

# Office of Technology and Information Services Update

**LEAD. COLLABORATE. INNOVATE.**



# Agenda

Introductions

---



IT Shared Services Update

---



IT Service Management

---



Information Security Update

---



# Our Vision

To deliver secure, cost-effective technology solutions that empower state agencies to enhance the lives of South Carolina residents.



Lead



Collaborate

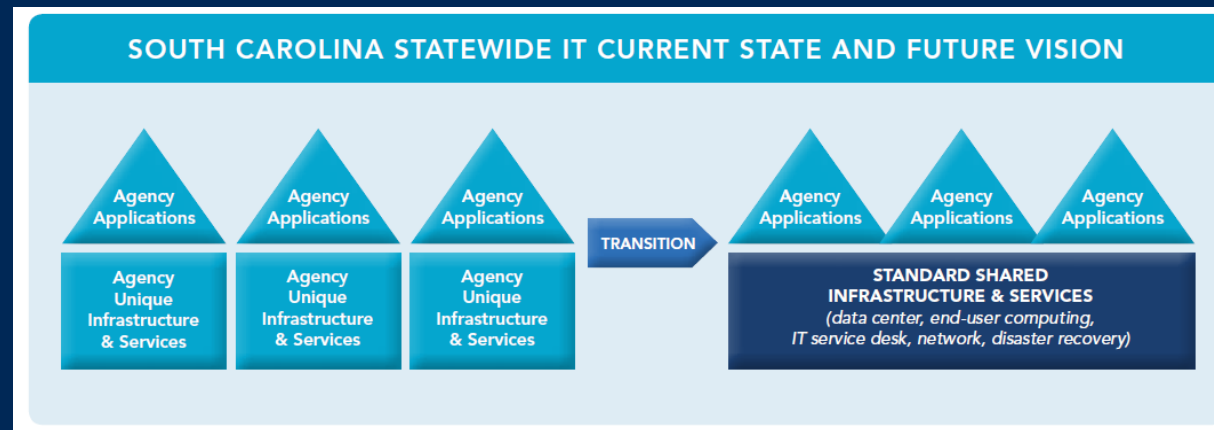


Innovate



# The **Goals** of IT Shared Services

- ▶ Benefit from Economies of Scale
- ▶ Minimize Duplication of Efforts
- ▶ Reduce Technical Complexity
- ▶ Address Emerging Risks Faster
- ▶ Simplify Agency Data Sharing
- ▶ Coordinated Technology Investments
- ▶ Maximize ROI from Innovation, R&D
- ▶ Consistent, Efficient Citizen Experience



# IT Shared Services **Proviso** and **Executive Order**

## Proviso and Executive Order Themes

- ▶ Shared Services Adoption
- ▶ Governance, Standards & Architecture
- ▶ Budget & Purchase Approval
- ▶ IT Plan Review & Approval

# IT Shared Service Progress and Direction

## Progress Highlights

- ▶ Statewide Cloud Platform
- ▶ Information Technology Standards
- ▶ Multi-factor Authentication
- ▶ ServiceNow ITSM Portal



## Next Steps

- ▶ Enhanced Digital Government Services
- ▶ IT Professional Services Contract
- ▶ Shared Service Adoption and Expansion



# IT Service Management (ITSM)

# What is ITSM?

IT Service Management (ITSM) is a process-based practice intended to align the delivery of IT services with the needs of the state, emphasizing benefits to our agencies.

ITSM involves a paradigm shift from managing IT as stacks of individual components to focusing on the delivery of end-to-end services using best practice models, such as IT Infrastructure Library (ITIL).





