



Board of Directors



OUR VISION

*A transparent,
integrated enterprise
where technology
decisions are made
with the citizen in mind*

—

OUR MISSION

*To provide technology
leadership to the state
of Georgia for sound IT
enterprise management*

June 11, 2020

Agenda

Welcome

Approval of Minutes

Executive Director's Report

Financial Update and FY 2021 Budget

GTA's Response to COVID-19

Information Security Update

Legislative Update

Enterprise Governance and Planning

Closing and Adjournment



Executive Director's Report

Calvin Rhodes

State CIO and GTA Executive Director



FY2020 Financial Update

Joe Webb

GTA Deputy Executive Director



Financial Performance FY2020

(Overall)

	FY20 Budget	FY20 Variance	FY20 Projection
REVENUES:			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$13,617,590	(\$102,961)	\$13,514,629
Infrastructure Revenue	\$104,109,282	(\$6,771,678)	\$97,337,604
MNS Revenue	\$68,265,479	\$2,617,853	\$70,883,332
Revenue from Sale of Data	\$42,000,000	\$5,723,391	\$47,723,391
Revenue from Retained Services	\$16,958,963	(\$1,484,830)	\$15,474,133
Total Operating Revenue:	\$244,951,314	(\$18,225)	\$244,933,089
Total Non-operating Pass-through Revenue	\$8,196,740	\$4,368,886	\$12,565,626
TOTAL REVENUE:	\$253,148,054	\$4,350,661	\$257,498,715
EXPENSES:			
Personnel	\$25,521,704	(\$2,471,488)	\$23,050,216
Regular Operating Expense	\$2,201,737	(\$1,519,047)	\$682,690
IT Supplies & Software Expense	\$14,786,330	(\$7,608,186)	\$7,178,144
Rent	\$2,071,421	\$50,892	\$2,122,313
Telecommunications	\$3,581,995	(\$514,585)	\$3,067,410
Contracts	\$187,702,083	\$8,750,223	\$196,452,306
Transfers	\$3,370,000	(\$12,478)	\$3,357,522
Other Financing	\$432,488	\$37,553	\$470,041
Total Operating Expenses:	\$239,667,758	(\$3,287,116)	\$236,380,642
Total Non-Operating Pass-through Expenses	\$13,745,425	(\$4,104,611)	\$9,640,814
TOTAL EXPENSES:	\$253,413,183	(\$7,391,727)	\$246,021,456
Budget Basis Surplus/ (Deficit)	(\$265,129)	\$11,742,388	\$11,477,259
Non-Budgeted Transfers (Federal Payback - 5 of 8)	\$3,030,358	\$0	\$3,030,358
Net Income/(Loss)	(\$3,295,487)	\$11,742,388	\$8,446,901
Authorized Positions	181	0	181

Financial Performance FY2020

(Operating)

	FY20 Budget	FY20 Variance	FY20 Projection
REVENUES:			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$13,617,590	(\$102,961)	\$13,514,629
Infrastructure Revenue	\$104,109,282	(\$6,771,678)	\$97,337,604
MNS Revenue	\$68,265,479	\$2,617,853	\$70,883,332
Revenue from Sale of Data	\$42,000,000	\$5,723,391	\$47,723,391
Revenue from Retained Services	\$16,958,963	(\$1,484,830)	\$15,474,133
Total Operating Revenue:	\$244,951,314	(\$18,225)	\$244,933,089
EXPENSES:			
Personnel	\$25,521,704	(\$2,471,488)	\$23,050,216
Regular Operating Expense	\$2,201,737	(\$1,519,047)	\$682,690
IT Supplies & Software Expense	\$14,786,330	(\$7,608,186)	\$7,178,144
Rent	\$2,071,421	\$50,892	\$2,122,313
Telecommunications	\$3,581,995	(\$514,585)	\$3,067,410
Contracts	\$187,702,083	\$8,750,223	\$196,452,306
Transfers	\$3,370,000	(\$12,478)	\$3,357,522
Other Financing	\$432,488	\$37,553	\$470,041
Total Operating Expenses:	\$239,667,758	(\$3,287,116)	\$236,380,642
Budget Basis Surplus/ (Deficit)	\$5,283,556 	\$3,268,891	\$8,552,447
Non-Budgeted Transfers (Federal Payback - 5 of 8)	\$3,030,358	\$0	\$3,030,358
Net Income/(Loss)	\$2,253,198 	\$3,268,891	\$5,522,089
Authorized Positions	181	0	181

Financial Performance FY2020

(Non-Operating Pass-Through)

	FY20 Budget	FY20 Variance	FY20 Projection
REVENUES:			
Non-operating Pass-through Revenue			
Broadband	\$0	\$0	\$0
Revenue from CJEP e-filing	\$850,000	\$859,349	\$1,709,349
0	\$0	\$0	\$0
Georgia Cyber Center - GTA 60001	\$0	\$0	\$0
Georgia Cyber Center Bldg 1 95150/95300	\$923,425	\$443,005	\$1,366,430
Georgia Cyber Center Bldg 2 95675/60001	\$0	\$1,102,890	\$1,102,890
Georgia Cyber Center - Parking Deck 52075	\$664,374	(\$538,345)	\$126,029
Georgia Cyber Center - Build Out - RF 70356	\$511,619	\$352,225	\$863,844
Georgia Cyber Center - Build Out - BF 96356	\$5,070,605	(\$246,201)	\$4,824,404
Georgia Cyber Center - 12th Street 52DOT	\$0	\$0	\$0
Georgia Cyber Center - Operating Costs 94200	\$0	\$670,813	\$670,813
Georgia Cyber Center - Tenant Reimbursable - 40356	\$176,717	\$566,112	\$742,829
Perspecta - 40PER	\$0	\$519,374	\$519,374
TWC - 40TWC	\$0	\$610,233	\$610,233
GA Cyber - SOC - 40SOC	\$0	\$29,431	\$29,431
Total Non-operating Pass-through Revenue	\$8,196,740	\$4,368,886	\$12,565,626
EXPENSES:			
Non-Operating Pass-through Expenses			
Broadband	\$0	\$842,425	\$842,425
CJCC e-filing	\$850,000	(\$737,573)	\$112,427
Georgia Cyber Center GTA 60001	\$5,000,000	(\$4,514,245)	\$485,755
Georgia Cyber Center Bldg 1 95150/95300	\$923,425	(\$34,845)	\$888,580
Georgia Cyber Center Bldg 2 95675	\$0	\$118,847	\$118,847
0	\$0	\$0	\$0
Georgia Cyber Center - Parking Deck 52075	\$664,374	(\$649,069)	\$15,305
Georgia Cyber Center - Build Out - RF 70356	\$0	\$1,131,374	\$1,131,374
Georgia Cyber Center - Build Out - BF 96356	\$5,070,605	(\$1,125,183)	\$3,945,422
Georgia Cyber Center - 12th Street 52DOT	\$0	\$0	\$0
Georgia Cyber Center - Operating Costs 94200	\$0	\$931,668	\$931,668
Georgia Cyber Center - Tenant Reimbursable 40356	\$1,237,021	(\$1,227,048)	\$9,973
Perspecta - 40PER	\$0	\$519,374	\$519,374
TWC - 40TWC	\$0	\$610,233	\$610,233
GA Cyber - SOC - 40SOC	\$0	\$29,431	\$29,431
Total Non-Operating Pass-through Expenses	\$13,745,425	(\$4,104,611)	\$9,640,814
Budget Basis Surplus/ (Deficit)	(\$5,548,685)	\$8,473,497	\$2,924,812

