

Appropriations Hearing Testimony
The Department of Information Technology
February 25, 2011

Senator Harp, Representative Walker and distinguished members of the Appropriations Committee, thank you for allowing me to testify today.

My name is Richard R. Bailey, Sr., and I am the Acting Chief Information Officer for the State of Connecticut.

I fully support Governor Malloy's proposed budget and the restructuring of DOIT under DAS, including the Agency IT managers joining their line agencies and the IT policy group joining OPM. Governor Malloy's Budget proposes to separate the state's IT strategic initiatives from the tactical operations.

We would like to share several of this year's successes as indicators of the professionalism and commitment of our staff.

- 1.) In 2010, we were awarded \$93M from the ARRA Broadband Opportunities Program to extend our Connecticut Education and Public Safety networks. It will connect a total of 667 anchor institutions as follows:
 - a. 547 Total Public Safety/First Responders
 - i. 274 Fire Departments
 - ii. 112 Public Safety Answering Points and related buildings
 - iii. 72 Municipal Police Departments
 - iv. 57 Department of Public Safety Facilities
 - v. 26 Tower Locations
 - vi. 3 Tribal Police Departments
 - vii. 2 College Police Departments
 - viii. 1 Hospital
 - b. 120 Total CEN Sites
 - i. 83 K-12 Schools
 - ii. 29 Libraries
 - iii. 6 CPTV Sites
 - iv. 2 Community Colleges

This is the largest grant of its type in the United States and dramatically increases our educational, public safety and economic development opportunities. Each town in the state will receive education and public safety network capacity to meet current and future needs. This would not have been possible without close cooperation with the Department of Public Safety, the State Library, the Connecticut Education Technology Board and the University of Connecticut. This cooperation, and the history of success with our networking services, secured

this grant and demonstrate the possibilities achievable with the creativity and professionalism our employees bring to the job.

Another success story is the continued expansion of the enterprise e-licensing platform. What began at Consumer Protection as a "one off" project has been expanded into an enterprise e-licensing platform which is now capable of provisioning an online credentialing option to many agencies and their license holders. Consumer Protection, Public Health and Agriculture are now using the platform, while Special Revenue, the Board of Accountancy and Public Safety are on track to join. Again, this is an innovative solution that could not have been done without a creative, collaborative and "can do" approach to solving technical problems.

In support of the State's efforts to reduce costs, we reviewed pricing schedules associated with all DOIT's IT Contracts and achieved more aggressive pricing totaling over \$7 million dollars worth of savings. The majority of this came from our networking contract, but telecommunications and a number of others contributed to a significant on-going reduction in operational costs.

We share many common technical and business interests with DAS. I and the staff at DOIT, look forward to working with DAS staff to establish an effective transition plan and organization to support Governor Malloy's goals. While these changes do not affect our ability to perform our IT service mission, I think it's important for us to have an understanding of the cumulative impacts the State's budget crisis has had on the Department of Information Technology.

As examples of those impacts to Staffing, Funding and Strategic Objectives:

1.) Staffing:

- a. Since January or 2007, DOIT staffing levels have been reduced by 36 positions (roughly 15%). This has occurred at a time when service level commitments have steadily increased.
- b. DOIT is supporting the DMV modernization project without nine positions, and corresponding skill sets identified as a requirement to support the project. This position request has gone unfunded.
- c. The loss of positions has affected all our operational environments, but critical ones have led to numerous "single points of failure." These employees have specific skill sets required to support critical health and safety functions on behalf of the departments of Public Safety, Public Health, Children and Families and Social Services.
- d. Normally, to avoid single points of failure we would be cross training staff to mitigate associated risk. Present staffing levels has not allowed for this training to take place.

- e. If any of these employees decides to retire, or goes out on sick leave, support for critical systems will be at risk.
- f. Budgetary constraints and employee travel bans have restricted access to formal classroom and vendor lead training sessions.

2.) Funding:

- a. From FY 2008 to FY 2010, \$15M was cut from our requested current services budget (staff, software licenses, maintenance, strategic objectives, consultant services...etc). In addition, \$7.5M was swept from the equipment data processing fund and the Revolving Fund.
- b. Requests for necessary hardware refreshes have been deferred over the last three years. DOIT has identified \$17M of hardware that will reach or has already reached "end of life" status by FY13. \$5M was allowed to be requested in the current budget cycle.
- c. As a homeowner, or motor vehicle owner, you know the concerns that mount when you defer scheduled maintenance or minor repair for too long.

3.) Impacted Strategic Objectives:

- a. Over the last three years, DOIT in conjunction with DPW has requested funding for two new data centers proposed to be built on existing state property including retrofitting existing office space on Cedarcrest Hospital property. The funding constraints of the State have prevented this objective from moving forward.
- b. The strategy to procure and implement a new portal platform was also impacted by the fiscal constraints of the state. This project would have put the State in a much more viable position for the development of eGovernment functionality.
- c. Implementation and development of other strategic objectives, such as an Enterprise Identity Management platform required to allow state citizens access to agency provisioned services have been deferred due to fiscal constraints.

In closing, I would be concerned for any action that would further impact resources supporting the IT functional services currently being provisioned, whether under DOIT as an agency or as an IT function under the DAS.

I am prepared to answer any questions you may have.