

# ACCOMPLISHMENTS

Over the last biennium the State of Wisconsin's goals of "Serving Wisconsin," "Securing Wisconsin," "Optimizing Wisconsin," and "Working Wisconsin" described vital attributes of our day-to-day work. With innovative spirit, resourcefulness, and service mindfulness to make Wisconsin better – our agencies were part of the driving force behind business initiatives. Below are some agency spotlights showcasing how alignment occurred between government business services and our 2020-2022 Statewide Strategic IT goals and objectives.



## GOAL 1: SERVING WISCONSIN

Improve State of Wisconsin services by embracing self-service, digital-first, and modern technologies.

**Objective 1:** Ensure all individuals can access digital services.

**Objective 2:** Meet individuals and key stakeholders where they are by easing access to government services.

**Objective 3:** Emphasize the proactive use of data to drive agency decision-making and service delivery.

**Objective 4:** Enhance data sharing and governance within and across agencies.

- The Department of Health Services established a data strategy program to promote best practices and use of data for informed decision-making. This includes the development of a steering committee and working group to implement the strategy, as well as a data inventory, data literacy campaign, and development of a data governance policy.
- The Department of Transportation (DOT) made significant enhancements to allow individuals to use the DOT website for additional actions, decreasing in-person traffic to DMV customer service centers, decreasing calls to DMV call centers, and decreasing mailing costs.
- The Department of Employee Trust Funds (ETF) selected and is now in the process of implementing a single insurance administration system with a self-service web portal to allow all individuals covered by ETF insurance (approximately 250,000 individuals) to review and make insurance elections. This system will replace multiple digital and paper systems and eliminate the need for paper forms still used by many smaller employers. They also developed and deployed new secure web-based systems as part of their digitization journey. These systems are allowing members to submit forms electronically and utilize on-line scheduling features 24x7.
- The Department of Safety and Professional Services (DSPS) went live with their LicenseE application in May. This new online, self-guided application platform was developed to help improve the health credential application process. To better serve and improve the user experience, DSPS also made additional enhancements to the Electronic Safety and Licensing Application, known as eSLA. eSLA allows Commercial Building and Elevator programs to complete all applications, submissions, renewals, and payments related to credential, permit, or plan review online.

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- The Department of Financial Institutions modernized its online notary portal, streamlining the application and renewal process for notaries and adding functionality pursuant to 2019 Wisconsin Act 125, which makes it possible for individuals to receive remote online notarial services.
- The Department of Military Affairs is currently working with public-safety answering points across Wisconsin to implement Next Generation 911, which will improve emergency response times, allow better data sharing, and increase system redundancy and reliability.
- The Department of Workforce Development (DWD) began modernizing its Unemployment Insurance system, building the cloud infrastructure that establishes the foundation for a scalable and accessible solution. DWD partnered with Google Cloud to perform predictive analytics, comprehensive data models, and confidence scores to help evaluate unemployment insurance (UI) claims and speed up overall response time.
- The National Telecommunications and Information Administration (NTIA) named Wisconsin Broadband Office “Best in Class” for our mature grant program with clear documentation of the application and award processes.



## GOAL 2: SECURING WISCONSIN

Secure State systems and data by refining strategies to mitigate risk for individuals and other key stakeholders, including operational changes due to unexpected events.

**Objective 1:** Strengthen cybersecurity and risk management practices.

**Objective 2:** Augment enterprise and agency security governance.

**Objective 3:** Assess and enhance application security.

**Objective 4:** Bolster enterprise disaster recovery strategy and road map.

**Objective 5:** Actively manage services to minimize potential risks to data and infrastructure.

- The Department of Natural Resources established a due diligence review process to validate projects to properly implement technology to meet business goals.
- Numerous agencies have reviewed, strengthened, and approved security policies, standards, and procedures aligned with the Department of Administration’s Division of Enterprise Technology (DET) and National Institute of Standards and Technology (NIST) framework.
- The Departments of Administration and Military Affairs enhanced the state Cyber Response Teams through additional outreach, assessments, training, and exercises.