Financial Performance at a Glance

STATE REVENUE
SHOWS DECLINE

-3.4%

FY20 revenues 3.4%
lower than the prior
fiscal year

DATA SALES REVENUE
CONTINUES MODERATE
GROWTH AND STABILITY

\$46 million

FY20 revenues 10.9%
higher than projected
through April

CONTINUED FOCUS
ON INVOICE
COLLECTIONS

29.4 days

Accounts Receivable
turnover as of April; well
under 40-day target



FY2021 Proposed Budget

FY2020 Budget vs. FY2021 Budget

	FY2020 Budget	FY2021 Budget	Variance
REVENUES:			
State Appropriated Funds	\$0	\$0	\$0
GTA Administrative Fees	\$13,617,590	\$7,468,696	(\$6,148,894)
Infrastructure Revenue	\$104,109,282	\$90,186,394	(\$13,922,888)
MNS Revenue	\$68,265,479	\$70,690,935	\$2,425,456
Revenue from Sale of Data	\$42,000,000	\$42,000,000	\$0
Revenue from Retained Services	\$16,958,963	\$9,952,169	(\$7,006,794)
Total Operating Revenue:	\$244,951,314	\$220,298,194	(\$24,653,120)
Total Non-operating Pass-through Revenue	\$8,196,740	\$2,981,714	(\$5,215,026)
TOTAL REVENUE:	\$253,148,054	\$223,279,908	(\$29,868,146)
EXPENSES:			
Personnel	\$25,521,704	\$25,099,596	(\$422,108)
Regular Operating Expense	\$2,201,737	\$1,690,923	(\$510,814)
IT Supplies & Software Expense	\$14,786,330	\$8,835,140	(\$5,951,190)
Rent	\$2,071,421	\$2,071,765	\$344
Telecommunications	\$3,581,995	\$3,875,210	\$293,215
Contracts	\$187,702,083	\$172,939,340	(\$14,762,743)
Transfers	\$3,370,000	\$3,572,000	\$202,000
Other Financing	\$432,488	\$402,198	(\$30,290)
Total Operating Expenses:	\$239,667,758	\$218,486,172	(\$21,181,586)
Total Non-Operating Pass-through Expenses	\$13,745,425	\$6,315,266	(\$7,430,159)
TOTAL EXPENSES:	\$253,413,183	\$224,801,438	(\$28,611,745)
Budget Basis Surplus/ (Deficit)	(\$265,129)	(\$1,521,530)	(\$1,256,401)
Non-Budgeted Transfers (Federal Payback)	\$3,030,358	\$3,030,358	\$0
Net Income/(Loss)	(\$3,295,487)	(\$4,551,888)	(\$1,256,401)
Authorized Positions	181	181	0

Proposed FY2021 Budget

	FY21 Budget
REVENUES:	
State Appropriated Funds	\$0
GTA Administrative Fees	\$7,468,696
Infrastructure Revenue	\$90,186,394
MNS Revenue	\$70,690,935
Revenue from Sale of Data	\$42,000,000
Revenue from Retained Services	\$9,952,169
Total Operating Revenue:	\$220,298,194
Total Non-operating Pass-through Revenue	\$2,981,714
TOTAL REVENUE:	\$223,279,908
EXPENSES:	
Personnel	\$25,099,596
Regular Operating Expense	\$1,690,923
IT Supplies & Software Expense	\$8,835,140
Rent	\$2,071,765
Telecommunications	\$3,875,210
Contracts	\$172,939,340
Transfers	\$3,572,000
Other Financing	\$402,198
Total Operating Expenses:	\$218,486,172
Total Non-Operating Pass-through Expenses	\$6,315,266
TOTAL EXPENSES:	\$224,801,438
Budget Basis Surplus/ (Deficit)	(\$1,521,530)
Non-Budgeted Transfers (Federal Payback - 6 of 8)	\$3,030,358
Net Income/(Loss)	(\$4,551,888)
Authorized Positions	181

Proposed FY2021 Budget (Operating)

	FY21 Budget
REVENUES:	
State Appropriated Funds	\$0
GTA Administrative Fees	\$7,468,696
Infrastructure Revenue	\$90,186,394
MNS Revenue	\$70,690,935
Revenue from Sale of Data	\$42,000,000
Revenue from Retained Services	\$9,952,169
Total Operating Revenue:	\$220,298,194
EXPENSES:	
Personnel	\$25,099,596
Regular Operating Expense	\$1,690,923
IT Supplies & Software Expense	\$8,835,140
Rent	\$2,071,765
Telecommunications	\$3,875,210
Contracts	\$172,939,340
Transfers	\$3,572,000
Other Financing	\$402,198
Total Operating Expenses:	\$218,486,172
Budget Basis Surplus/ (Deficit)	\$1,812,022
Non-Budgeted Transfers (Federal Payback - 6 of 8)	\$3,030,358
Net Income/(Loss)	(\$1,218,336)
Authorized Positions	181

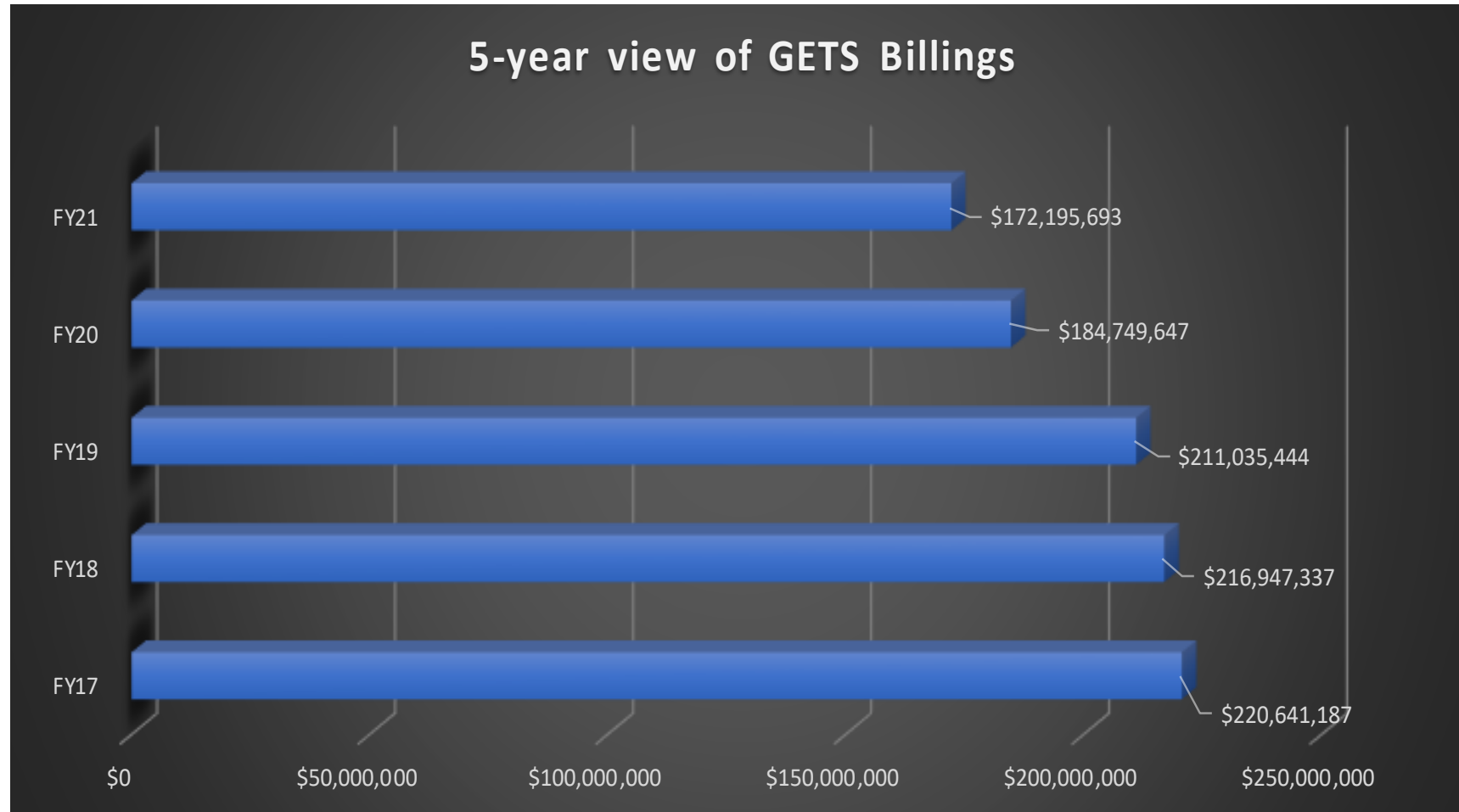
Proposed FY2021 Budget (Non-Operating Pass-through)

