

Information Technology Report 2021



OREGON
STATE
TREASURY

March 24, 2021

Joint Legislative Committee on Information
Management and Technology

Oregon's Financial Services Hub

Treasury Vision

Leading the way for Oregonians to achieve long-term financial security.

Treasury Mission

To provide financial stewardship for Oregon.

IT Mission

Improving Oregon governments' and citizens' financial capabilities through collaborative, resilient, innovative, and secure technology solutions.

\$118 billion

Assets under
management

December 2020

\$294 billion

Value of banking
transactions
processed in 2019

\$4.5 billion

in college, ABLE, and
retirement savings
assets

Aa1/AA+/AA+

Oregon's Credit
Rating



Information Technology & Cybersecurity

Scope of Work

Provide computing resources and expertise necessary to support:

- Millions of annual transactions, hundreds of billions of dollars
- Secure, reliable business transactions and communications both in-office and off-site
- Dozens of cloud-based, purchased, customized, and in-house applications that make Treasury's work possible

3 Offices

Capitol, Salem,
Tigard

156 Staff

Nearly all working
remotely

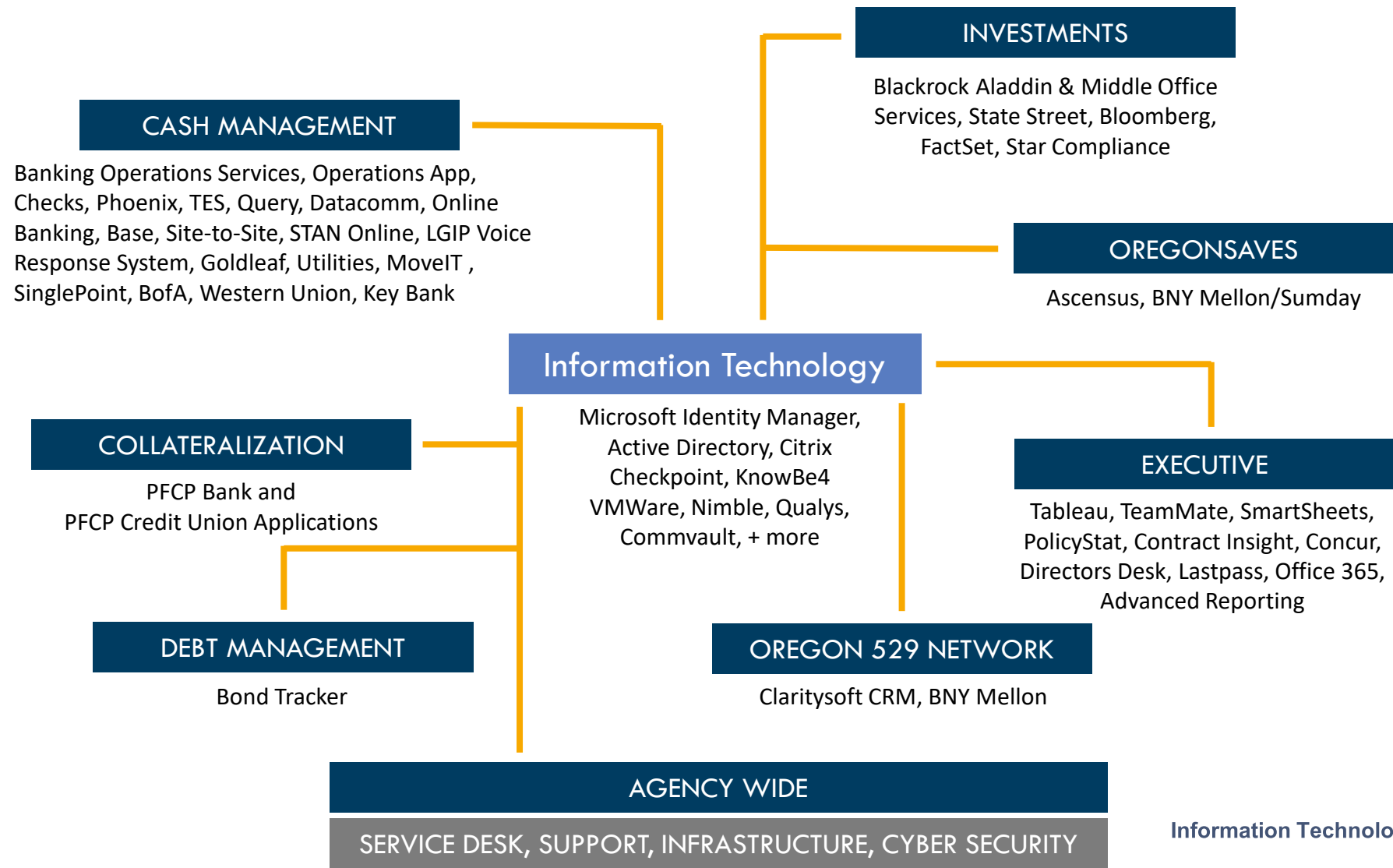
1000+

Local and state
government partners

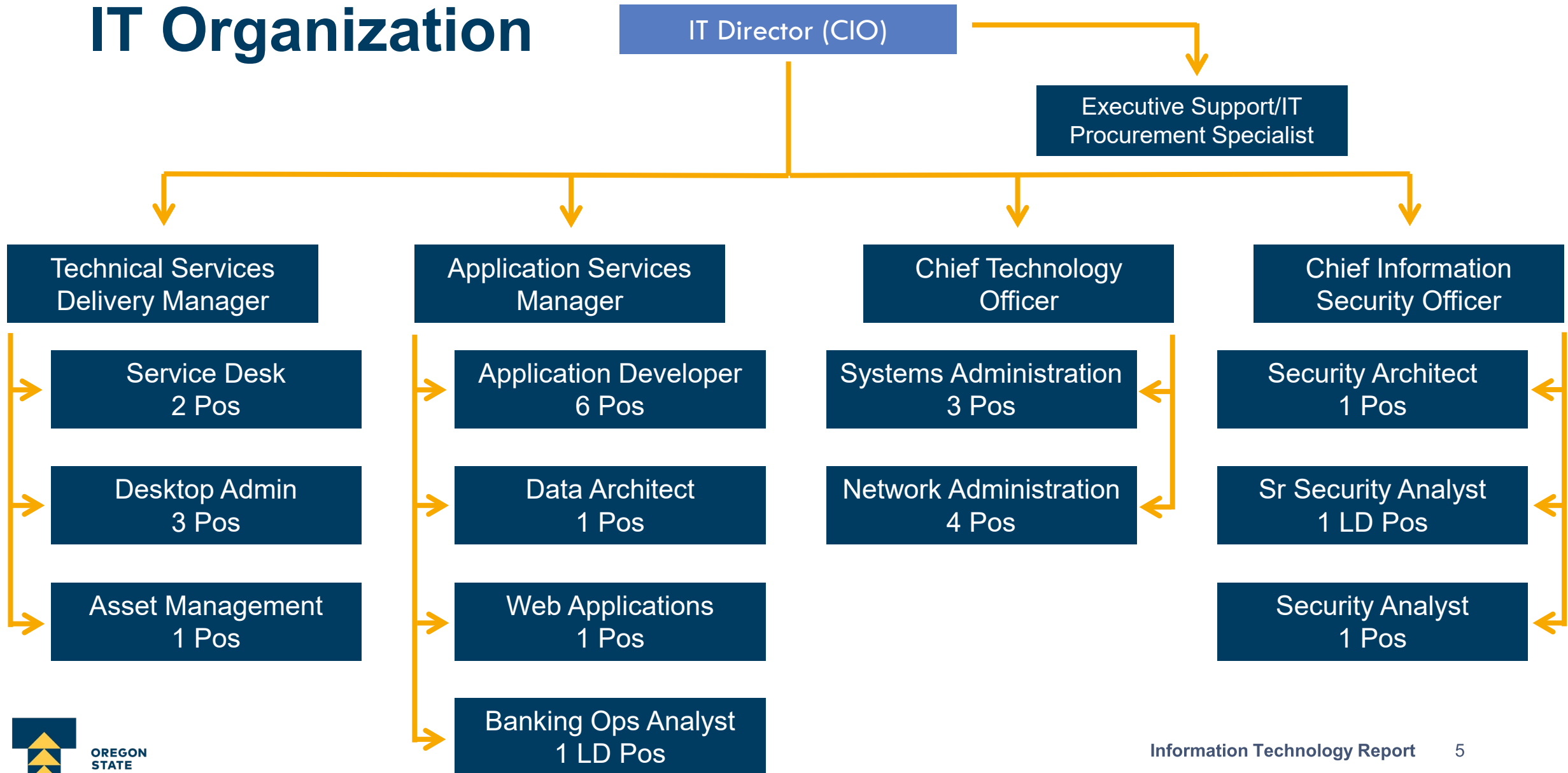
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No-fail reliability and
security required

