

Oregon Department of Justice
Ellen F. Rosenblum, Attorney General

Information Technology Overview

**2017 Joint Legislative Committee on
Information Management and Technology**

March 30, 2017

Marc Williams, Administrator
Administrative Services Division

Lorrin King, Chief Information Officer
Information Services Section



Department Of Justice Mission



To serve state government and to support safe and healthy communities throughout Oregon by providing essential justice services.

Information Services Mission

Provide information technology solutions that enable our customers to provide essential justice services while providing layered information security to protect the data entrusted to us.

Information Services Vision

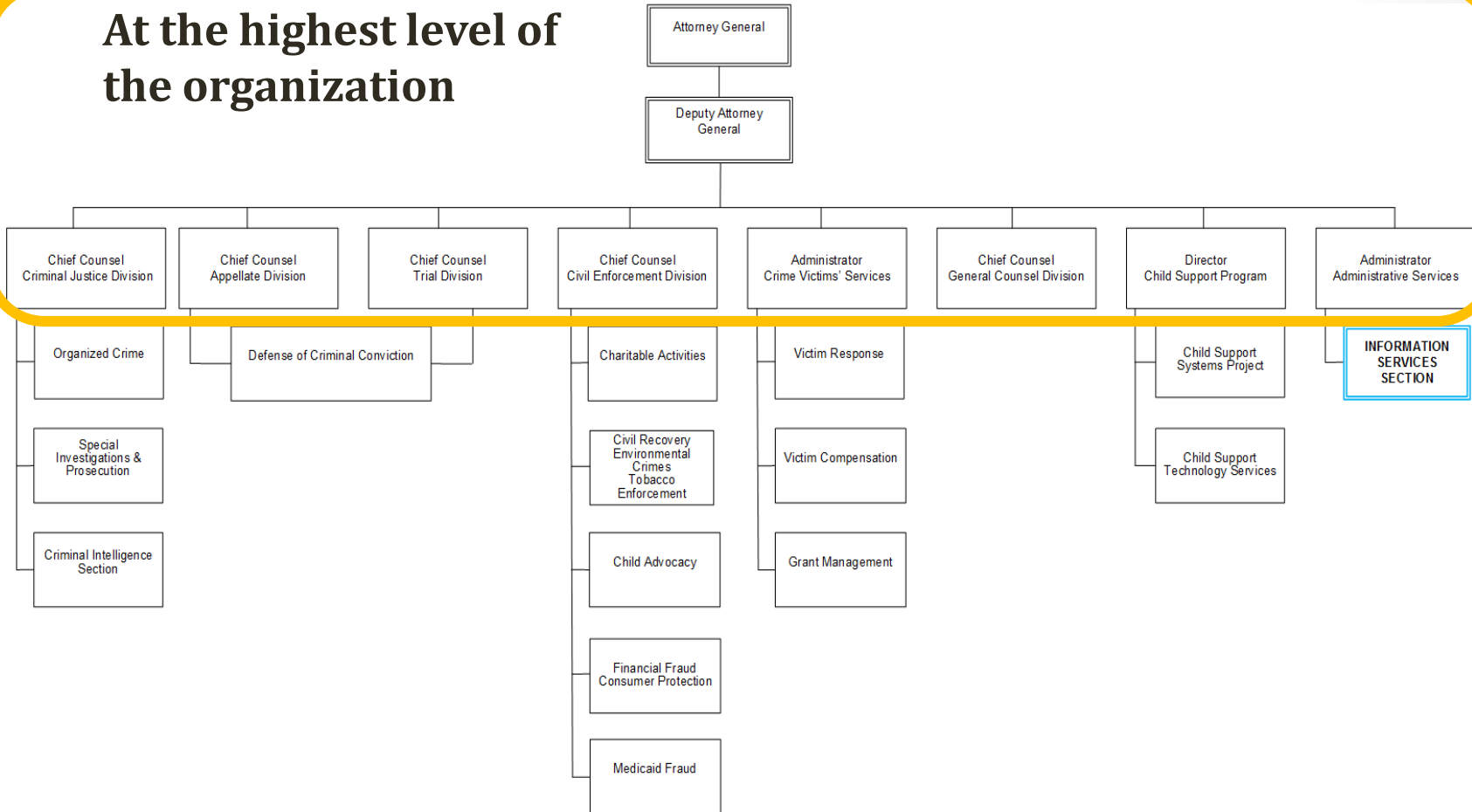
Leaders providing technology consultation, modernization and business partnerships, working as a team to cultivate innovation and a positive work environment where people thrive.