	FY21 Budget	FY21 Variance	FY21 Projection
REVENUES:			
Non-operating Pass-through Revenue			
CJEP E-Filing	\$0	\$0	\$0
Georgia Cyber Center - GTA	\$0	\$0	\$0
Georgia Cyber Center Bldg 1	\$220,000	\$0	\$220,000
Georgia Cyber Center Bldg 2	\$0	\$0	\$0
Georgia Cyber Center - Parking Deck	\$0	\$0	\$0
Georgia Cyber Center - Build Out - Rental	\$1,356,782	\$0	\$1,356,782
Georgia Cyber Center - Build Out - Bond	\$0	\$0	\$0
Georgia Cyber Center - 12th Street Extension	\$0	\$0	\$0
Georgia Cyber Center - Operating Revenue	\$1,404,932	\$0	\$1,404,932
Georgia Cyber Center - Tenant Reimbursable	\$0	\$0	\$0
Perspecta - 40PER	\$0	\$0	\$0
TWC - 40TWC	\$0	\$0	\$0
GA Cyber - SOC - 40SOC	\$0	\$0	\$0
Total Non-operating Pass-through Revenue	\$2,981,714	\$0	\$2,981,714
EXPENSES:			
Non-Operating Pass-through Expenses			
Broadband	\$0	\$0	\$0
CJEP E-Filing	\$0	\$0	\$0
Georgia Cyber Center GTA 60001	\$4,514,334	\$0	\$4,514,334
Georgia Cyber Center Bldg 1	\$220,000	\$0	\$220,000
Georgia Cyber Center Bldg 2	\$0	\$0	\$0
Georgia Cyber Center - Parking Deck	\$0	\$0	\$0
Georgia Cyber Center - Build Out - Rental	\$0	\$0	\$0
Georgia Cyber Center - Build Out - Bond	\$0	\$0	\$0
Georgia Cyber Center - 12th Street Extension	\$0	\$0	\$0
Georgia Cyber Center - Operating Costs	\$1,404,932	\$0	\$1,404,932
Georgia Cyber Center - Tenant Reimbursable	\$176,000	\$0	\$176,000
AU MOU for Cyber DevOps Engineer	\$0	\$0	\$0
Perspecta - 40PER	\$0	\$0	\$0
TWC - 40TWC	\$0	\$0	\$0
GA Cyber - SOC - 40SOC	\$0	\$0	\$0
Total Non-Operating Pass-through Expenses	\$6,315,266	\$0	\$6,315,266
Budget Basis Surplus/ (Deficit)	(\$3,333,552)	\$0	(\$3,333,552)

Budget Reduction Preparedness - FY2021

	Total FY2021 Budget	Passthrough					GTA Agency Budget
		IV&V	Oracle	CJEP	GA Cyber Center	GETS	
300 Personal Services	\$25,099,596						\$25,099,596
301 Regular Operating Exp	\$1,690,923					\$200,000	\$1,490,923
305 IT Supplies and Software Exp	\$8,835,140		\$2,976,194			\$140,302	\$5,718,644
306 Rent	\$2,071,765						\$2,071,765
307 Telecommunications	\$3,875,210						\$3,875,210
312 Contracts	\$179,254,607	\$2,500,000		\$0	\$6,315,266	\$160,877,329	\$9,562,013
314 Transfers	\$3,572,000						\$3,572,000
319 Other Financing	\$402,198				\$0		\$402,198
FY2021Total	\$224,801,438	\$2,500,000	\$2,976,194	\$0	\$6,315,266	\$161,217,631	\$51,792,348
FY2020 Base	\$253,413,183	\$10,000,000	\$3,076,639	\$850,000	\$12,895,426	\$172,374,761	\$54,216,356
							\$7,590,290 Reduction 14%
FY2020 V FY2021	(\$28,611,745)	(\$7,500,000)	(\$100,445)	(\$850,000)	(\$6,580,160)	(\$11,157,130)	(\$2,424,009) -4.47%
Reduction in Admin Fee Revenue							(\$6,148,894)
							(\$8,572,903) -15.81%