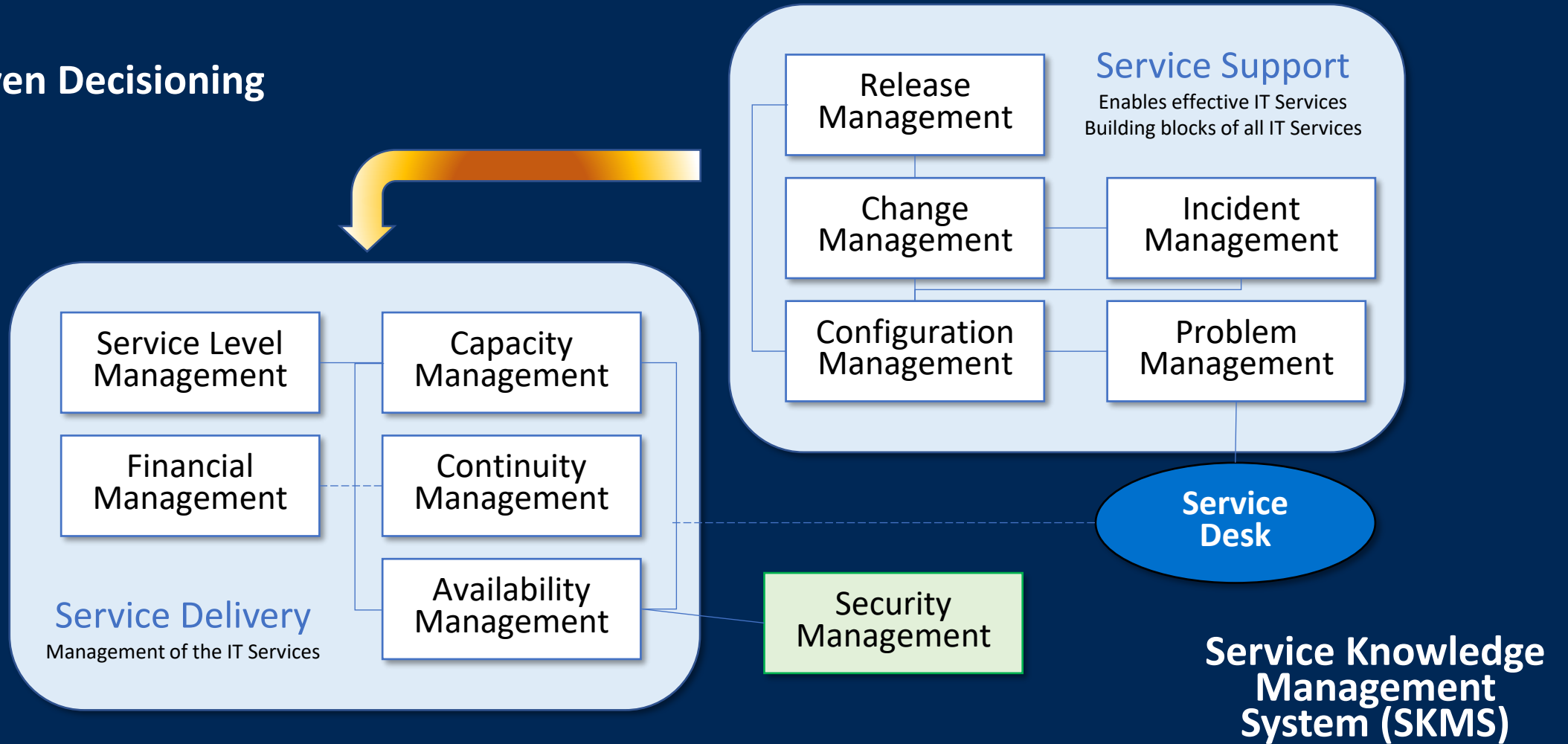
# Why ITSM?

- ▶ Move from traditional supply-demand model to customer-oriented processes and service value creation.
- ▶ Align IT goals with those of the state and agencies we support.
- ▶ Improve quality and reliability of IT services offered.
- ▶ Make “Excellence in Service” a part of our culture.
- ▶ Enhance/increase service level success.
- ▶ Enforce collaboration across silos.
- ▶ Optimize resource utilization.

