

AGENCY PROGRAM DESCRIPTIONS

Administration: Administration			
Subprogram History			
The Office of Information Technology Services (OITS) was formerly known as the Division of Information Systems and Communications (DISC). This name change became effective in fall 2011. The history of the former organization began when the Division of Information Systems and Computing merged with the Telecommunications office on July 1, 1984 creating the Division of Information Systems and Communications. Newly available technologies had the potential to reduce unit costs for information processing and to provide the ability to perform functions never possible under a consolidated unit. The State realized the need to coordinate the infusion of new technologies to maximize its return on investment before replacement. The merger placed more authority over computer and communications plans with the Secretary of Administration without changing the responsibilities of the two organizations. K.S.A. 75-4701 et seq. contains the original statutory legislation of the Division of Information Systems and Communications. Established in 1972, DISC centralized computer data processing for all state agencies except Board of Regents Institutions. In addition, it was responsible for approving the acquisition of data processing equipment for all state agencies, including Regents Institutions and developing computer programs for those state agencies wishing to contract for the service. The division operated without directly appropriated funds and relied on receipts derived from charges for services provided. In 1998, legislation (K.S.A. 75-7201 et seq.) revised the State's approach to the governance of information technology. The bill created a Chief Information Technology Officer (CITO) for each branch of government, a Chief Information Technology Architect (CITA), and the Information Technology Executive Council (ITEC). The bill also established a \$250,000 level for approval of information technology projects with oversight provided by the renamed and reconstituted Joint Committee on Information Technology (JCIT). In August 2011, the name of the Division of Information Systems and Communications was changed to the Office of Information Technology Services. The central mail service operation was transferred to the Department of Administration. In July 2018, the Office of Information Technology Services changed its agency number and separated from the Department of Administration.			
Consequences of Not Funding This Subprogram			
The Office of Information Technology Services (OITS) serves as the enterprise level infrastructure for all state IT operations. OITS provides central oversight, management, security, and support of various critical IT operations, including the network, that state agencies utilize for their daily operations. If this program is not funded these functions would cease to exist for the state and would have severe operational and financial implications for the state and state agencies. While some functions can be replicated in each state agency through their IT divisions, the enterprise level knowledge, coordination, efficiencies, and economies of scale would be lost. Additionally, there are certain key and critical aspects that cannot be performed within an agency irrespective.			
Statutory Basis			
KSA 75-4701 et seq., KSA 75-4703, KSA 75-7201 et seq.			
Mandatory/Discretionary	MOE/Match Requirement	Program Priority	Subprogram Priority
Mandatory	No	1	1

Client Services: Client Services			
Subprogram History			
Client services encompasses several teams that provide a variety of information technology services to various agencies that fulfill statutory requirements for the State of Kansas. The user services team supports the environment, secure accessibility into the environment, and devices used by state employees to run mission critical applications. The Client Services department includes End-User Support Services including Executive Services, Consolidated IT Service Desk, and the IT Service Management (ITIL processes and ServiceNow Platform). These services are supported through inclusive rates across our three major lines of services and other hourly on-demand rates for those agencies not in a hosted environment.			
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Statutory Basis			
KSA 75-4701 et seq., KSA 75-4703.			
Mandatory/Discretionary	MOE/Match Requirement	Program Priority	Subprogram Priority
Mandatory	No	1	1