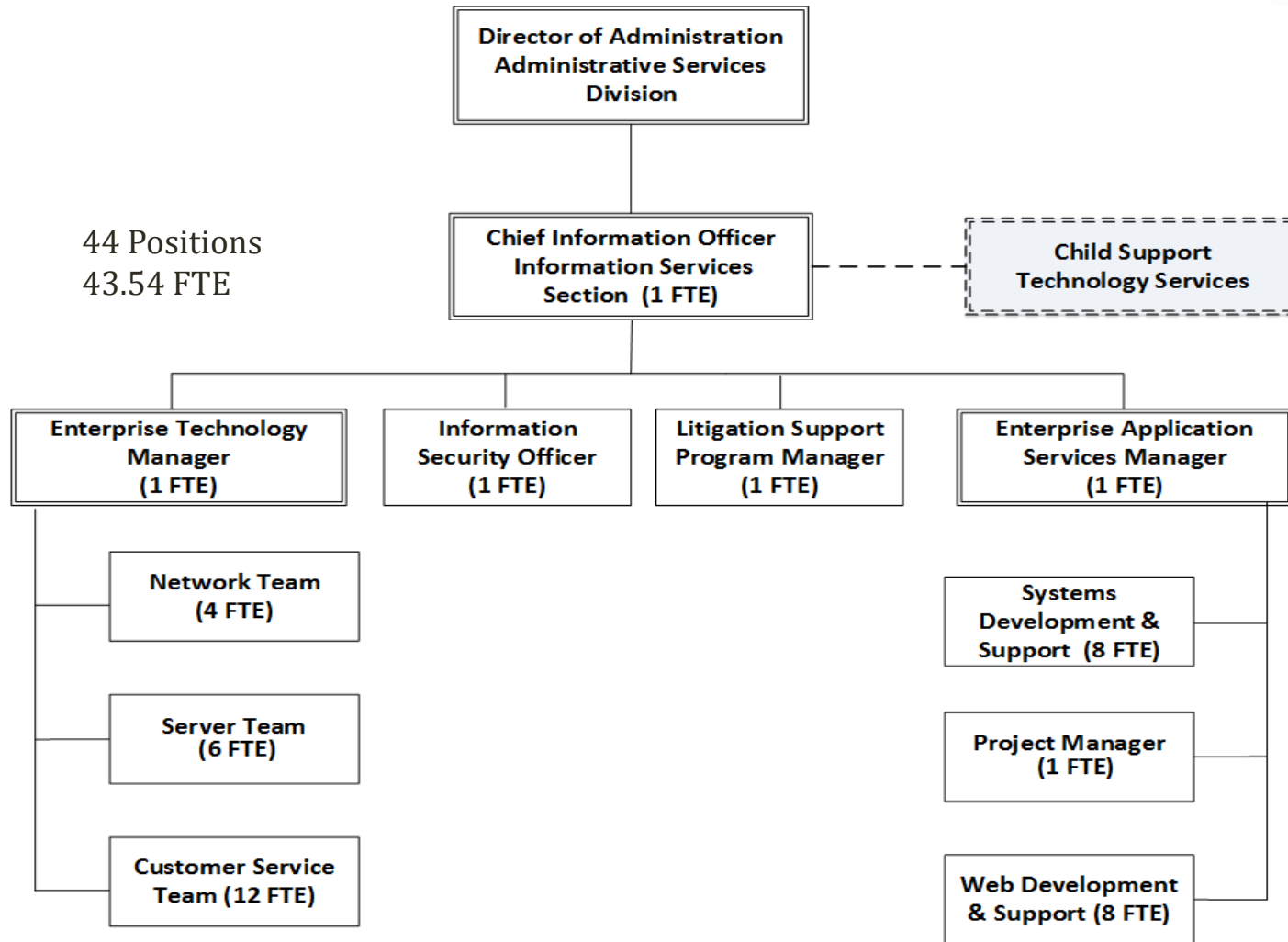
DOJ IT Governance Team



At the highest level of the organization



DOJ IT Organization



DOJ IT Organization & Staff



Application Development



18 Staff

27 Online services & websites managed
69 Internal systems supported
26 Projects completed
20 Projects in progress

Technology Support



23 Staff

37,000 Helpdesk Tickets
2300 PCs and Laptops supported
328 Servers managed
187 Network devices managed
21 LANs\1 WAN managed
28 Projects completed
28 Projects in progress

