



Wes Moore | Governor  
Aruna Miller | Lt. Governor  
Katie Savage | Acting Secretary

Department of Information Technology  
Fiscal Year 2025 Operating Budget  
Response to Department of Legislative Services Analysis

*House Appropriations Committee*

*Transportation and the Environment Subcommittee*

*The Honorable Courtney Watson, Chair*

*March 4, 2024*

*Senate Budget and Taxation Committee*

*Education, Business and Administration Subcommittee*

*The Honorable Nancy J. King, Chair*

*March 1, 2024*

The Department of Information Technology (DoIT) appreciates the opportunity to respond to the Department of Legislative Services' (DLS) analysis of the Office of the Secretary's budget.

The DLS analysis focuses on three key observations, which include the decrease in funding for Major Information Technology Development Projects (MITDP), the increase in funding for the Office of Security Management (OSM) due to the cybersecurity legislation that was enacted in 2022, and the departmental legislation that addresses MITDP oversight and project thresholds. The following testimony addresses the requests for comments in the analysis. DoIT concurs with four of the five operating budget recommendations in the DLS analysis.

### **Performance Analysis: Managing for Results**

#### **1. Cybersecurity**

**DoIT should brief the committees on its outreach efforts to improve the share of employees compliant with cybersecurity awareness training.**

*The DoIT Security Awareness Training Program provides a wide variety of cybersecurity training to State employees. The OSM is responsible for bringing awareness to State employees and working as a partner with State agencies to enhance their cybersecurity awareness. Over 70 agencies, and 50,000 learners, are now enrolled in Security Awareness Training.*

*DoIT continues to work with Agency Security Awareness Training Managers to enforce their responsibility to maintain accurate employee information in the Cybersecurity training platform, Proofpoint, and specifically meet with low compliant agencies to improve participation. Additionally, all agency Security Awareness Managers receive agency completion reports to ensure the compliance of their agency. OSM plans to hold its second Security Awareness Training Summit in June 2024 where the focus will be on improving compliance for cybersecurity training and feedback on the new platform. All Agency Security Awareness Training Managers will be encouraged to attend.*

**DoIT should brief the committees on its efforts to improve EDR solution coverage.**

*In just a year's time, DoIT has brought on 60 agencies to the Endpoint Managed Detection and Response (MDR) service, which is the EDR solution, CrowdStrike. DoIT continues its roadmap to onboard the remaining agencies over the course of the next*

*year. Additional resources are being brought on and leveraged to ensure our continued direction of centralization.*

**The department should be prepared to discuss strategies to improve compliance with critical patches.**

*Critical vulnerabilities are continuous. Maintaining high rates of critical patch compliance, including that for system firmware, operating systems, and installed applications is fundamental for effective cybersecurity. Delivering those high rates of compliance is the obligation of information technology (IT) support organizations around the State. DoIT has taken several steps to improve the effectiveness of patching and vulnerability management for the systems subject to DoIT management services, including improved reporting, increased status communication, and a heightened focus on improved compliance outcomes with ongoing prioritization. DoIT has realigned existing staff and will continue to build a dedicated team, including a State Vulnerability Manager, to specifically oversee and focus on tasks related to patching and vulnerability remediation within the DoIT Enterprise environment.*

**2. Oversight of Major IT Projects**

**DoIT should discuss how the proposed legislation will improve oversight, including how changes in authority will impact oversight for both projects that would continue to qualify as MITDPs as well as for projects that will no longer qualify.**

*In its proposed form, the legislation better defines oversight as it pertains to MITDPs. By defining oversight and enhancing the Secretary's ability to monitor and control MITDPF expenditures, DoIT asserts that funds appropriated for the use by MITDP projects, funded by the MITDPF, will be spent in accordance with approved project baselines. Additionally, the Office of Legislative Affairs (OLA) has issued multiple findings to DoIT that relate to the effectiveness of DoIT's oversight. We hope that the clear definition of MITDP Oversight will help OLA understand the type of oversight which is being done by DoIT for MITDP's. Furthermore, until DoIT is able to call upon legislation to compel agencies to adhere to MITDP policy, meeting the expectations set forth by OLA will continue to be a challenge.*

*In summary, the oversight function is an integral part of the successful implementation of MITDP projects. The legislative changes proposed here provide DoIT the support it needs to enforce the processes and policies it has put in place. The inability to consistently enforce these policies has resulted in project cost overruns, severe schedule delays and limited visibility into agency project status. While legislation alone is not a substitute for effective agency project management, legislation may effectively serve to reinforce DoIT's mandate as the State's MITDP oversight agency.*

*The bill does not affect IT projects that will no longer qualify for MITDP funds. DoIT is however building out the Digital Experience Officer to assist projects from an oversight and project management level that may fall under that category.*

*The bill is being heavily amended in the Senate Education, Energy and Environment Committee and may not be the same as proposed by DoIT at the beginning of the legislative session.*

### **3. Support Services for State Agencies**

**DoIT should discuss the reasons for the decrease in the incidents resolved on first contact or within 24 hours.**

*The reasons for the decrease in incidents resolved on first contact or within 24 hours is accredited to the increase in end user support requests. With the addition of new agencies to the enterprise, paired with the introduction of new technologies such as Okta, Delinea, Palo Alto Global Protect Virtual Private Network (VPN), the staffing levels at the Service Desk were not increased in parallel. With the same number of Service Desk staff fielding an increase in call, and ticket volumes generated from the introduction of new technologies and onboarding of new agencies, this consequently led to longer call handling times and an increase of tickets routed to other DoIT support groups for customer follow up and resolution. DoIT has since added additional support staff to the Service Desk to increase the incidents resolved on first contact or within 24 hours.*