Hosted Services: Hosted Services			
Subprogram History			
The Hosted Services department provides both mainframe and data center hosting services to customers. Mainframe services are now contracted to a vendor that monitors maintenance, performance, information security, and allows for more predictable operation costs. The data center hosting service is hosted by a third party which has centralized most of the existing physical and virtual server environments into a secure environment. The data center hosted facilities provides managed services for state agencies. This partnership greatly reduces the risk the State incurs due to outdated data center facilities, aged server and storage hardware, and provides a redundant disaster recovery solution for critical agency applications. The hosted environment provides an improved attention to hardware and system maintenance, reliability and performance of State applications, and an improved information security posture for the State. Services provided by the vendor are consumption based and will provide a predictable cost model for the service. This partnership also provides a backup solution for data recovery, provides stable, reliable, and highly available data storage and retrieval, and provides 24x7 monitoring of the environment. It includes hardware, virtual machine(s), server operating system(s), and all associated support and administration. OITS continues to provide a small Topeka located data center facilities, primarily located in the Eisenhower State Office Building as needed. All services have consolidated service desk and security monitoring services.			
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Statutory Basis			
KSA 75-4701 et seq., KSA 75-4703.			
Mandatory/Discretionary	MOE/Match Requirement	Program Priority	Subprogram Priority
Mandatory	No	1	1

KISO: KISO			
Subprogram History			
In 2018, the Kansas Legislature passed K.S.A 75-7236 through 75-7243, which is known as the Kansas Cybersecurity Act (KCA). The KCA formally created the position of the Chief Information Security Officer and identified the positions duties. The KCA also created the Kansas Information Security Office and outlined its powers and duties. The KISO program provides enterprise security services, security consulting services, information security officer services, and technical security services across all OITS service offerings including hosted services, business productivity tools, and telecommunication services. Security information, resources, tools, and training are provided to all executive branch agencies including policy development, risk assessment, compliance management, disaster recovery and business continuity plan development, and cyber incident management and response plan development. Technical security management services include configuration management, engineering, scanning, continuous monitoring, and reporting.			
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Statutory Basis			
KSA 75-7236 through 75-7243.			
Mandatory/Discretionary	MOE/Match Requirement	Program Priority	Subprogram Priority
Mandatory	No	1	1

KITO: KITO			
Subprogram History			
The Kansas Information Technology Office supports the statutory responsibilities of the Executive, Judicial, and Legislative Branch Chief Information Technology Officers (CITOs) and the Chief Information Technology Architect (CITA). It provides oversight of information technology projects as outlined in statute, ITEC policies, and JCIT guidelines and recommendations. Consultation service are available for major IT projects throughout Kansas government, and KITO administers the project management training program which includes the certification program for the State of Kansas project management methodology.			
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Statutory Basis			
KSA 75-7204, KSA 75-7201 et seq.			
Mandatory/Discretionary	MOE/Match Requirement	Program Priority	Subprogram Priority
Mandatory	No	1	1
O365: O365			
Subprogram History			
OITS has migrated to the email and collaboration platform known as Office 365 (O365) hosted by Microsoft. This upgrade provided a secure multi-tenant solution built to comply with government security requirements. This service replaced the Exchange Email service and other email systems that operated independently in each agency in most cases. Some agencies still provide their own legacy Microsoft email services or are in their own O365 tenant not managed by OITS. The O365 solution provides predictable costs, email and business data capabilities that is secured in multiple data centers across the U.S., and a fully redundant hosted solution.			
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Statutory Basis			
KSA 75-4701 et seq., KSA 75-4703.			
Mandatory/Discretionary	MOE/Match Requirement	Program Priority	Subprogram Priority
Mandatory	No	1	1
Kansas Legislative Research Department623Office of Information and Technology Services			

Telecomm: Telecomm			
Subprogram History			
The Network and Telecommunications group operates the Kansas Wide-area Information Network (KanWIN), the single largest IP network in the State of Kansas, ensuring 24/7 monitoring and response capabilities, as well as the routine planning, expansion, repair, and maintenance of the State's primary network. This network provides service to all three branches of government through 17,000 data jacks at more than 1,500 locations statewide. The group also supports wireless connectivity at more than 60 locations statewide. Additionally, OITS supports more than 10,000 voice handsets throughout state offices and call centers and also provides Domain Name Services for ks.gov, Kansas.gov, and more than 50 other domains throughout the State.			
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Statutory Basis			
KSA 75-4709 et seq., KSA 75-4701 et seq., KSA 75-4703.			
Mandatory/Discretionary	MOE/Match Requirement	Program Priority	Subprogram Priority
Mandatory	No	1	1

