# GEORGIA CDO NEWSLETTER
## 2024 YEAR IN REVIEW

April 2025

## Driving Innovation and Excellence for the State of Georgia

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We're excited to share the significant accomplishments of the Office of the Chief Development Officer (CDO) throughout 2024. Our team is dedicated to driving innovation, improving services, and ensuring seamless operations for the state of Georgia. This newsletter highlights the key projects and achievements that have made a substantial impact.

## A Year of Transformation: Key Highlights

2024 was a year of significant progress and transformation for the CDO. We've successfully executed numerous projects that have modernized our infrastructure, enhanced data exchange, and improved service delivery across the state. Let's dive into the details!

# Cloud & Infrastructure Modernization: Building a Robust Foundation

We've made substantial strides in modernizing our cloud and infrastructure, improving efficiency and scalability.

● DHS MF2Cloud Architecture: Successfully migrated DHS STARS/Systemware applications and mainframe to production, enhancing efficiency and scalability.
● DirectConnect Systems Migration off Mainframe: Implemented a GDX file transfer solution, enabling partners to transition smoothly away from the mainframe.
● TIBCO Cloud Migration: Consolidated Linux and Mainframe environments to AWS Linux, improving connectivity and performance.
● DNR Servers from NADC to AWS: Successfully migrated DNR and EPD application and database servers to the AWS cloud.
● Mainframe z/OS Upgrade to 2.5: Completed a major upgrade, including testing of all wM file transfers for seamless transition.



# Support & Maintenance: Ensuring Reliability

Our support and maintenance teams have ensured our systems' reliability and smooth operation.

● Production/Operations Support: Resolved over 270 specific requests.
● Certificate Updates: *.georgia.ga.gov certificate updates.
● Customer Support: Addressed over 390 customer support requests.
● SSL Certificate Installations: Provided support and assistance for multiple SSL certificate installations.

# Integration & Data Exchange Enhancements: Connecting Georgia

Our CDO team worked tirelessly to enhance integration and data exchange, ensuring secure and efficient information flow.

• CPRS Application Integration Points (GA SHINES) (AOC): Established GDX as a central hub for data exchange with SHINES (GA DHS).

• DHS/EQUIFAX Encrypt File Support: Implemented encrypted file transfer support for Equifax interfaces with GA Gateway, ensuring data security.

• Genetic Test Interface ($TARS): Developed and deployed web services with a new Genetic Test vendor (DDC).

• Hostbridge Mainframe Utility Replacement: Created a new interface for direct connectivity to Conduent, replacing an incompatible utility.

• Integration Support for DHS MF2Cloud Migration: Provided critical support for migrating integrations with DHS mainframe file and data transfers to AWS.

• Iron Mountain Interface with GA DHS/DIS: Implemented new web services to load historical documents from Iron Mountain to DIS for GA DHS.

• SOAP to REST Conversion Effort (SHINES): Completed a large conversion of 32 services, enhancing compatibility and efficiency.

• GWIC Interfaces Implementation with GA Gateway IES: Reinstated WIC interfaces with GA Gateway using the new GWIC MIS vendor (Voyatek).

• GLEMS (LEMS Replacement): Implemented web services for the new Georgia Law Enforcement Message Switch (GLEMS).

• Alliance Health Interface with DIS: Facilitated file transfers between DIS and Alliant Health via GTA-Web methods.

• EAP and DCIMS File Transfer Projects for LIHEAP: Successfully implemented new file transfers for the LIHEAP program.

• Families First Fiscal Changes for SHINES: Updated systems to support increased column lengths requested by SHINES.

• DHS IRS Audit Support - IRS FTI Data Transmission (via TIBCO): Provided TIBCO transmission details and support for the DHS IRS Audit.

• Premium Collection Services (PCS) Web Service Changes with GA Gateway: Supported MAXIMUS (PCS vendor) web service changes for CHIP premium payment processing.

