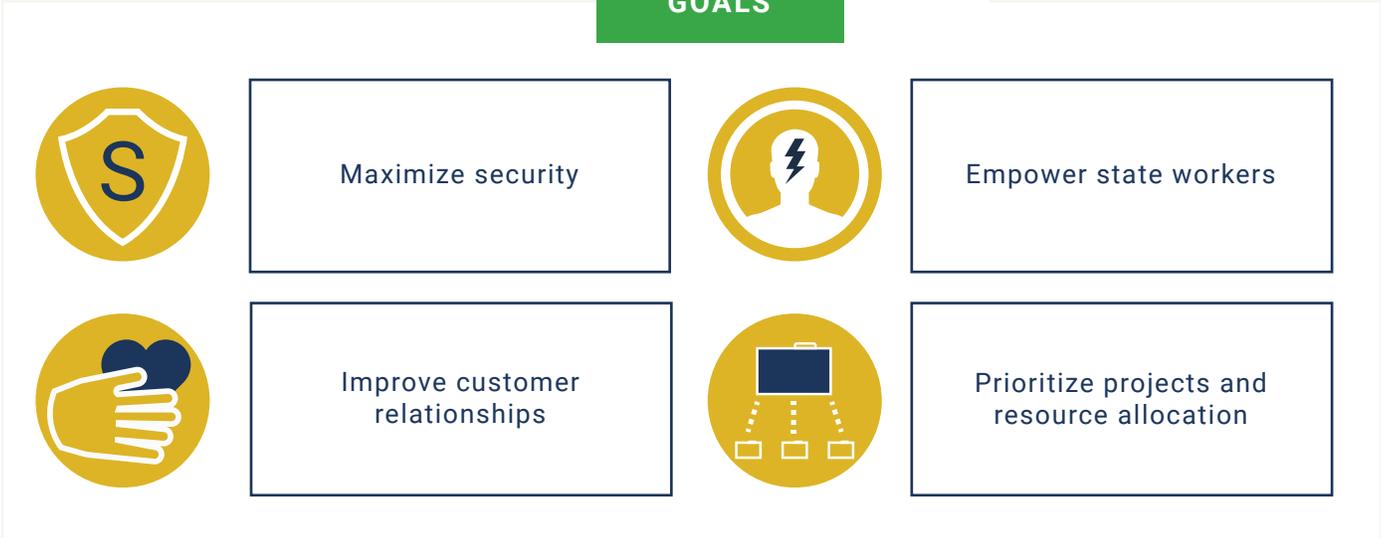


KEY PRIORITIES OF 2016

GOALS



STRATEGIES

FUNCTIONS



PARTNER WITH AGENCIES TO MANAGE PM ENVIRONMENT

- Implement Project Online and pilot resource management module with IOT System Admin Team
- Develop and conduct PM standardization training, and project prioritization process



IMPROVE CUSTOMER SELF SERVICE

- Re-implement and mature the Customer Liaison program
- Benchmark IOT costs and service with peers through Gartner evaluation
- Evaluate and enhance functions within Vfire including optimizing categories
- Implement customer centric incident management process including ticket closure



ENHANCE PEOPLESFT CUSTOMER EXPERIENCE

- Convert PeopleSoft Financials database from SQL Server 2008r2 to Oracle 12c
- Assess, develop and deploy an enhanced PeopleSoft Security Framework
- Develop change-management policies and procedures

KEY PRIORITIES OF 2016




FOSTER CITIZENS' SELF SERVICE

- Consolidate web analytics & site integrity (accessibility, broken links, misspellings)
- Redesign all agency websites
- Develop and release IN.gov program RFP




IMPROVE CUSTOMER SELF SERVICE

- Implement Self Service Password Reset tool
- Develop Training Guides for Self Service Password Reset tool
- Increase first touch resolution at the Helpdesk





EFFICIENTLY MANAGE MOBILE DEVICES WITH ACCESS TO STATE DATA

- Enroll all devices in MDM
- Block mobile client access to email unless enrolled in MDM






IMPROVE PROCESSES, PROCEDURES, & ACCOUNTABILITY

- Track all workstation inventory from the time of purchase to the time of surplus
- Maintain accurate billing codes on all state workstations
- Develop method to determine billing accuracy
- Implement data visualization tool to enhance agency dashboards for billing
- Evaluate billing process and modify processes to improve collection
- Improve billing transparency





PROVIDE A SECURE HOSTING SOLUTION

- Automate system builds into the PZ
- Implement self-documenting admin portals
- Update Active Directory and all child domain function levels to 2012 R2
- Implement least privilege access.

KEY PRIORITIES OF 2016



SECURE STATE DATA & NETWORK

- Confidential system database encryption
- Confidential system isolation
- The principle of least privilege
- Completion of agency security plans and system security plans for every confidential system
- Movement of all systems with confidential data behind the protections of a web application firewall
- Risk assessment of agencies by an outside expert.
- Asset Management
- File System Auditing
- Network Monitoring
- Threat Identification and Analytics



DEVELOP CYBERSECURITY CULTURE

- NIST framework adoption
- Statewide Training and Awareness



“The Technology Roadmap will help us steer the course. Guided by **clear principles**, we will align all our activities with the priorities that we have established as most pressing and important.”

– Dewand Neely, CIO, State of Indiana

Vision Statement:

IOT is a trusted enterprise-technology provider that enables partners to securely deliver high-quality services to citizens.