Litigation Support



1 Staff

7 applications supported
150 Users trained
7 Vendor hosted applications supported
4 E-Discovery providers procured and contracted
120 E-Discovery Projects consulted and managed
4 staff cross trained



DOJ IT Organization & Staff



Information Security



1 Staff

- Vulnerability and Penetration Testing Assessments
- Regulatory Audit Management
- Regulated Data Compliance
- Security Incident Response Management
- State-wide Information Security Collaboration
- Security Awareness Training
- Information Security Policy & Procedures Manuals



DOJ Major Systems



Information Security Tools

- Multi-Factor Authentication • Encryption
- Patch Management • Firewalls • Data Loss Prevention
- Auditing and Monitoring • Anti-virus • Mobile Device Management

Office Automation Tools

- MS Office Suite • Document Management
- Intranet • Video Conferencing • Email • VoIP
- SharePoint

Business Specific Tools

Child Support:

- CSEAS/Origin
- Employer Portal
- IForms
- PIMS
- DIS

Legal Divisions:

- Matter Management
- Document Management
- Carpe Diem
- Westlaw
- Relativity

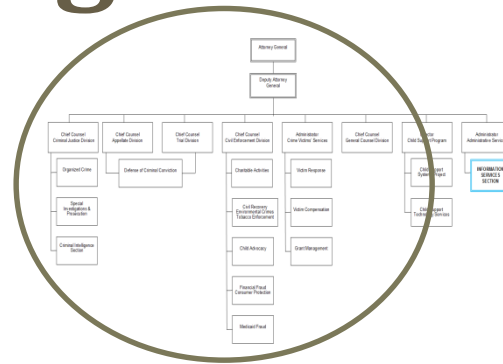
Administration:

- Elite • PPDB
- SFMA • PAR



Supported Programs - Legal

654 legal division staff serving over 1600 client agencies, District Attorneys, organizations and the public



The legal divisions of DOJ are responsible for general counsel and supervision of all civil actions and legal proceedings in which the state is a party or has an interest. The Department, through the Attorney General, also has full charge and control of all the state's legal business that requires the services of an attorney or legal counsel.

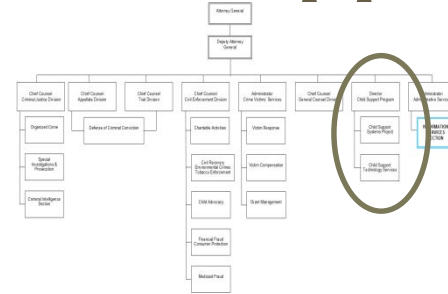
Further responsibilities include operating a number of program areas designated by the legislature, such as district attorney assistance, crime victim compensation, charitable activity enforcement and consumer protection services.



Supported Programs – Child Support



733 Child Support Program staff & partners serving over 450,000 parents



The Division of Child Support (DCS) is dedicated to improving the well-being of Oregon's children. The Child Support Program provides assistance with the following services:

- Establishing paternity (who the child's biological father is)
- Finding the non-custodial parent
- Establishing a child support order or making changes to an existing support order
- Coordinating health care coverage for a child
- Determining the amount of past due child support
- Collecting child support payments
- Collecting spousal support payments when spousal support is part of a child support order

These activities have the benefit of helping children in need, encouraging family self-sufficiency, returning money to the public treasury and reducing the state's costs in providing public assistance. The Child Support Program also assists employers to understand and comply with legal obligations such as reporting new hires, withholding income, and enrolling dependents in medical insurance plans if available.

