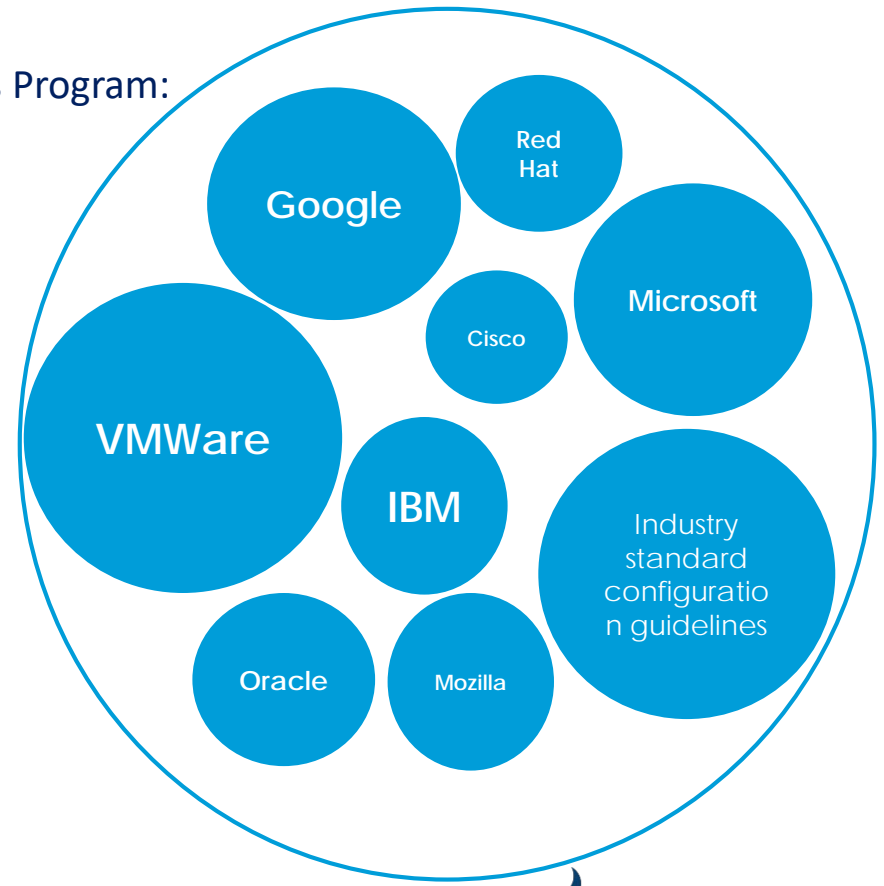
▶ System Configuration Baseline

▶ Purpose

- ▶ The primary goal of the State's System Configuration & Baseline Standards Program:
 - ▶ Leverage industry-recognized standards
 - ▶ Alignment to system data classification
 - ▶ Consistent approach to system hardening

▶ Objectives

- ▶ The objectives are to:
 - ▶ Establish a minimum system configuration baseline
 - ▶ Reduce risks inherent to system default configurations
 - ▶ Implement continuous monitoring for security, compliance and assurance



Audit & Assessment Program

- ▶ The primary goal of the Audit and Assessment (A&A) Approach and Procedure is to establish an A&A process that is:
 - ▶ Standardized
 - ▶ Framework agnostic
 - ▶ Integrated with risk management
 - ▶ Adaptable across Agencies of varying sizes, types, and maturity levels
- ▶ DIS will use the program to assess agency compliance starting this Fiscal Year

Privacy Update

- ▶ Privacy Assessment Tool (PAT)
 - ▶ Web based central repository for privacy impact assessments (PIAs)
 - ▶ Automated workflow
 - ▶ Available at no cost to agencies
 - ▶ Contact the Enterprise Privacy Office at privacy.office@admin.sc.gov
- ▶ Privacy Training on SCEIS MySCLearning
 - ▶ Available now
 - ▶ Information Privacy Basics for State Employees
 - ▶ Contact SCEIS for deployment to your agency's workforce.