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- A Cyber Security Technology Training for College Credit initiative was also established. Led by the Division of Enterprise Technology, a partnership with University of Wisconsin System was established to teach cybersecurity technology classes for college credit. This provides additional cybersecurity technology training through continuing education mechanisms to open the availability at a low cost for everyone in the State of Wisconsin. University of Wisconsin-Stout is the first school to begin this effort offering two technology classes on Palo Alto and Splunk starting in September of 2022.
- The State Chief Information Security Officer (CISO) established a K-12 Education Program to enhance cybersecurity education in Wisconsin. In coordination with state and federal partners, a State Cyber Security K-12 Training Day was held to prepare educators. This event kicked off additional efforts between the Department of Public Instruction (DPI), University of Wisconsin – System, and our K-12 schools to provide cyber curriculum and free training in our K-12s. Those K-12 Cyber Security efforts will begin in the fall of 2022 with 15 schools. Once complete the program will expand to an additional 30+ schools with remote learning also being established for participating K-12s that do not have teachers to teach the curriculum.
- Many agencies enhanced their Security technologies through interagency efforts. This included improved endpoint security, vulnerability scanning, and vulnerability identification. These efforts, along with additional automation implemented, allow the State to be better prepared for malicious activities.
- An interagency work group was formed to enhance our cloud brokerage practices. The policies, procedures, and workflows integrate both architecture and security reviews. Many agencies have already seen the benefits of the cloud brokerage processes as they deploy new business systems.



## GOAL 3: OPTIMIZING WISCONSIN

Modernize state agency legacy data and technology assets to achieve greater efficiency and effectiveness in delivering government services and operations.

**Objective 1:** Modernize legacy applications and infrastructure by encouraging the use of current and emerging technologies.

**Objective 2:** Promote usage of enterprise contracts and off-the-shelf solutions, including cloud services, where demonstrable efficiencies can be gained.

**Objective 3:** Develop measures that encourage greater agency productivity and efficiency.

**Objective 4:** Develop common user experience for public-facing digital services across agencies.

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- The Department of Financial Institutions migrated from a no-longer supported call center platform to a new and improved contact center solution.
- The Department of Veterans Affairs has been redeveloping the Veterans Benefit Application Tracking System using modern tools. While not yet complete, this will greatly benefit veterans applying for State-provided benefits.
- The Department of Health Services (DHS) is transforming its use of public health data, as many existing systems operate in silos. During this last biennium, DHS confirmed alignment of their plans with the Statewide Strategic IT Plan goals. Progress continues and additional changes include improving existing systems, centralizing data, adding tools for advanced analytics, and acquiring additional data sources.
- The state conducted a comprehensive review of all the publicly available data sets. With over 700 datasets identified, this highlighted the need to develop a solution to make it easier for residents to access.
- The Department of Administration, with the feedback and input from agencies, created a new system for required statewide reporting, for large, high risk and strategic IT reports. The system was created to streamline the ongoing process to allow easier access to prior reporting and utilization of that information for consistency in reporting. The system is intuitive and built with logic to help report the required information accurately. This will result in less time needed to submit and review the ongoing reports.
- The State of Wisconsin IT utilized enterprise resources to align 96 percent of their projects with one or more Statewide Strategic IT Plan goals. With this alignment, the Division of Enterprise Technology also saw an increase in the percentage of enterprise projects completed on time.
- The State of Wisconsin IT saw a 7 percent increase from 2020 in agencies utilizing enterprise database services allowing the Division of Enterprise Technology to continue to simplify the environment of hardware and software.
- The Division of Enterprise Technology facilitated additional wireless capabilities in State buildings for the Department of Health Services, Department of Children and Families, and the Department of Revenue.
- The Department of Transportation updated and modernized many of its mapping applications, including the establishment of a GIS open data portal to allow employees, partners, and the public access to authoritative agency data.

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## GOAL 4: WORKING WISCONSIN

Adopt practices that strengthen Wisconsin's State government workforce.

**Objective 1:** Integrate diversity, equity, and inclusion into all operations.

**Objective 2:** Increase employee mobility and flexibility.

**Objective 3:** Become an employer of choice for IT professionals.

**Objective 4:** Leverage collaboration workgroups to drive innovation.

- During the pandemic, agency IT staff quickly supported employees with modern tools to enable working remotely, in State offices, and via hybrid arrangements.
- The Department of Employee Trust Funds established a data literacy program for all employees, including a "data hero" program to recognize employees who demonstrate data literacy and enhanced knowledge usage.
- Several agencies took advantage of implementing AccessGOV. This technology enables digitization allowing business users the ability to develop and implement their own electronic forms.
- The State of Wisconsin IT conducted an IT workforce analysis for diversity, equity, and inclusion information. This information will drive us to make improvements going forward.
- The Department of Workforce Development completed their implementation of the Virtual Career Center.
- Department of Administration began an "Emerging Leaders" program for employees who aspire to be future leaders and have the capacity to lead and influence others, but do not yet have formal management roles. The class structure was established to provide an opportunity to develop new frameworks and tools to help prepare them for future leadership roles.
- The State of Wisconsin IT utilized several interagency work groups to drive innovation in external directory services, cloud brokerage services, and other efforts.