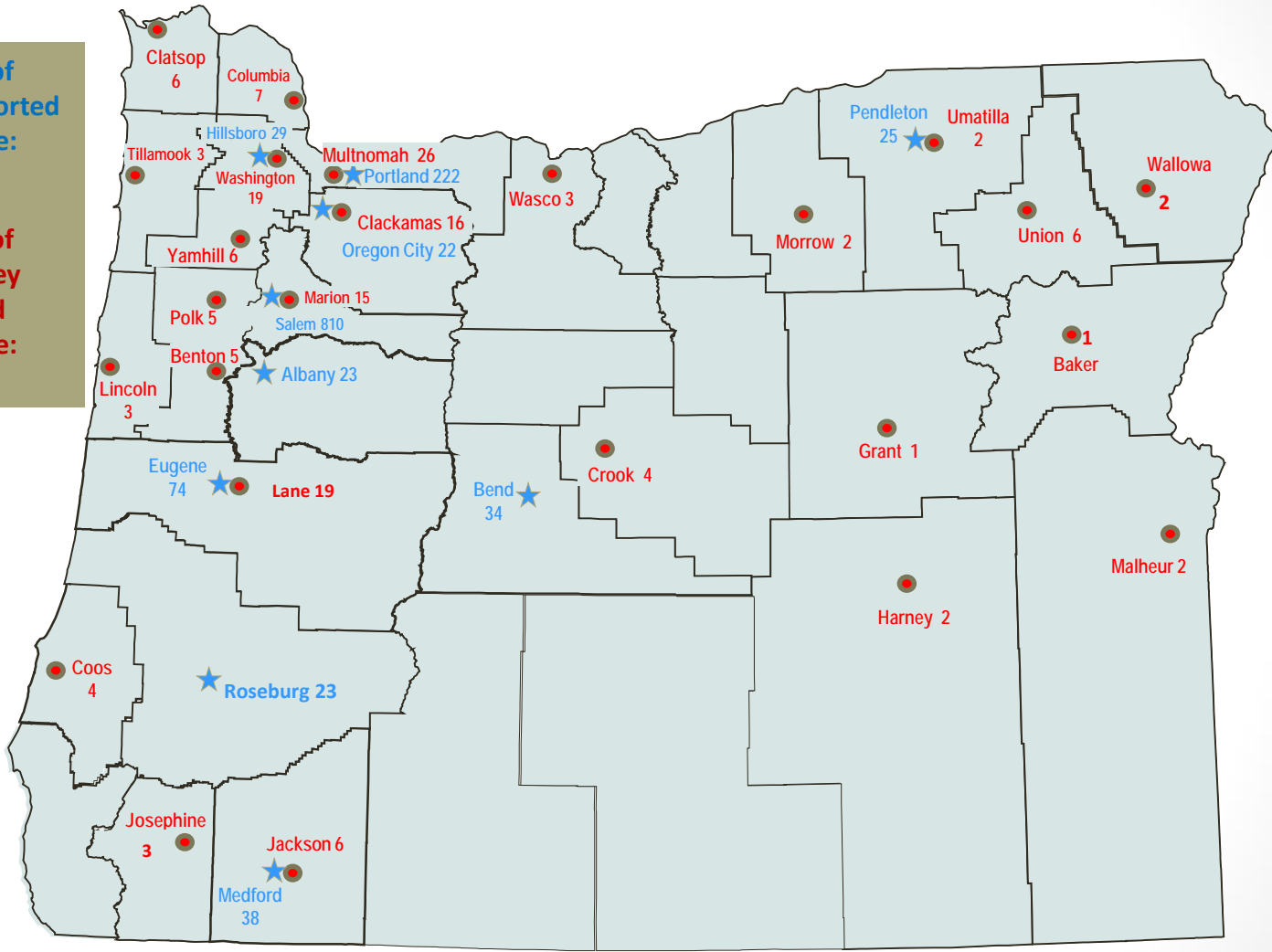


Customers Supported



Total number of
★ DOJ staff supported
across the state:
1300

Total number of
● District Attorney
staff supported
across the state:
170



IS Accomplishments 15-17



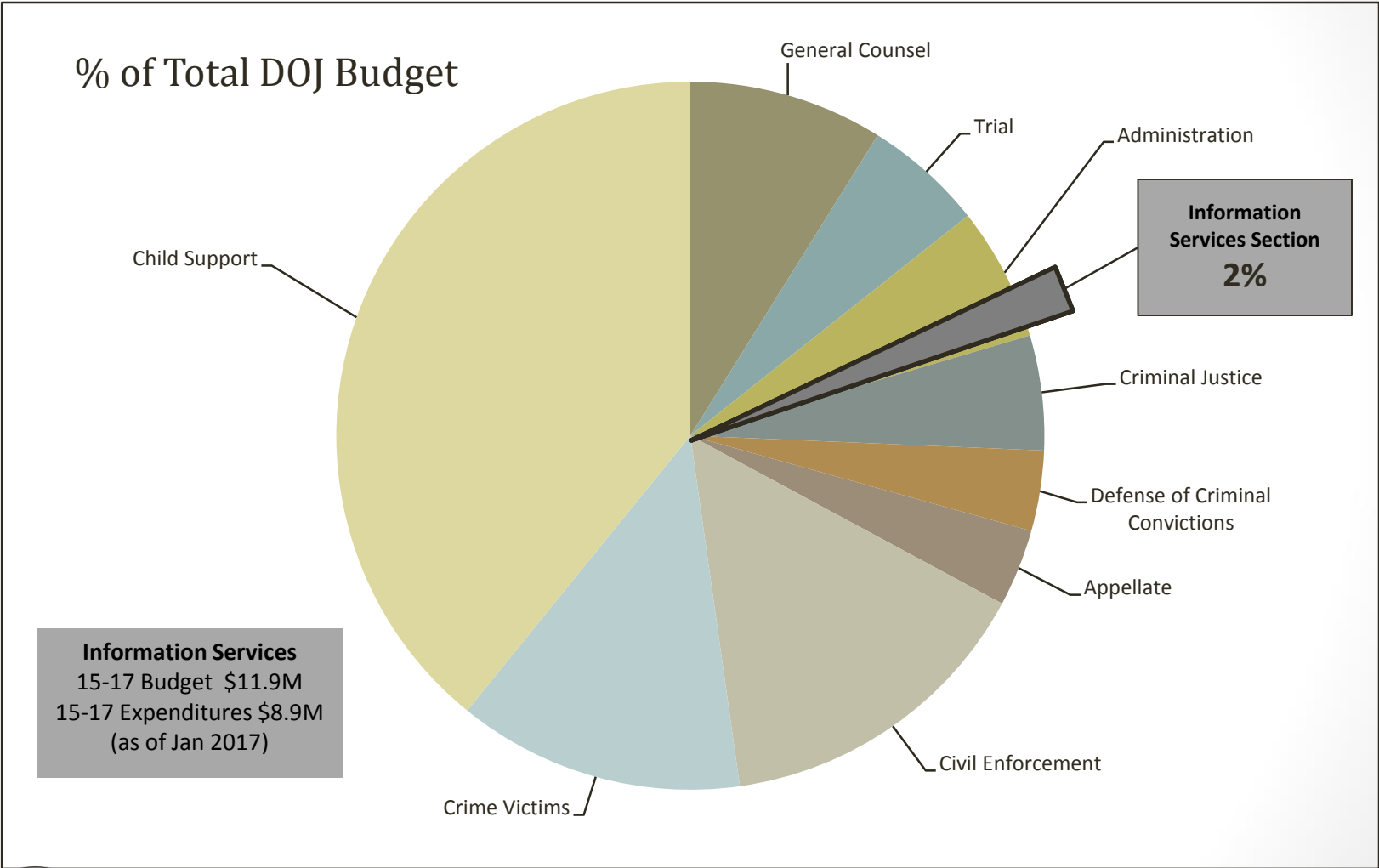
- ✓ **5** new information security protocols implemented
- ✓ **13** new online services launched
- ✓ **30** new automated workflows implemented
- ✓ **7** new litigation support tools delivered
- ✓ **6** Mobilized Helpdesk staff

- ✓ **Legal Tools Replacement Project:**
 - Managed procurement
 - Vendor onboarding
 - Contract negotiations
 - Global standards development

- ✓ **Child Support System Project:**
 - Deliverable review
 - Software/hardware support
 - Facility technical support
 - Information security advice



DOJ IT Budget & Expenditures



Major Business Projects



Legal Tools Replacement Project Overview

- DOJ legal divisions currently rely on an aging, in-house built legal case management system that is loosely integrated with document management, time tracking, billing, and invoicing systems.
- DOJ is working with Thomson Reuters Elite to replace the old technology with MatterSphere, an integrated legal matter management solution. MatterSphere, a COTS solution, will streamline and integrate legal business workflow processes providing end to end matter management capabilities. The capabilities include a single, unified way to view and manage day-to-day activities, documents, time tracking, critical dates and more.
- Preparation for the project:
 - ✓ Budget approved – Jun 2015
 - ✓ Request For Proposals – Feb 2016
 - ✓ Vendor selection – Jul 2016
 - ✓ Contract signed – Nov 2016
 - ✓ Vendor onboard – Dec 2016