• ROVER API Service**: ROVER API service enabling real-time data exchange between the ROVER application and the DPH GAVERS system for Georgia birth/death certificate orders.
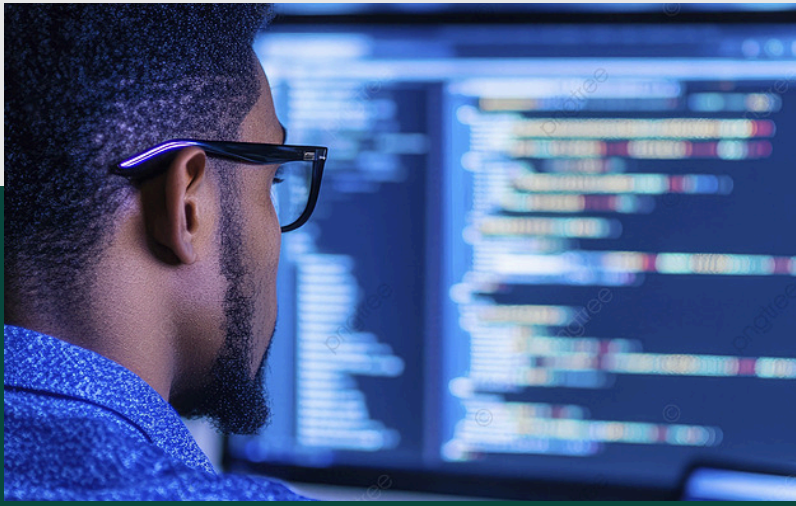
## Georgia Gateway & Related Services: Enhancing Access and Efficiency

We've significantly improved Georgia Gateway public assistance and related services, ensuring better access and efficiency for users.

● GA Gateway CR 801556/819843: Provided support for Google AI changes and GA Access SBE Gateway implementation.
● GA Gateway Releases (45-50) Support: Consistently supported changes to file transfers and web services, ensuring smooth operations.
● One Platform (Platform 28 Replacement IVR): Successfully transferred DHS IVR services to Platform 28.
● Get Insured (GA ACCESS & CXone): Supported file transfer implementation and voice signature service for Get Insured call center.
● Gateway/SHINES CR 771654: Updated naming conventions for Shines Certificates/CAPS Referrals.
● GTA/DECAL/Deloitte/MTX Payment System Integration Support: Replaced the NOVA system with Salesforce and new file transfers.
● REST Conversion for CMS (Federal Marketplace): Converted RJ74 services to REST/JSON.



## Application & System Enhancements: Continuous Improvement

We're committed to continuous improvement, with numerous enhancements across various applications and systems.

● ROVER Updates: Multiple updates for ROVER, including API service, shipping verbiage, dependency updates, and test automation.
● Digital Evidence Storage (LEMS): Developed a solution to upload, store, and view Digital Evidence for the Office of the Attorney General in the AWS Cloud.
● GMP Updates: Automation for weekly customer processing and invoice reconciliation.
● TLS Version Email Updates: Updates across multiple applications (GAFS, ODI, DII, LTNM, ODI Admin, User Admin).
● APCD Service: Released the All Payer Claims Database (APCD) service.
● Empowerment Fund Updates: Removed the Executive Decision step and added new Engagement Types.

# Security: Protecting Our Environment

Security is fundamental to our Mission.

● GDX System Security Plan: The GDX System Security Plan was revamped and edited to include the latest FISMA/FEDRAMP guidelines. This was an extensive redress of the previous SSP that required a significant deep dive into the future residence of GDX solutions in the AWS ecosystem. This particular artifact will be a fundamental component in the up-coming security audit of GDX solutions.

● GDX SSA/CMS Assessment: Completed the exhaustive Triennial Social Security Administration (SSA) and Centers for Medicaid and Medicare Services (CMS) review, a critical assessment for the team, and a requirement for continued operations.

● ADM System Security Plan: At the conclusion of the GDX SSP update, the team turned its focus on the ADM SSP starting at the end of 2024. The ADM SSP redress will follow the same path as its GDX sister with a similar deep dive assessing the AWS platform and addressing any issues with the various control families within the SSP. As with the GDX SSP, the ADM SSP will be a vital artifact in any sort of security audit/assessment.

● DevOps Vulnerability Notification: An on-going effort to further secure all of the DevOps solutions, new weekly reporting was put into place in 2024 to address DevOps' most immediate security concerns. This reporting includes a compiled summary of the week's most prominent security-focused items of note (alerts from AWS, directives from OIS, browser/application vulnerability updates, etc.). This has allowed DevOps leadership an opportunity to see in an abbreviated glance what is being reported and how best to assign resources to address the problems.

## Discontinued Services: Streamlining Operations

To streamline operations, we've discontinued the following services:

● eReports: No longer supporting hosted solution.
● CPRS: Hosted solution no longer supported; moved to their cloud.

# Detailed Project Descriptions

The CDO successfully launched and completed over 80 IT projects in 2024. Click the link below for a listing and detailed descriptions of each project.

**Read More**



## Conclusion: A Year of Remarkable Success

The CDO team has achieved remarkable success in 2024, driving significant improvements across various state services and systems. We are proud of our team's dedication and hard work and look forward to continued innovation and success in the future.