Subprograms Without Narrative Data

AGENCY PERFORMANCE MEASURES

			2022 Actuals	2023 Actuals	2024 Actuals	2025 Actuals	2026 Estimate	2027 Estimate
Administration: Administration								
Goal	Type	Measure						
Ensures administrative and operational needs of OITS are met including human resources, finance, contract and vendor management, asset management, project management and agency communication.	Outcome	Employee turnover rate	23.30%	19.10%	19.00%	21.00%	20.00%	20.00%
		Number of Contracts and RFPs executed (Goal: 15)	12	31	25	17	15	15
		Percentage of A/P invoices paid on time	100.00%	98.00%	100.00%	100.00%	100.00%	100.00%
Facilitates the strategic development of vision, mission and strategic roadmap for OITS.	Outcome	Percentage of Requested EB Agencies submitting 3yr IT Plans	90.00%	98.00%	98.00%	98.00%	98.00%	98.00%

			2022 Actuals	2023 Actuals	2024 Actuals	2025 Actuals	2026 Estimate	2027 Estimate
Client Services: Client Services								
Goal	Type	Measure						
Continue to support non-cabinet agencies with quality support.	Outcome	Number of non-Cabinet agencies receiving services from the Client Services Group (Goal: 22)	22	25	28	33	33	36
		Number of tickets closed by Client Services teams	21,064	23,195	27,580	35,039	37,000	40,000
Reduce customer wait time at OITS and across all agencies that use our services.	Outcome	Number of tickets closed by Client Services teams	21,064	23,195	27,580	35,039	37,000	40,000
		Percentage of service desk hold times less than or equal to 2 minutes	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
Hosted Services: Hosted Services								
Goal	Type	Measure						
Provide secure and standardized data center hosting services for State of Kansas Agency customers in the Eisenhower State Office Building.	Outcome	Average communication line latency to Unisys DCaaS (seconds)	4	4	4	4	4	4
		Percentage of time Unisys DCaaS is available	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Provide secure, standardized, and redundant mainframe services for Executive branch Agency customers through a partner solution.	Outcome	Average percentage of utilization of mainframe CPU	40.00%	40.00%	50.00%	54.00%	50.00%	50.00%
		Average percentage of utilization of mainframe storage	66.00%	62.00%	65.00%	61.00%	65.00%	60.00%
		Percent of successfully completed mainframe backup job	100.00%	100.00%	100.00%	98.65%	95.00%	95.00%
		Percentage of time mainframe service is available	100%	100%	100%	100%	99.9%	99.9%
Provide secure, standardized, and redundant managed data center services for Executive branch Agency customers through a partner solution.	Outcome	Average communication line latency to Unisys DCaaS (seconds)	4	4	4	4	4	4
		Percentage of time Unisys DCaaS is available	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

			2022 Actuals	2023 Actuals	2024 Actuals	2025 Actuals	2026 Estimate	2027 Estimate
Provide standardized Microsoft Azure public cloud guidance and support for Executive branch Agency customers.	Outcome	Percentage of time Microsoft Azure is available	99.98%	100.00%	100.00%	100.00%	99.90%	99.90%
KISO: KISO								
Goal	Type	Measure						
Continue to drive a cybersecurity aware culture among State of Kansas Employee through various education and awareness campaigns. These efforts will ultimately culminate in a lower risk to the State of Kansas by reducing employee susceptibility to phishing attacks.	Outcome	Achieve and maintain a 3% phished rate in email security testing of service participating agency state employees	4.00%	3.00%	3.24%	3.00%	3.00%	3.00%
		Maintain a minimum information risk rating for state government agencies (See Footnote 1)	710	46	52	52	50	47
Continue to ensure KISO staff is prepared for and can quickly response to critical events to ensure that they do not become full blown cybersecurity incidents.	Outcome	Resolve at least 90% of open service tickets each fiscal year	99.00%	97.00%	87.00%	87.00%	95.00%	97.00%
		Respond to high priority incidents/requests within 8 hours per Service Level Agreements 100% of the time	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Continue to raise awareness of cybersecurity standards and practices to raise the State of Kansas cyber hygiene. The results of the efforts will lead to a better cyber risk rating.	Outcome	Achieve and maintain a 3% phished rate in email security testing of service participating agency state employees	4.00%	3.00%	3.24%	3.00%	3.00%	3.00%
		Maintain a minimum information risk rating for state government agencies (See Footnote 2)	710	46	52	52	50	47