Major Business Projects



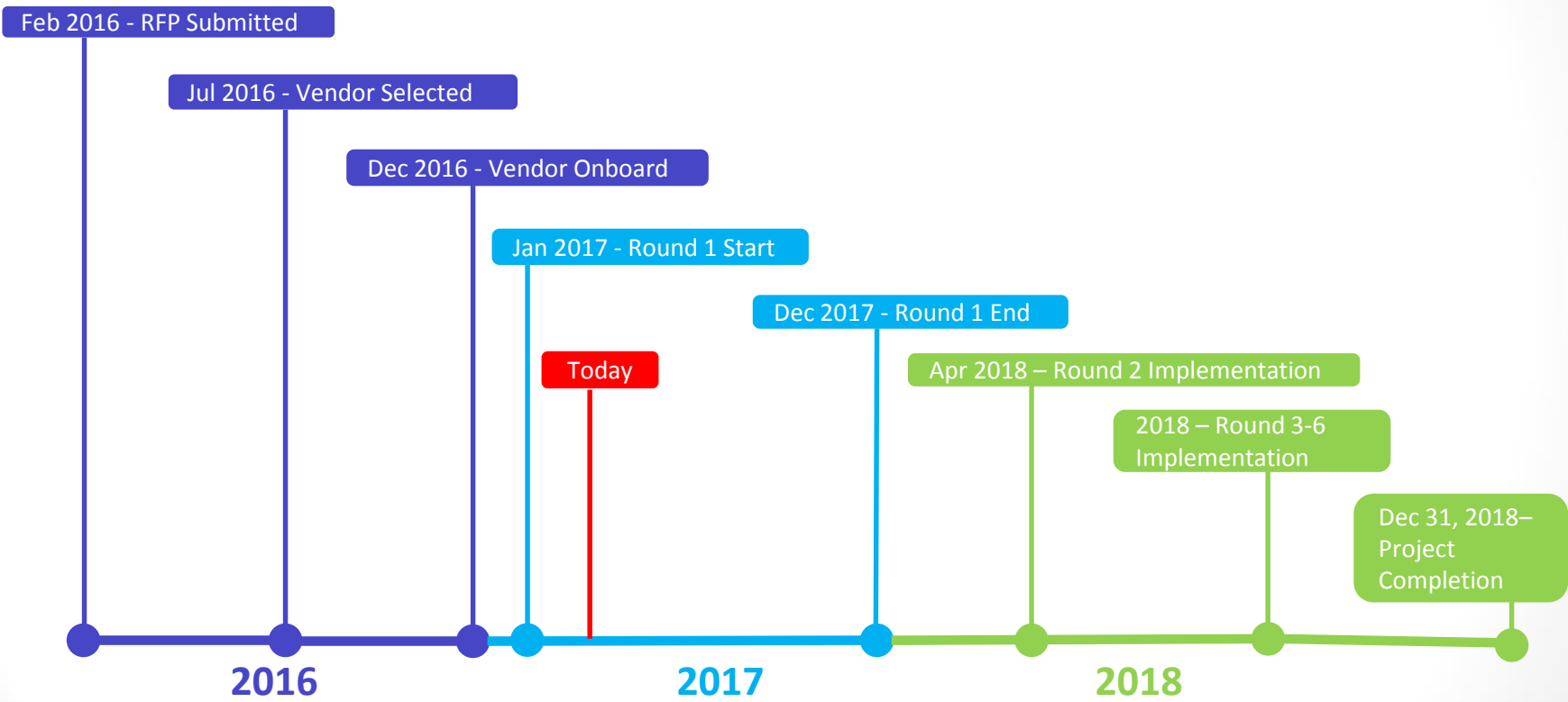
Legal Tools Replacement Project Oversight

- Office of the State Chief Information Officer
 - Stage gate process
- Legislative Fiscal Office
- Independent Quality Assurance Contractor
 - KPMG
- Steering Committee
 - Deputy Attorney General
 - Legal Division Chiefs



Major Business Projects

Legal Tools Replacement Project Status



Major Business Projects



Child Support System Project Overview

- Oregon's Child Support Program relies on one of the oldest case management and financial systems in the nation
- The Program is working with its federal oversight office on a multi-year, federally-prescribed process to replace its federally-certified system
- The new system will allow the Program to comply with federal requirements, compete for federal incentives, keep up with caseload demands, and meet information security requirements
- Preparation for the project:
 - ✓ Feasibility study and report – Nov 2011 to Oct 2012
 - ✓ Business process re-engineering – Dec 2012 to Dec 2013
 - ✓ Federal approval – Dec 2012
 - ✓ State legislative approval – 2013 Legislative Session