5-year view of GETS billings





GTA's Response to COVID-19

Calvin Rhodes



Supporting State Agencies

Nikhil Deshpande

Chief Digital Officer

Dean Johnson

Chief Operating Officer



OUR VISION

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Chatbot

Digital Services Georgia

**June 11
2020**

Department of Public Health Session

Regular Sessions

50K

Average sessions for
Year 2019-March 2020

Peak Sessions

5M

March 2020

Sessions Jump

11K %

Average 4-5 managers
per agency

Google Analytics Home

Users

11M

↑1,260.2%

Sessions

39M

↑3,305.7%

Bounce Rate

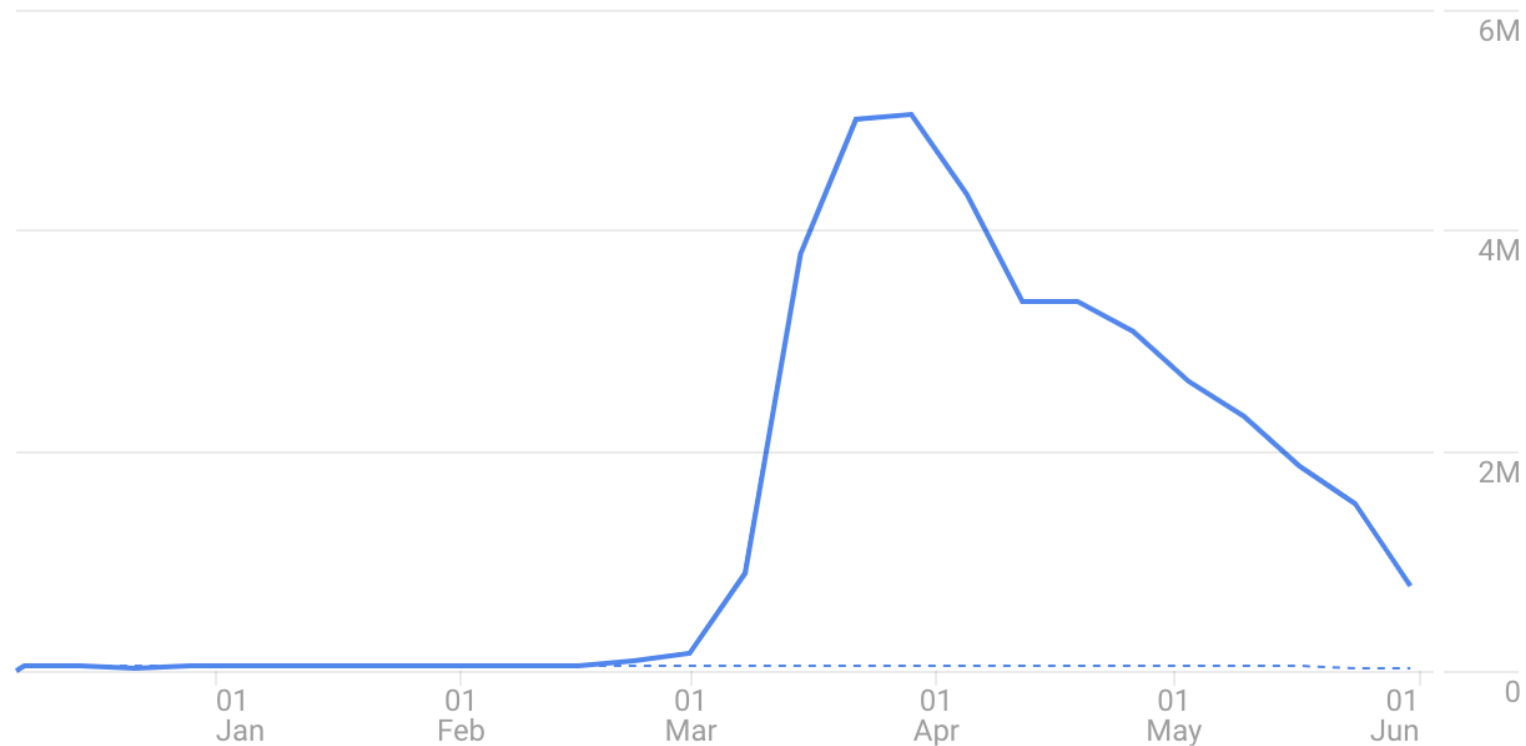
64.29%

↑46.8%

Session Duration

1m 21s

↓34.3%



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 **GEORGIA DEPARTMENT of PUBLIC HEALTH**

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our mission

prevent disease, injury & disability

promote health & well-being

prepare for & respond to disasters

#COVID19GA

COVID-19


CORONAVIRUS DISEASE






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 **GEORGIA DEPARTMENT of PUBLIC HEALTH**

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our mission

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#COVID19GA

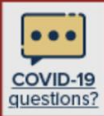
COVID


CORONAVIRUS DISEASE

Hello and welcome! This is an automated chatbot. It will try to match answers to the most commonly asked question. For your privacy, please do not enter personal information such as your name or Social Security number here. Give it a try!


A minute ago

Type your message 







An official website of the State of Georgia government. [Here's how you know](#) ✓




Language: English



Organizations A-Z




Georgia
DOL DEPARTMENT of
LABOR



Search

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ALERT: If your job has been impacted by COVID-19 and you need to file for unemployment OR need to check your claim status...



[Start Here](#)

Online Services

- [Apply for Unemployment Benefits](#)
- [Employer Portal](#)
- [Check My UI Claim Status](#)
- [Reset Your PIN](#)
- [Claim Weekly UI Benefits Payment](#)
- [Request Weekly PUA Payment](#)

Spotlights

- [Report Unemployment Insurance Fraud](#)
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Find a Career Center

Service Directory

Email Us

Contact Us

Thank you for using the Georgia Department of Labor (GDOL) web site. Every effort has been made to provide useful, accurate, and complete information and resources.

For immediate answers to FAQs regarding COVID-19 employment issues, please use the interactive Q&A Tool below.

Hello and welcome! This is an automated chatbot. It will try to match answers to the most commonly asked question. For your privacy, please do not enter personal information such as your name or Social Security number here. Give it a try!

Just now

Type your message





GOVERNOR BRIAN P. KEMP
OFFICE *of the* GOVERNOR



Search

▼ Governor

▼ First Lady


▼ News

▼ Executive Action

▼ Mansion

Events

▼ Contact Us

 > COVID-19 FAQ

COVID-19 FAQ

Use this automated tool to search for frequently asked questions about COVID-19 in Georgia.

Hello and welcome! This is an automated chatbot. It will try to match answers to the most commonly asked question. For your privacy, please do not enter personal information such as your name or Social Security number here. Give it a try!