# Core ITSM Disciplines

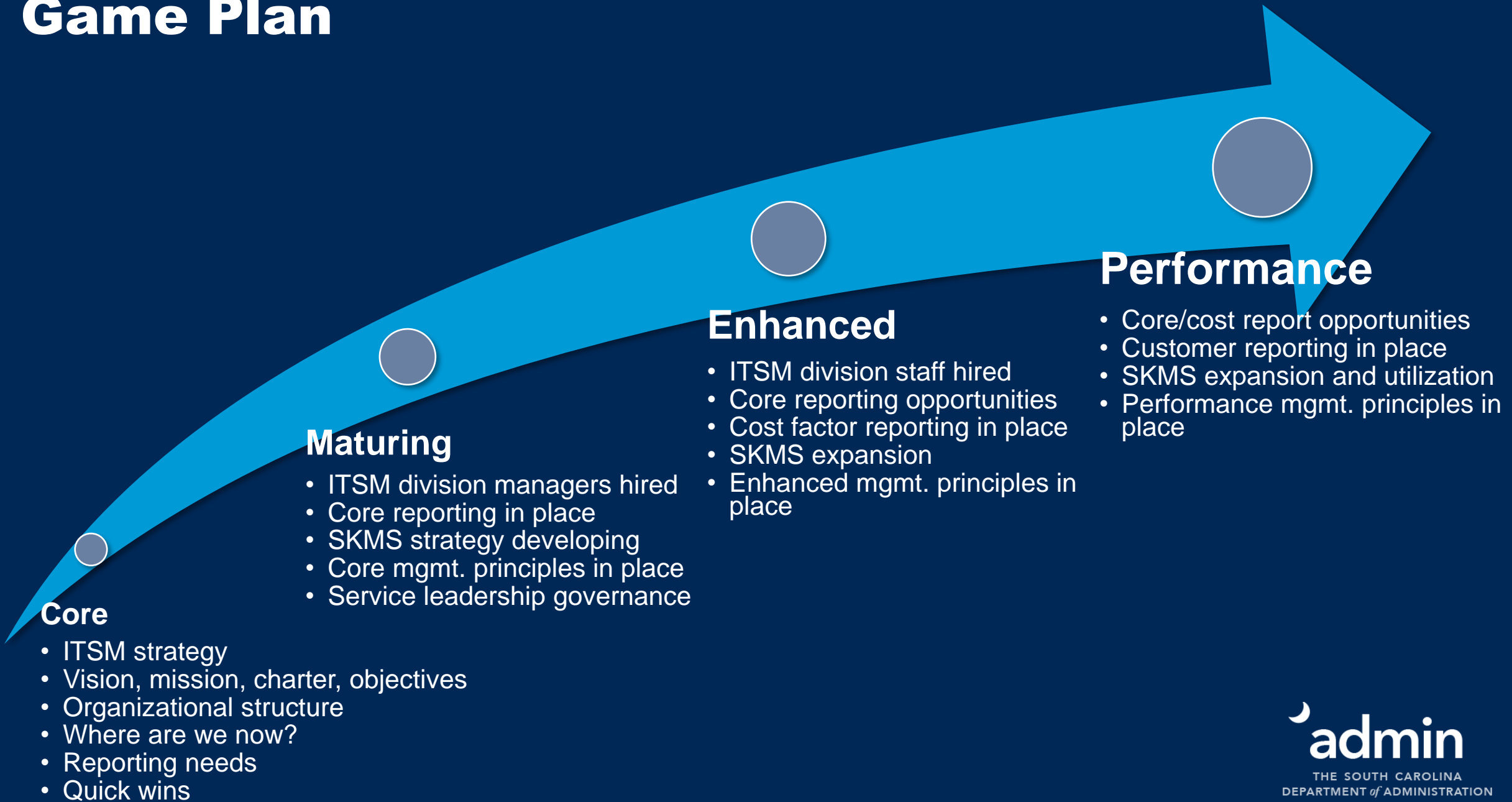
Automation

Data Driven Decisioning



Governance

# Game Plan



## Core

- ITSM strategy
- Vision, mission, charter, objectives
- Organizational structure
- Where are we now?
- Reporting needs
- Quick wins

## Maturing

- ITSM division managers hired
- Core reporting in place
- SKMS strategy developing
- Core mgmt. principles in place
- Service leadership governance

## Enhanced

- ITSM division staff hired
- Core reporting opportunities
- Cost factor reporting in place
- SKMS expansion
- Enhanced mgmt. principles in place

## Performance

- Core/cost report opportunities
- Customer reporting in place
- SKMS expansion and utilization
- Performance mgmt. principles in place



# Information Security Update

# Information Security Framework Update

In 2020, DIS announced plans to transition from the **DIS-200 InfoSec and Privacy Standards** to the **NIST Cybersecurity Framework (CSF)**.

The CSF provides a comprehensive, outcomes-based approach that will enable state agencies to implement and sustain effective security programs.



## Ongoing Activities

- ▶ Update InfoSec policies
- ▶ Draft implementation guidance
- ▶ Develop process enablement tools
- ▶ Provide training

# InfoSec Assessment Program Update

## Assessment Program Expansion

Beginning this year, assessments will be:

- ▶ Performed as a service by DIS, via ISPS vendor support, at no cost to agencies
- ▶ Focused on identifying risk via “key” controls initially

## What to Expect

DIS will contact your agency to:

- ▶ Coordinate initial discovery and planning sessions
- ▶ Identify resources and establish timelines

## What You Can Do to Prepare

- ▶ Identify points of contact to participate in assessment activities
- ▶ Gather agency infosec policies, procedures and plans

# Information Security Training

- ▶ This year's training opportunities have been a resounding success, with over 200 training seats occupied so far. Thank you for your support!
- ▶ We still have more classes, so spread the word, as there is no cost to your agency and seating is unlimited.

## Cyber Security Framework



- ✓ Oct. 26-28
- ✓ Jan. 25-27
- April 26-28

## CIS Benchmarks™

- ✓ Oct. 19-21 (Network, Mobile)
- ✓ Dec. 14-26 (Software, Email)
- ✓ Feb. 22-24 (Server/Virtualization/ Workstation)
- April 19-21 (Network, Mobile)
- June 21-23 (Software, Email)

## Information Security Certification Training



- Course names and dates for FY23 coming soon!

# Information Security Procurements

## Managed Security Services

- ▶ Enhance identification and detection of threats.
- ▶ Strengthen protection of state systems and data.
- ▶ Reduce response time to suspicious events and potential incidents.
- ▶ Speed recovery from system interruption through incident handling.



**Information Security and Privacy Services – Procurement is currently working on an extension to the current contract.**

Direct access to lot-based security and privacy services providing:

- ▶ Security infrastructure and service management.
- ▶ Security incident response and recovery.
- ▶ Security consulting and project support.
- ▶ System and application testing and assessment.
- ▶ Privacy program support.



Please don't hesitate to reach out to us if you have any questions, concerns or ideas.



Jay Meyer  
Office of Technology and  
Information Services



James Brown  
Division of  
Information Security



Keith Osman  
Division of Technology  
Operations



Matt Kinard  
Service Management  
Division



Doug Griswold  
Division of Technology  
Operations



Nathan Hogue  
Program Management  
Office