Major Business Projects



Child Support System Project Oversight

- Federal oversight office
 - Office of Child Support Enforcement, U.S. Department of Health & Human Services
- Office of the State Chief Information Officer
 - Stage gate process
- Legislative Fiscal Office
- Independent Quality Assurance Contractor
 - CSG Government Services
- Independent Verification & Validation Contractor
 - SLI Global Solutions
- Project Steering Committee



Major Business Projects



Child Support System Project Advisory Committee

Kate Cooper Richardson
DOJ - Child Support
Program Director

Fred Boss
DOJ - Deputy
Attorney General

Karen Coleman
DOJ - Child Support
Project Executive

Dawn Marquardt
DOJ - Child Support
Deputy Director

Gundula Shye
DOJ - Child Support
Project Manager

Tammy Kramer
DOJ - Child Support
Operations Chief & Project
Implementation Lead

Marc Williams
DOJ - Admin Services
Division Administrator

Lorrin King
DOJ - Chief
Information Officer

Art Ayre
DOJ
Chief Financial Officer

Mark Williams
DOJ - General Counsel
AIC Business Transactions

Carol Anne McFarland
Oregon District Attorney
Association Liaison

Tony Black
DAS - Enterprise
Technology Services
Administrator

David Factor
OJD
Staff Counsel

Nathan Singer
DHS - OHA
Integrated Eligibility
Interim Project Director

Darren Wellington
Office of the State Chief
Information Officer

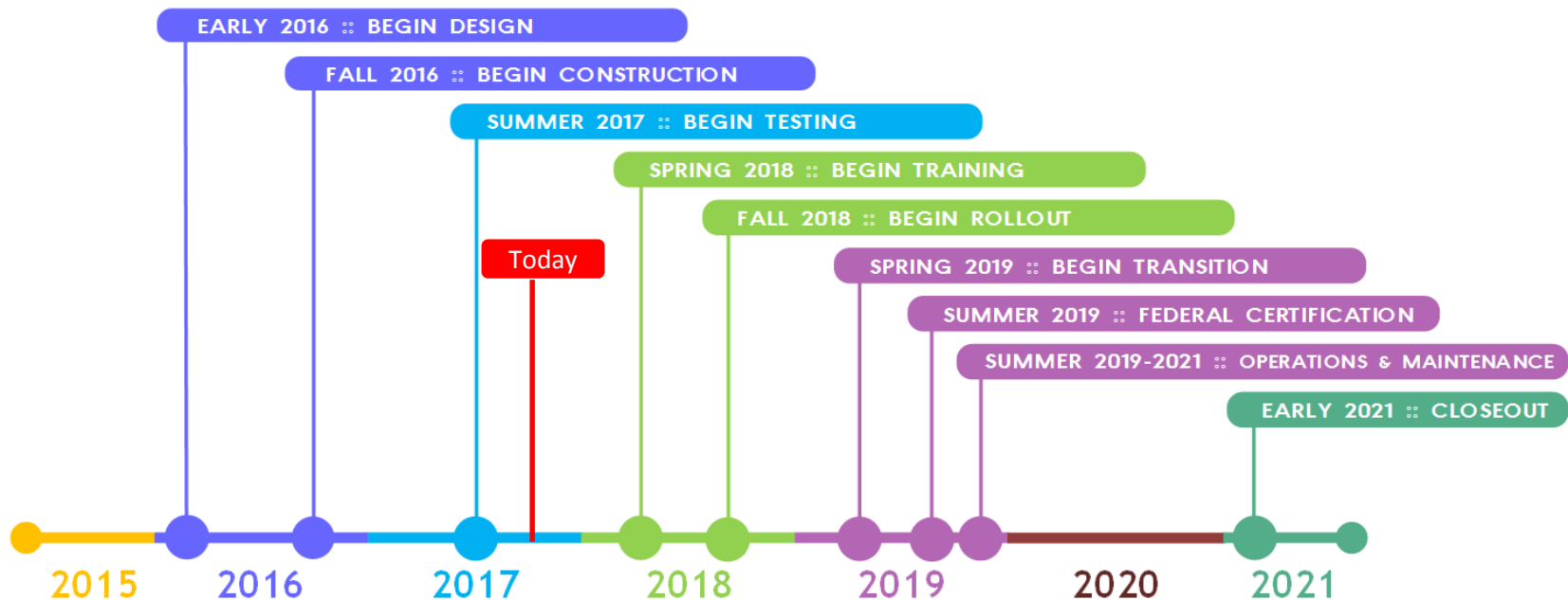
David Franks
ODOT, IT Service Delivery
Manager