16 minutes ago

Type your message



Google Analytics Home

Users

11M

↑1,260.2%

Sessions

39M

↑3,305.7%

Bounce Rate

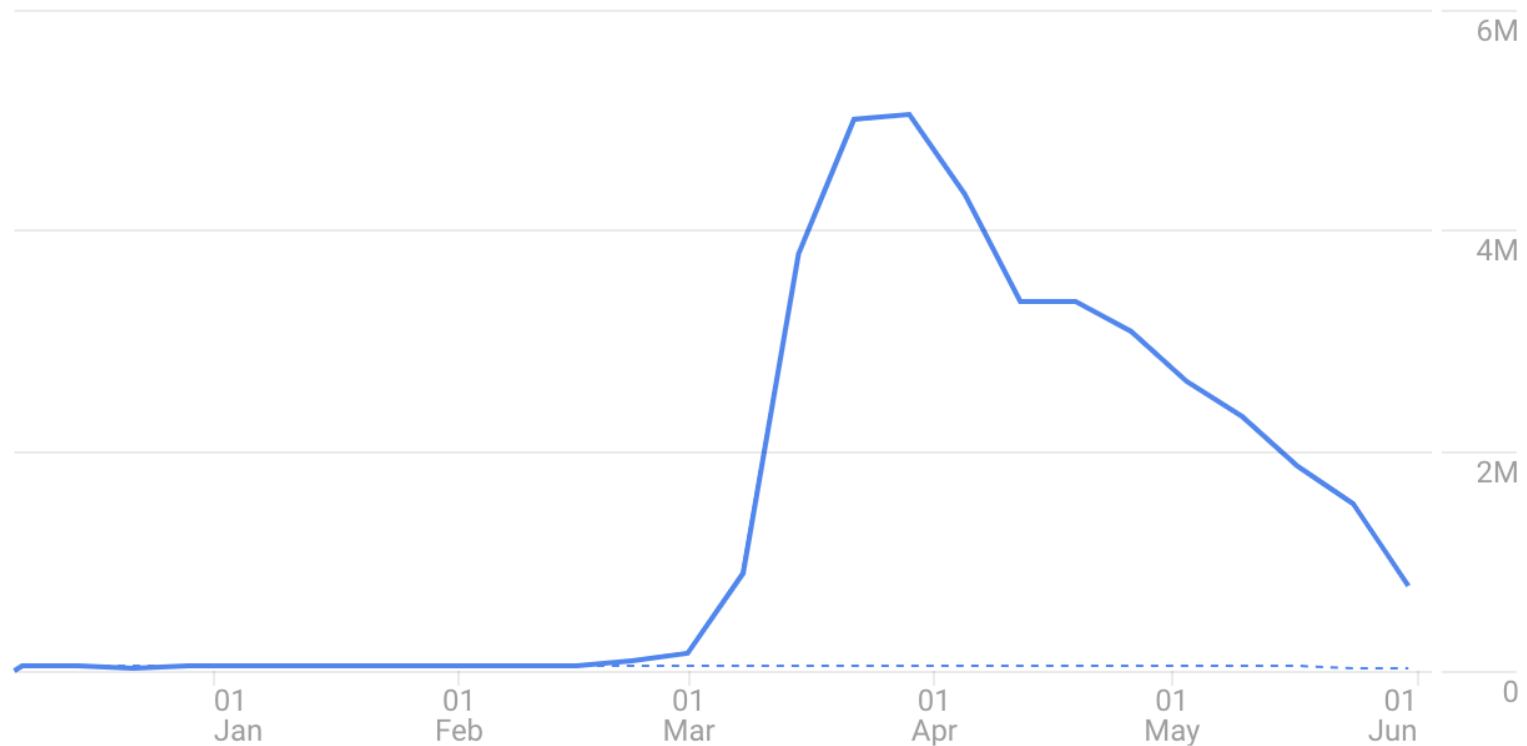
64.29%

↑46.8%

Session Duration

1m 21s

↓34.3%



Google Analytics Home

Users

11M

↑1,260.2%

Sessions

39M

↑3,305.7%

Bounce Rate

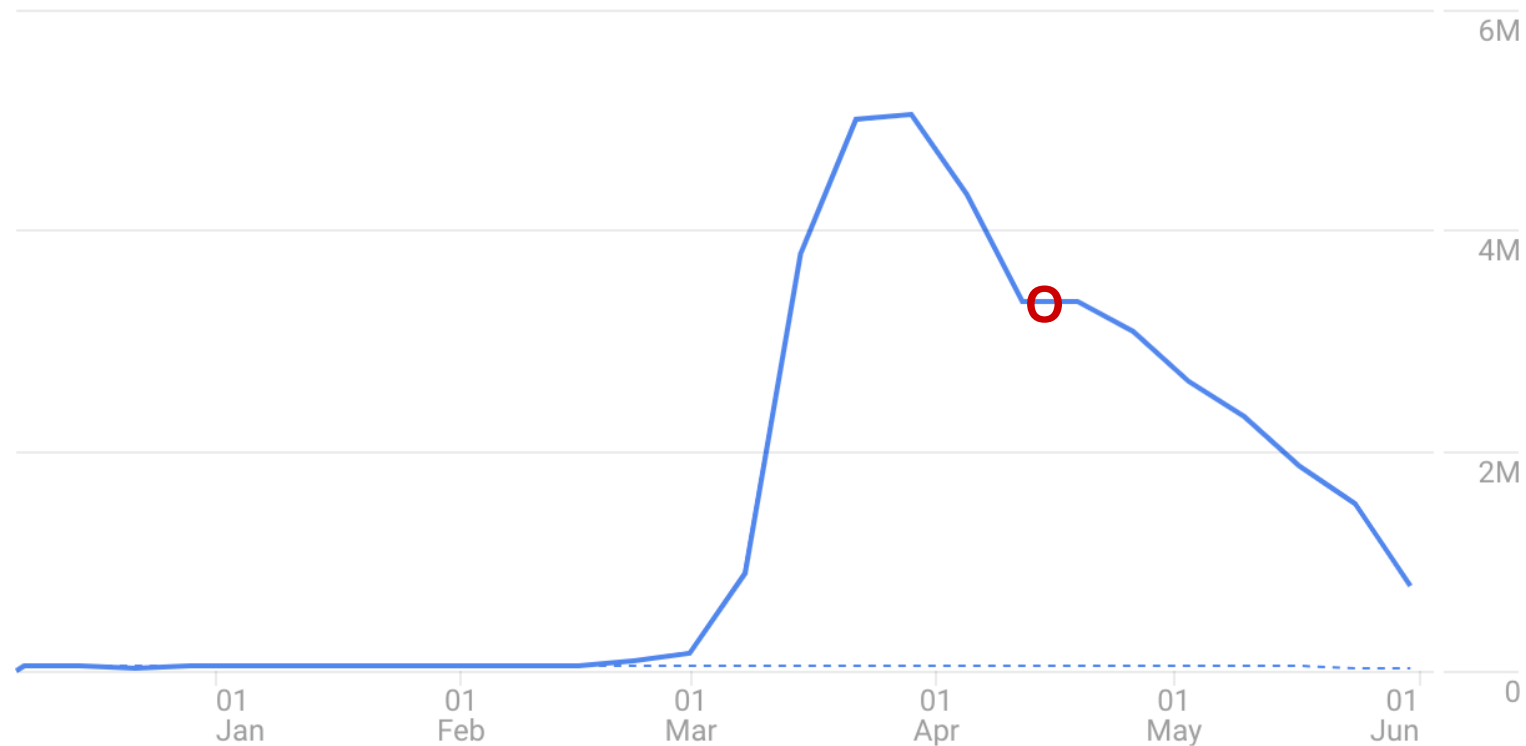
64.29%

↑46.8%

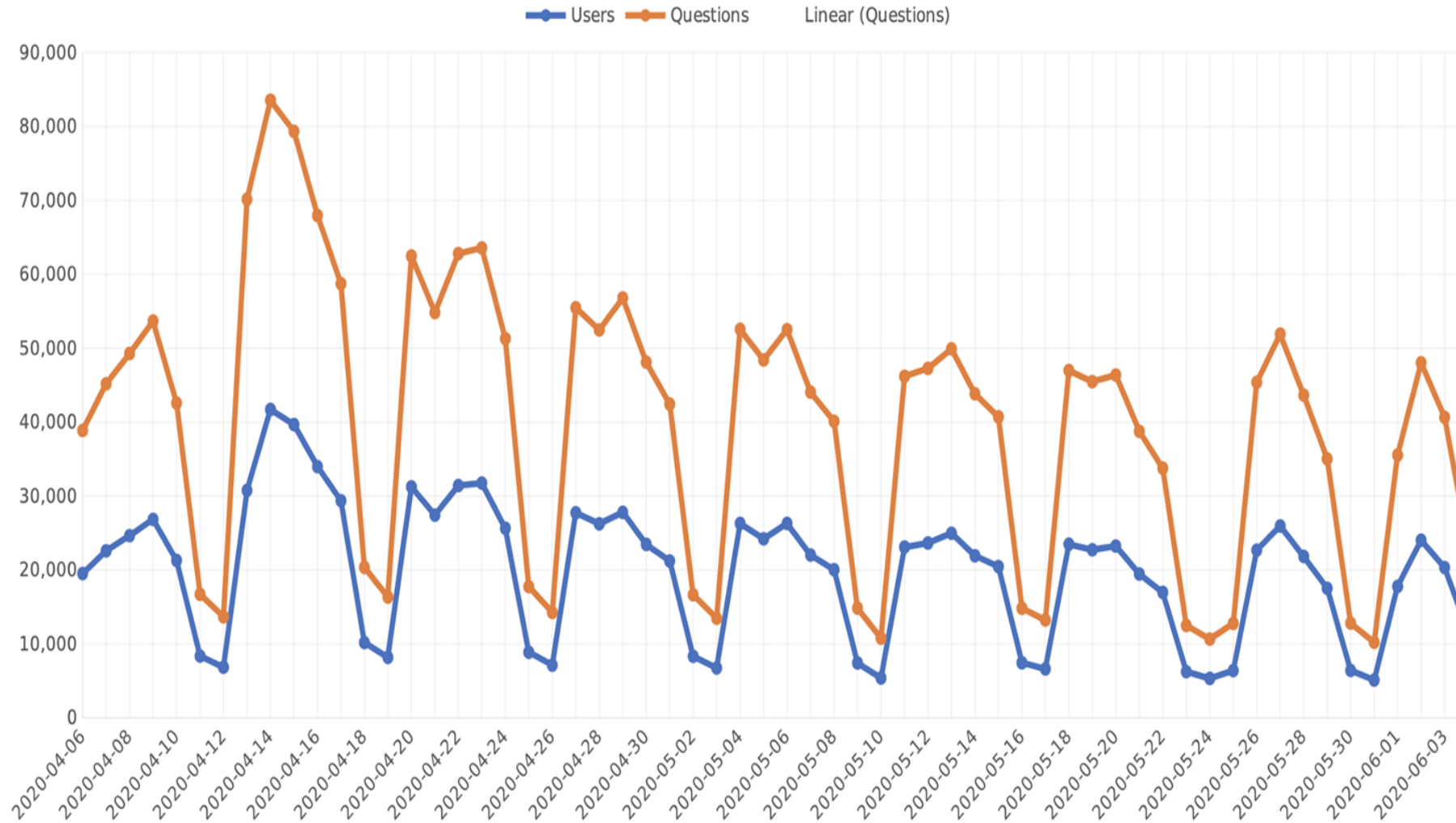
Session Duration

1m 21s

↓34.3%



FAQ Bot Users and Questions



Chatbot User/Question traffic

Questions since
April

2.5M

Total questions since
April 6, 2020

Total users

1.26M

Total users since
April 6, 2020

Weekly
Users

122K

Average of last 90 days

Weekly
Questions

250K



GETS COVID-19 Support

OUR VISION

*A transparent, integrated
enterprise where technology
decisions are made with the
citizen in mind*

—

OUR MISSION

*To provide technology
leadership to the state of
Georgia for sound IT
enterprise management*

**June 11
2020**

By the Numbers: March 15 – June 1

Total tickets

104,074

~ 75% increase in first 4 weeks

74,467 incidents (6% SSL VPN)

29,607 work orders (11% SSL VPN)