**The Department of Legislative Services (DLS) recommends adopting committee narrative to expand DoIT's MFR goals to include value and add indicators that measure costs and value, to be reported with the MFR submission accompanying the fiscal 2026 budget.**

*DoIT concurs with this recommendation.*

**MITDPF and MITDP Expenditures**

**DoIT should provide information on the canceled funds that comprise the \$12.2 million of reappropriated special funds in fiscal 2025.**

*The schedule below illustrates the canceled funds that were reappropriated in FY 2025.*

	Total Realigned	Entries Unposted / Post after 6/30/23 Balance MITDP	VARIANCE	COMMENT
Oversight & Oversight Project Managers - Excluding MD Radio FiRST Project Oversight (FY22&Prior)	5,096,116	5,155,933	-59,817	using all prior year interest
IVV (FY22 & Prior)	727,996	459,316	268,680	POSTING IVV PENDING APPROVAL
FY 2023 Interest Earnings	6,117,567	1,985,432	4,132,135	Using 4.1M to cover 100 GB in FY24 procurement
Remote Workforce Enablement Project	7,900,000	7,900,000	0	No project costs
DPSCS - Pilot Drone Detection Program (Total funding from FY2017-FY2023 = \$2,638,164)	600,000	600,000	0	Reduce Balance 1,407,436 by 600K available 807K for FY24 Spend Plan \$500K for FY25
<b>Total Realigned</b>	<b>\$ 20,441,679</b>	<b>16,100,681</b>	<b>4,340,998</b>	
FY 24 Deficiency Requests	-2,962,130	-2,962,130		
Funding realigned to DoIT projects	-12,178,043	-12,178,043		
<b>Remaining Available:</b>	<b>\$ 5,301,506</b>	<b>960,508</b>		

**DLS recommends adding language restricting general funds for the two projects for which ITPRs have not been provided to DLS, pending submission of the ITPRs. The third project does not receive funding in fiscal 2025 (OAG Case Management and Documentation Management).**

*DoIT concurs with this recommendation.*

**Personnel Data**

**DLS recommends increasing turnover expectancy for 11 new positions to 25%, which are supported with general funds.**

*DoIT does not concur with this recommendation, as the turnover rate for the agency is less than 20% now. DoIT's track record over the last year, short of the new positions added in July, has caused DBM to reduce the turnover rate to 7%. Increasing the turnover rate for positions that are funded through general funds will result in DoIT's inability to fill positions or operate in a deficiency.*

**DoIT should comment on the ability to fill the 17 new positions in light of not having yet been able to fill 24 new positions created in fiscal 2024.**

*Of the 24 new positions created in FY 2024, there are only 18 positions remaining that are under the OSM. Over the last six (6) months the focus has been on hiring cyber Directors and Managers who will serve as the hiring managers for the remaining vacant cyber positions. The team has been working closely with the Department of Budget and Management (DBM) to reclassify the vacant cyber positions to align with the new OSM cybersecurity organization. We are confident that these positions will be filled by the end of FY 2024.*

*The 17 new positions included in the FY 2025 Governor's Allowance are positions already identified and have hiring managers in place. DoIT will be working with DBM over the next couple of months to get the recruitments in place and ready to post in July.*

## **Issues**

### **1. Cybersecurity**

**DoIT should brief the committees on how it plans to implement other metrics listed in the Statewide Cybersecurity Centralization Strategy like executive metrics, cybersecurity program outcome-driven metrics, and incident response performance metrics.**

*The State Chief Information Security Officer (SCISO) will be actively working with each Cyber Director to define the metrics to measure the effectiveness and coverage of each program area to ensure they provide valuable insight into the cyber risk posture of the State. Currently the Maryland Security Operations Center (MDSOC) has dashboards to collect metrics, such as duration of tickets and total tickets open and closed. Future examples may include participation rates in security awareness training and failure rates*

*in phishing, which can be correlated to show the effectiveness of cyber training and user behavior and further metrics on the remediation of vulnerabilities within the stated policy to show effectiveness of the vulnerability management program.*

*Defining these metrics will consist of gathering requirements and establishing tracking processes, and will make use of automation when available.*

## **2. Update on DPA Cybersecurity Spending**

**DLS recommends committee narrative that outlines how these funds will be spent.**

*DoIT concurs with this recommendation.*

### **Operating Budget Recommended Actions**

- 1. Add language to restrict general funds for the eMaryland Marketplace eProcurement Solution project until an information technology project request is provided.**

*DoIT concurs with this recommendation.*

- 2. Add language to restrict general funds for the Public Health Services Data Modernization Program project until an information technology project request is provided.**

*DoIT concurs with this recommendation.*

- 3. Increase turnover expectancy for 11 new positions to 25% to be consistent with budgeted turnover for new positions.**

*DoIT does not concur with this recommendation, as the turnover rate for the agency is less than 20% now. DoIT's track record over the last year, short of the new positions added in July, has caused DBM to reduce the turnover rate to 7%. Increasing the turnover rate for positions that are funded through general funds will result in DoIT's inability to fill positions or operate in a deficiency.*

- 4. Adopt committee narrative requesting Managing for Results goals and indicators for services to State agencies.**

*DoIT concurs with this recommendation.*

- 5. Adopt committee narrative requesting a plan for spending cybersecurity funds appropriated in the Dedicated Purpose Account.**

*DoIT concurs with this recommendation.*