			2022 Actuals	2023 Actuals	2024 Actuals	2025 Actuals	2026 Estimate	2027 Estimate
KITO: KITO								
Goal	Type	Measure						
Promote and provide training for the Accessibility Management Platform (AMP) for agency use when modifying a website.	Outcome	Percentage of agencies running the Accessibility Management Platform (AMP)	68.00%	71.00%	68.00%	46.00%	75.00%	75.00%
Promote Project Management best practices by facilitating regular offerings of the Kansas Project Management Methodology Certification class and by supporting participants throughout the certification process.	Outcome	Percentage of agencies running the Accessibility Management Platform (AMP)	68.00%	71.00%	68.00%	46.00%	75.00%	75.00%
Review project submissions for completeness and facilitate CITO review/approval within 20 days of agency submission.	Outcome	Percentage of project plans provided to the agency reviewed and approved within 20 days of receipt	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
O365: O365								
Goal	Type	Measure						
Provide secure, standardized, and redundant collaboration services (Teams/SharePoint) for Executive branch Agency customers.	Outcome	Number of O365 users	18,720	18,995	19,830	20,388	19,600	20,500
		Percentage of time O365 is available	100.00%	99.90%	99.99%	99.97%	99.90%	99.90%
		Teams meetings hosting in O365	297,426	156,000	342,672	366,564	340,000	360,000
Provide secure, standardized, and redundant email services for Executive branch Agency customers.	Outcome	Collaboration teams sites	1,799	1,859	2,035	2,176	2,100	2,200
		Number of O365 users	18,720	18,995	19,830	20,388	19,600	20,500
		Percentage of time O365 is available	100.00%	99.90%	99.99%	99.97%	99.90%	99.90%
Provide standardized email and collaboration feature set for Executive branch Agency customers.	Outcome	Number of O365 users	18,720	18,995	19,830	20,388	19,600	20,500
		Percentage of time O365 is available	100.00%	99.90%	99.99%	99.97%	99.90%	99.90%

			2022 Actuals	2023 Actuals	2024 Actuals	2025 Actuals	2026 Estimate	2027 Estimate
Telecomm: Telecomm								
Goal	Type	Measure						
Provide secure, standardized, and redundant local, metro, and wide area network (LAN, MAN, WAN) services for State of Kansas Agency customers.	Outcome	Percentage of network uptime in the capitol complex	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
		Percentage of network uptime in the metropolitan area network	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
		Percentage of network uptime in the wide area network	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
Provide secure, standardized, and redundant voice over IP telephone services for State of Kansas Agency customers.	Outcome	Percentage of uptime in the voice environment	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
Provide standardized network circuits across the State of Kansas to allow for secured communication between Agency customers.	Outcome	Percentage of network uptime in the capitol complex	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
		Percentage of network uptime in the metropolitan area network	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
Footnotes								
• Footnote 1: The reporting tool used for this metric changed in FY 2023. Prior to FY 2023, the goal was 730. FY2023 and beyond, the goal is 50.								
• Footnote 2: The reporting tool used for this metric changed in FY 2023. Prior to FY 2023, the goal was 730. FY2023 and beyond, the goal is 50.								