Service Desk call volume

~900/day

Up 66% since March 16

Up 93% in week 1

Added agents

Virtual War Room for Agency Escalations

241

86 incidents

155 work orders

GETS Has Taken a Proactive Approach

- Opened a virtual war room to manage agency escalations
- Developed a remote work and escalation plan based on provider input
- Developed Xerox mail courier/print emergency plan
- Provided instructions for agency users on how to log in and use VPN
- Established daily checkpoints with all service provider leads
- Implemented Specialized Solution Request (SSR) Ready Approval process
- Developed and distributed a remote password reset/unlock process

Department of Public Health & Microsoft

MS Dynamics COVID – 19 Process

Tony McGaughey, Interim CIO

Overview

The MS Dynamics COVID–19 Process is an end to end workflow that supports all the actions needed to intake persons who would like to receive a COVID–19 test, support the data exchange with laboratories and provide the results back.

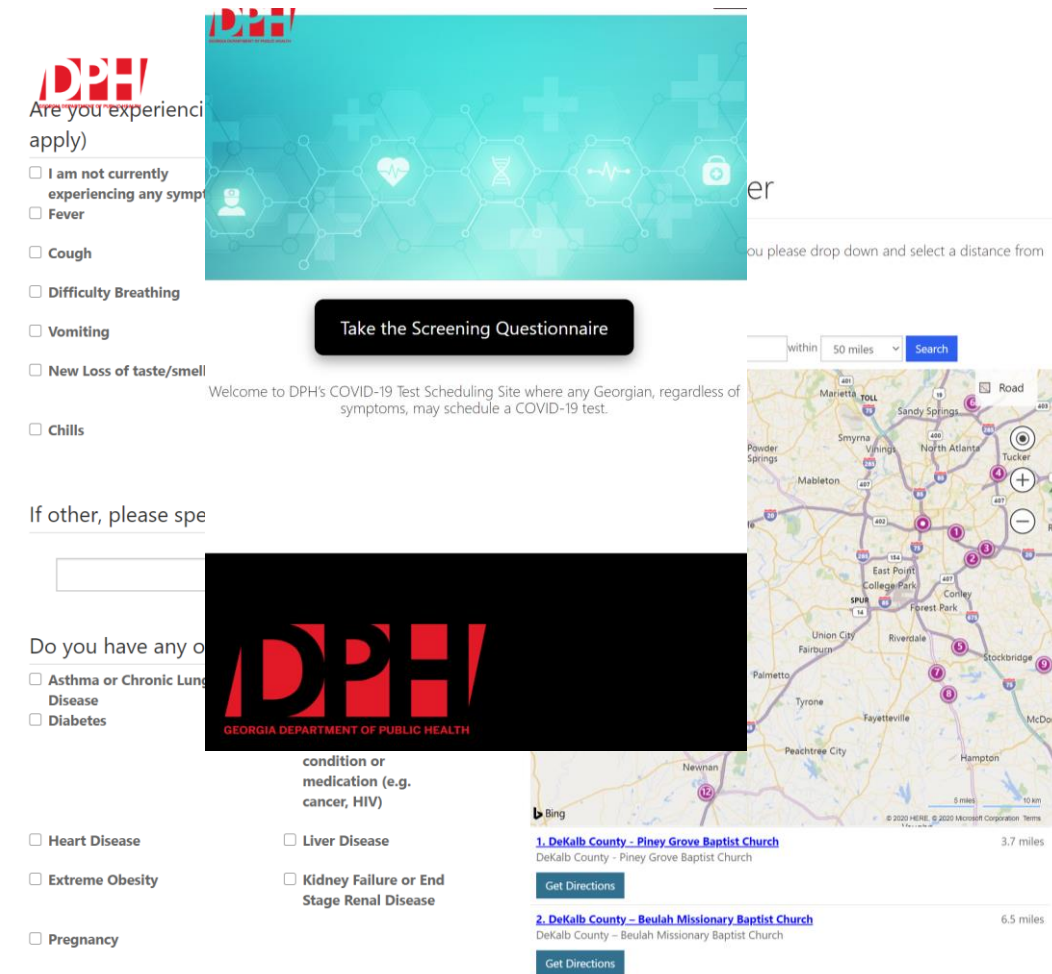
The Numbers: 9 Districts, over 50 Specimen Collection Sites and over 1,000 tests daily.