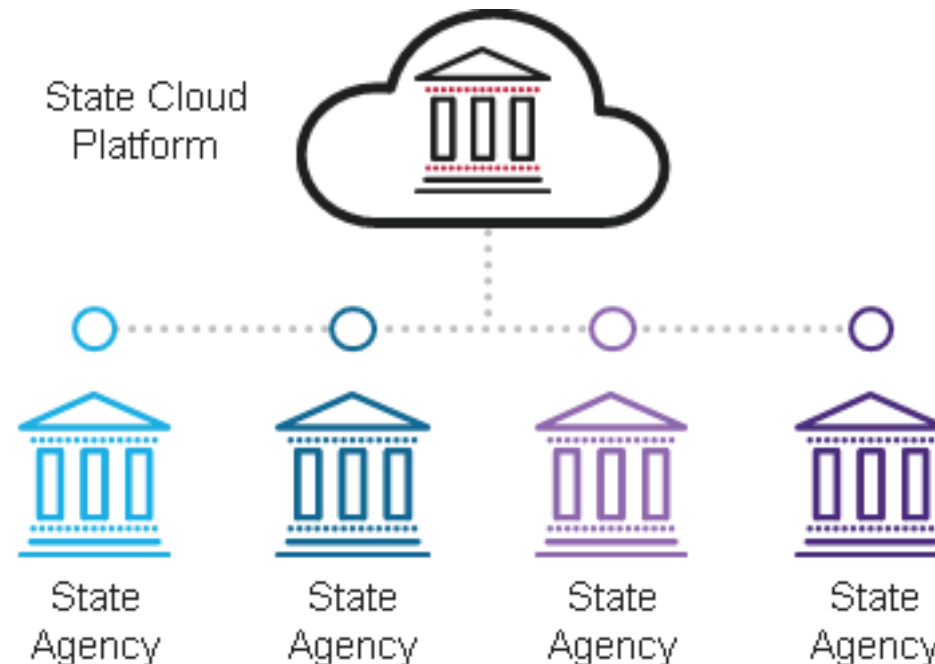
Multifactor Implementation (DUO)

- ▶ Implementation across multiple platforms
 - ▶ SCEIS
 - ▶ DTO provided services
 - ▶ Desktop; Email; VPN; ETC.
 - ▶ Replaces Safenet VPN services
 - ▶ Federated model will be available to all state agencies
 - ▶ Communications will start soon with implementations starting early 2020

Cloud Services

▶ State's Background and Objectives

- ▶ Develop a standard approach for cloud management
- ▶ Increase resiliency and reliability
- ▶ Put in a methodology for on-boarding state agencies
- ▶ Enhance financial transparency and accountability around the consumption of IT services and Security postures



Cloud Platform Roadmap

	Strategic	Implementation	Operations
Activities	<ul style="list-style-type: none"> • Team Mobilization • Discovery Interviews & Workshops • Create Target State • Gap Analysis (including 3rd party tools) • Project Risk Assessment • Preliminary Application Suitability Analysis • Organizational Readiness Assessment • Design Meetings & Workshops 	<ul style="list-style-type: none"> • Enterprise Service Provider Build • Security Requirements Build • Broker Platform Build • Cloud Operation Organization Design • Process Development & Modifications • Communications • Training Build • Documentation Build 	<ul style="list-style-type: none"> • Support of the Cloud Brokerage System • Execution of System Enhancement Requests • Continuous Monitoring
Deliverables	<ul style="list-style-type: none"> • Target State • Gap Analysis • Implementation Designs • Implementation Project Plan • Project Roles & Responsibilities Matrix 	<ul style="list-style-type: none"> • Working Cloud Brokerage Platform • Azure & AWS Enterprise Cloud Services • Operational Run Books • Broker Client Training / Onboarding • Training Curriculum • Cloud Operations Organization Design 	<ul style="list-style-type: none"> • Financial Reporting • Security Reporting • Provisioning of Cloud Environments • Performance Management
Outcomes	<ul style="list-style-type: none"> • Agreed Upon Solution Design • Prioritized Implementation Roadmap • Cross Functional Alignment Between Work Groups 	<ul style="list-style-type: none"> • Functioning State Cloud Broker Capability • State Capability Awareness for Agencies • Cloud Governance and Transparency • NIST 800-53 Moderate 	<ul style="list-style-type: none"> • Cloud Operational Excellence • High Agency Satisfaction Levels

Questions?