Information Technology Update

- Recent Accomplishments
- FY21 Goals

August 24, 2020

Current | Highlights

massDOT
Moving Massachusetts Forward.

COVID-19 Response

Enabled employees to telework productively…

- Managed the launch of 1,000+ VPN accounts
- Accelerated deployment of MSFT Teams across DOT
- Created & published communication platform "Guidance & Tips"
- Expanded the use of eSignature across the agency
- Launched new COVID-19 Employee Information site
- Implemented a Self Reporting Application via HR Portal
- Transitioned 60+ staff to process unemployment claims

9,297 Support Contacts 97% Satisfied

205 RMV employee relocations

840 New laptops deployed

Above & Beyond COVID-19

TSMO & ITS	Selected Everbridge cloud platform to replace legacy emergency response system
RMV	Trained/ transitioned mainframe developers to support Atlas, extending support to RMV
Human Resources	Completed development and testing for new MassDOT Enterprise Portal (MyMassDOT)
Internal IT Operations	Achieved PCI Compliance required to allow the RMV to take payment card transactions (3rd year in a row)
Legal	Launched e-Discovery to improve retrieval and reporting of archived email for Legal

Security: Hired new Chief Information Security Officer

William "Buck" Dowdell

ATLAS

2+ billion *Total recs*

RMV: Decommissioned legacy mainframe system (ALARS) while meeting Legal's data retention/access needs

FY20 | Highlights

State Highway Access Permits (SHAPS)

- Software as a Service (SaaS) solution
- Government Technology Award
- 2,000+ customer accounts
- 4,000+ permits issued

Platform Solutions (PaaS)

- Legal Case Management (Legal Stratus)
  - 70+ users & 1,000+ matters
- Office of Real Estate & Development
  - Property and lease management

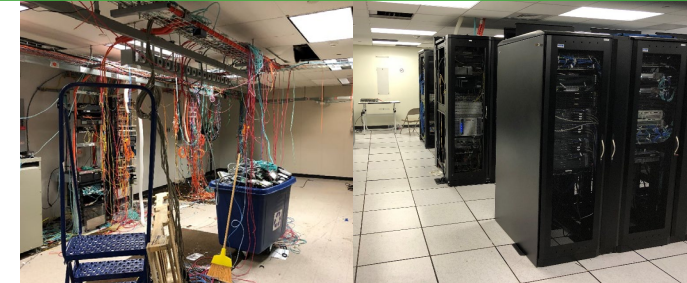## Laboratory Information System for Materials Quality Testing

Implemented a SaaS-based solution that automated tracking, testing and data analytics

Lessons Learned: Vendor Management & Team Attrition

Upgrade of Network Core Switches & Server Hardware

- 10,000+ feet of fiber
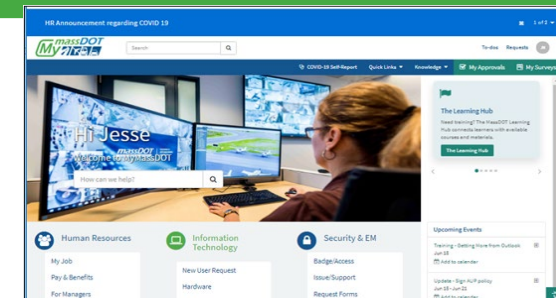- 1,000% increase in data throughput
- *Lessons Learned: communication*

State of Good Repair

- Modernized back-up of 200+ applications and associated data
- Upgraded 2,500+ computers to Windows10 in alignment with EOTSS

MassDOT IT User Experience

- Improvements made to user experience:
  - HR and Security Portals
  - MyMassDOT Portal

FY21 Goals & Strategy

Moving Massachusetts Forward.
massDOT

Security Awareness down to the individual

Continue to adhere to EOTSS directives

Cyber Security

Resiliency

Ensure key applications are recoverable during unplanned incidents

Focused on minimizing productivity impact

Deliver sustainable and efficient service

Focus on end user experience

Utilize "Tech Talks" & "super users" to leverage & educate employee knowledge

Operational Excellence

Application & Infrastructure Modernization

Rationalize/consolidate application portfolio

Leverage platforms when possible to minimize customization

Deliver iteratively and focus on faster time to business value