Major Business Projects



Child Support System Project Status



Major Business Projects



Child Support System Project Status

- 17-19 Policy Package 241
- Implementation (System Integrator) Contractor: Deloitte
- Project Management Contractor: MAXIMUS
- In Stage Gate 4 project execution phase (development)
- Completed the joint application design and joint technical design sessions
- Completed fit-gap analysis and initiated change control activities
- Reviewed and accepted functional and technical system design documentation



Major Business Projects



Child Support System Project Status

- Set up and configured development environment
- Working on disaster recovery architecture
- Completing data cleanup and data conversion preparation
- Fully engaged in development activities (system build)
- Building test and training environments
- Preparing for unit and system testing
- Continuing interface coordination with partner agencies
- Beginning system vulnerability and penetration testing



Major Business Projects



Child Support System Project Status

- Independent QA overall project status: **GREEN**

Total Cost (Budget) ¹		Schedule		Scope		Resources		Deliverable (Work Product) Quality	
Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current
Yellow	Yellow	Green	Green	Green	Green	Green	Green	Green	Green

Yellow
 Within 0% to 15%
 above approved
 budget baseline

Risk Management		Issue Management		Communications		Organizational and Operational Readiness	
Previous	Current	Previous	Current	Previous	Current	Previous	Current
Green	Green	Green	Green	Green	Green	Green	Green

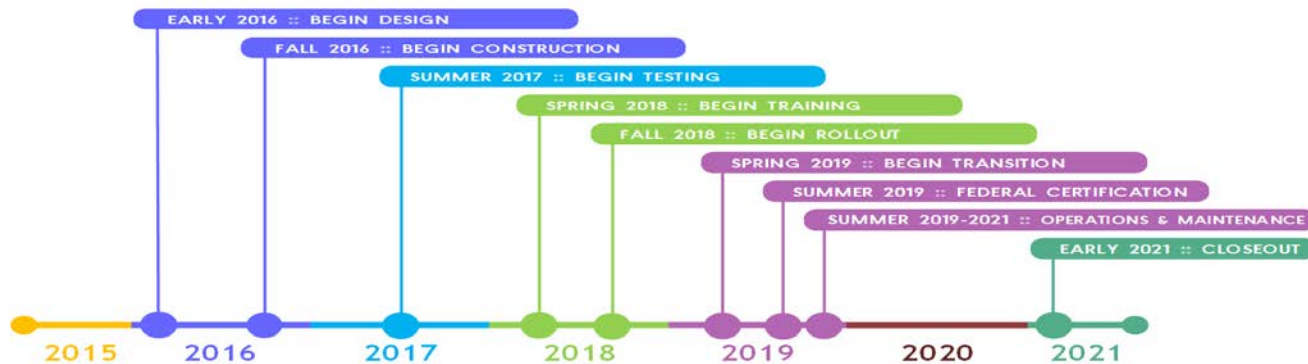


Major Business Projects



Child Support System Project: 2017-19 plans

- Continue system testing
- Prepare for and complete user acceptance testing
- Deliver just-in-time training to child support professionals
- Complete production pilot and statewide implementation
- Begin transition activities
- Prepare for federal certification demonstration



IS Plans 17-19



- Increase information security capabilities and maturity by replacing infrastructure hardware and software that has reached end-of-life, and re-architecting our environment to protect against Advanced Persistent Threats
- Complete Legal Tools Replacement Project
- Provide technical assistance to the Child Support System Project (information security, training, help desk)
- Continue adding online services for more efficient engagement with clients and the public
- Continue migrating business processes into automated workflows to increase efficiency



Project Budget Requests



- POP 241 - Child Support System Project - \$48,710,002 (\$16,573,792 OF and \$32,136,210 FF)
 - POP 103 - Legal Tools Replacement Project Maintenance and Support - \$200,000.
-
- POP 101 – Rebase-lining IT Costs - \$2.7M *limitation*
 - Not a project, addresses current technology limitation shortfall
 - Primarily hardware/software life cycle replacement to meet federal mandates and increase information security posture



Conclusion



- **Information security** is at the core of DOJ and wraps around everything we do.
- **Governance** of information technology is at the highest level of DOJ with our Executive Team.
- **Efficiency** is fundamental to our service delivery and we use technology to drive it.

Questions contact: Lorrin King, Chief Information Officer
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