Solution Areas

1. Portal Patient Intake and Self Scheduling - <https://covid19.dph.ga.gov/>
2. Mobile Application for Specimen Collection in the field
3. Reporting Functionality

Solution Areas

Portal Patient Intake and Self Scheduling



The screenshot shows the DPH COVID-19 Test Scheduling Portal. It features a teal header with the DPH logo and a navigation bar. The main content area is divided into two columns. The left column contains a list of symptoms with checkboxes: 'I am not currently experiencing any symptoms', 'Fever', 'Cough', 'Difficulty Breathing', 'Vomiting', 'New Loss of taste/smell', and 'Chills'. Below this is a section for 'If other, please specify' with a text input field. The right column contains a map of Georgia with a search bar and a 'Search' button. Below the map, there are two search results for 'DeKalb County - Piney Grove Baptist Church' and 'DeKalb County - Beulah Missionary Baptist Church', each with a 'Get Directions' button. A large black button labeled 'Take the Screening Questionnaire' is positioned in the center of the page.

Are you experiencing any symptoms (check all that apply)?

- ☐ I am not currently experiencing any symptoms
- ☐ Fever
- ☐ Cough
- ☐ Difficulty Breathing
- ☐ Vomiting
- ☐ New Loss of taste/smell
- ☐ Chills

If other, please specify

Do you have any other medical conditions or medications (e.g. cancer, HIV)?

- ☐ Asthma or Chronic Lung Disease
- ☐ Diabetes
- ☐ Heart Disease
- ☐ Liver Disease
- ☐ Extreme Obesity
- ☐ Kidney Failure or End Stage Renal Disease
- ☐ Pregnancy

Welcome to DPH's COVID-19 Test Scheduling Site where any Georgian, regardless of symptoms, may schedule a COVID-19 test.

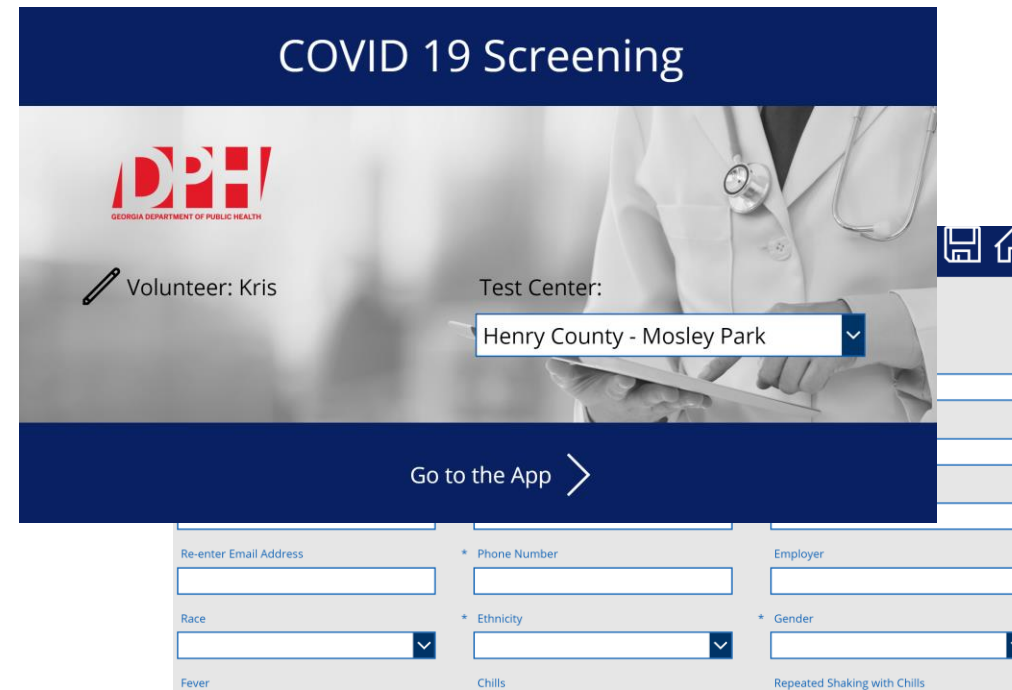
Take the Screening Questionnaire

Search within 50 miles

1. DeKalb County - Piney Grove Baptist Church
DeKalb County - Piney Grove Baptist Church
3.7 miles
Get Directions

2. DeKalb County - Beulah Missionary Baptist Church
DeKalb County - Beulah Missionary Baptist Church
6.5 miles
Get Directions

Mobile Application



The screenshot shows the COVID 19 Screening Mobile Application. It features a dark blue header with the title 'COVID 19 Screening' and the DPH logo. The main content area is divided into two columns. The left column contains a 'Volunteer' section with a dropdown menu for 'Kris'. The right column contains a 'Test Center' section with a dropdown menu for 'Henry County - Mosley Park'. Below these sections is a large blue button labeled 'Go to the App'. At the bottom, there is a form with fields for 'Re-enter Email Address', 'Phone Number', 'Employer', 'Race', 'Ethnicity', and 'Gender'. There are also checkboxes for 'Fever', 'Chills', and 'Repeated Shaking with Chills'.

COVID 19 Screening

Volunteer: Kris

Test Center: Henry County - Mosley Park

Go to the App

Re-enter Email Address

Phone Number

Employer

Race

Ethnicity

Gender

Fever

Chills

Repeated Shaking with Chills

Key COVID-19 Related Projects

Overall

- Worked with AT&T to increase SSL VPN license base from 7,500 to 12,500
- Implemented Microsoft Virtual Desktop POC to enable users to access existing desktop EUC devices

Department of Public Health

- Supplying 1,000 laptops to DPH for contact tracing in the state's 18 public health districts.
- Supporting deployment of Microsoft Dynamics 365 solution for COVID-19 screening and testing
- Implemented a disease monitoring application
- Provisioned 2 new servers to establish a web portal to enable health providers to electronically submit orders to the lab for COVID-19 testing and relieve the load on the SendSS application

Department of Behavioral Health and Developmental Disabilities

- Expedited NTT Data equipment order for hospital EUC resources
- Stood up wireless site at Milledgeville DBHDD location to support Georgia National Guard COVID-19 efforts
- Expedited the onboarding process for 11 new nurses

Key COVID-19 Related Projects

Other Agencies

- **Governor's Office:** Replaced teleconferencing system to increase security
- **Office of Planning and Budget:** Support of GrantCare to manage COVID-19 related grants
- **Public Service Commission:** Upgrade to 1 GB fiber upgrade on Capitol Hill
- **Department of Community Affairs:** GIO virtual server for collection of COVID-19 related data used for policy setting and decision making
- **Department of Banking and Finance:** WAN service upgrade from 40 MB to 60 MB
- **Department of Labor:** Adjustments to support increased call center volume due to unemployment inquiries
- **Department of Human Services:** Deployed 1000 Chromebooks; MSI created service desk knowledge-based authentication for ticket routing and handling



Information Security Update

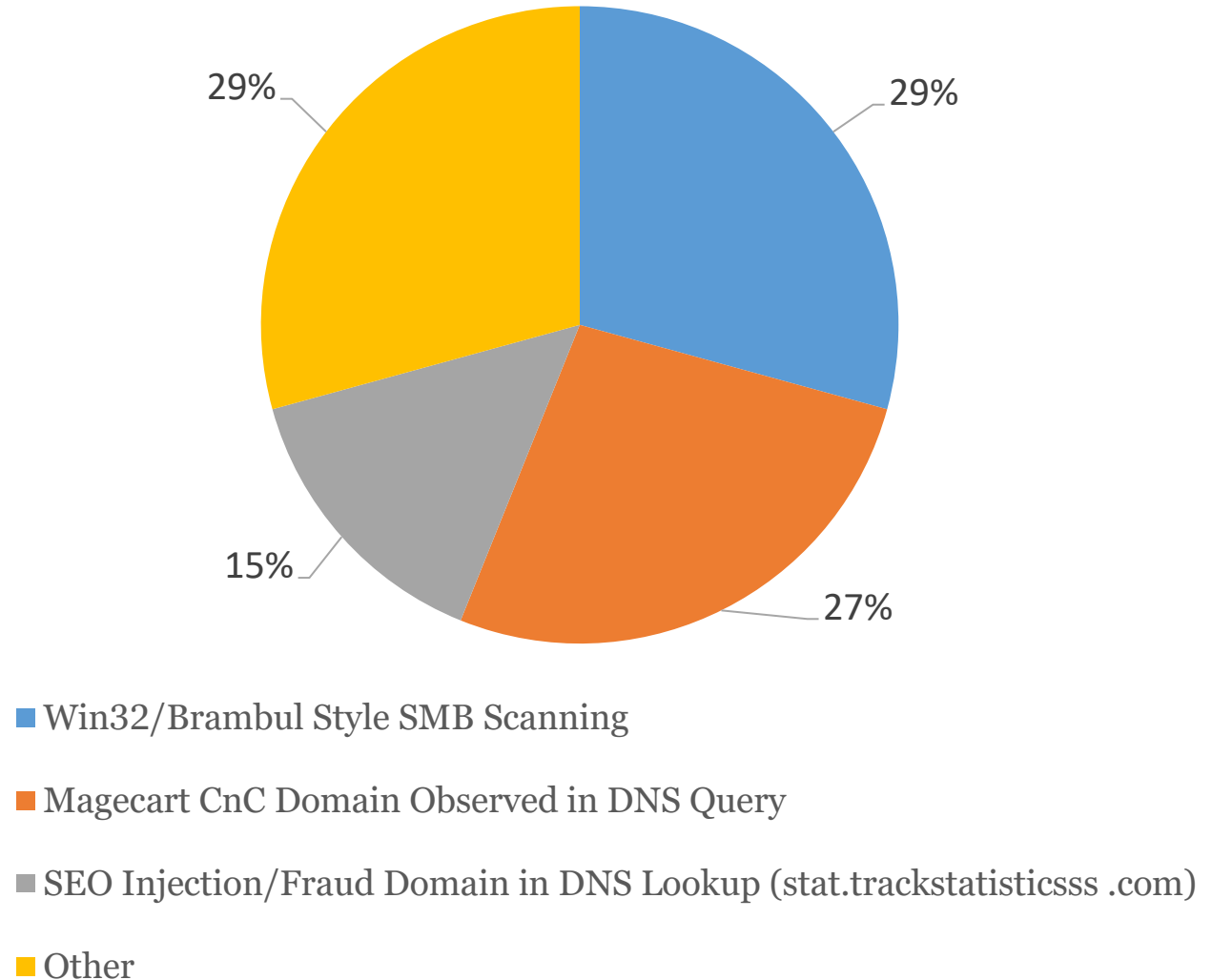
David Allen

Chief Information Security Officer

MS-ISAC Alerts – May 2020

- Alerts forwarded to Atos: 41
 - Informational: 8
 - Warning: 32
 - Critical: 1
- Escalated Alerts: 6
- Compromised Account notification: 1

Top Alerts by Occurrence



Ransomware Impacting State and Local Government

- Poor network segmentation, credential reuse, overly permissive accounts, and unsecured legacy systems heighten risk
- Highly likely to result in irrecoverable network-wide ransomware deployments
- Exploit end-of-life systems to gain network foothold
 - Telerik UI vulnerabilities (CVE-2019-18935)
- Target Domain Controllers once access is established
 - Netwalker, MAZE, Sodinikibi/REvil, and Ryuk
- Threat actors employ publicly available penetration testing suites and tools

Cybersecurity Awareness Training

103 Executive Branch Agencies

Ongoing Scheduled Training: 2020

Q1: Training modules - *Security Essentials and Social Engineering*

- Closed May 15 with an 85% completion rate. Over 132K users are now registered in ProofPoint.

Q2: Phishing campaign + additional training – Retake New Hire Training Assessment that will drive additional training modules

- Started June 1 and will run through July 31.

Q3: Training modules - *Avoiding Dangerous Attachment and Data Protection & Destruction*

Q4: Phishing campaign + additional training – Retake New Hire Training Assessment that will drive additional training modules

Cybersecurity Awareness Month Activities

Governance, Risk, and Compliance

- Assessments or audits from Q1 2020 will resume in the coming weeks.
- OIS has completed its own assessment with a state agency and shared the initial results with the executive team. A formal out-brief will occur within the next few weeks.
- The schedule for the remaining 2020 assessments is undergoing further evaluation and possible modification due to COVID-19.



Legislative Update

Cameron Fash

Director of Intergovernmental Relations

Under the Gold Dome

March 12 Legislative Day 28

- FY21 budget – \$28.1B
- 6% budget cut
- Teacher pay raise – \$1,000
- 2% merit-based employee raise
- Targeted pay raise of 2%, 4%, and 5% for various positions
- Income tax reduction – HB 949

June 15 Legislative Day 30

- FY21 budget ~\$25.5B*
- 11% budget cut
- Some agencies will lay off staff or furlough employees for 24 days
- FY20 budget shortfall of \$1-1.5B (to be filled by Rainy Day Fund)

**Awaiting Governor Kemp's budget estimate*

Final 11 Days

- FY21 budget – HB 793
- Rural broadband
- Tobacco tax – HB 731
- Casino gaming
- Hate crimes – HB 426



Enterprise Governance and Planning

Michael Curtis

Director of IT Strategy and Planning

Broadband /WiFi Access Mapping

- The new **Georgia statewide broadband map** is to be published by June 30. It is being developed by a team from the Department of Community Affairs, the UGA Carl Vinson Institute of Government, GTA and Jabian Consulting.
- The team is planning a preview of the map for our internal executives on June 18, and a follow-up preview with broadband advisors on June 22.
- The team is finalizing the map petition process for providers that is required by statute.
- The **WiFi access map** published in March supports the Department of Education's distance learning efforts and continues to be used by Georgians.

Policy Approved at March 12 Meeting: Enterprise IT Supply Chain Management

Purpose:

- Mitigate threats to the IT supply chain
- Implement risk management processes
- Establish roles and responsibilities
- Enhance enterprise security posture

Proposed Standard Effective July 1, 2020: Enterprise IT Supply Chain Management

Pre-Procurement:

- Review vendors against approved State Suppliers List
- Review vendors' security parameters
- Ensure security contract language is included in solicitation

Post-Award:

Actions to be initiated upon notification of a potential “bad actor”

- Possible suspension of services
- Validation of accusation
- Reinstatement of services and/or contract cancellation
- Monitoring



Next Meeting: September 3, 2020

OUR VISION

*A transparent,
integrated enterprise
where technology
decisions are made
with the citizen in mind*

—

OUR MISSION

*To provide technology
leadership to the state
of Georgia for sound IT
enterprise management*