Business Lines and Major Systems



IT Organization



Recruitment Update: Director of Information Technology

- Position opened February 1, 2021
- Launched a national search the first week of February 2021
- Conducted initial interviews first week of March 2021
- Expect to make an offer by the second week of April 2021

IT Budget

POP 108: Information Security

Establish permanent position for current limited duration cybersecurity analyst.

- \$267,323 | 1 position | 0.92 FTE

POP 102: Trust Property

4 fractional positions will be transferred from Department of State Lands to Treasury to enhance IT support for the Trust Property program.

- \$300,114 | 4 positions | 2 FTE

2021-23

\$14.7 million

Governor's Budget
Request

2019-21

\$12.8 million

Legislatively Adopted
Budget

34 Positions

31.42 FTE

30 Positions

29.42 FTE

Treasury IT Program

Technical Services Delivery

Service Desk

ITIL Service Desk
Tier 1 Triage
Ticket Tracking and Escalation
Knowledgebase
Mobile Device Management

Asset Management

Hardware/Software Inventory
Warranty Management
Lifecycle Management
Issue monitoring and reporting

Desktop Support

Patching
Tier 2 Troubleshooting
End-User support

Application Services

Application Development

Application Development and Maintenance
COTS/SaaS Evaluation and Implementation
COTS Updates
Integration
Web Design

Data Management

Database Administration
Data Analysis
Data Management

Banking Operations

Transaction Processing
Job Scheduling

Information Security

Agency-wide Information Security Program
Information Security Risk Management

Application Security
Information Security Policy

Network & Systems Security

Third-party Due Diligence

Security Awareness

Incident Response

Threat and Vulnerability Management

Continuous Monitoring
Identity and Access Management
Data Security

Infrastructure Services

Systems

Server and Desktop Infrastructure
Office and Collaboration Tools
Patching and Compliance
Remote Access
Secure Data Transmission

Network

Network Infrastructure
Network Management and Monitoring
Virtual Infrastructure
Backup and Recovery
Physical Infrastructure



Technical Services Delivery

Technical Services Delivery

Service Desk

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Tier 1 Triage
Ticket Tracking and Escalation
Knowledgebase
Mobile Device Management

Asset Management

Hardware/Software Inventory
Warranty Management
Lifecycle Management
Issue monitoring and reporting

Desktop Support

Patching
Tier 2 Troubleshooting
End-User support

- IT team that works most directly with Treasury users
- Provides day-to-day operations and support for Treasury staff and management of Treasury's IT resources
- Response areas include email, operating systems, software and hardware acquisition and installation, desktop applications, and security patching
- Relies on Information Technology Infrastructure Library, an industry-standard framework for service desk operations and staff support
- Investments include remote software to support work-from-home troubleshooting and fixes



Application Services

Application Services

Application Development

Application Development and Maintenance
COTS/SaaS Evaluation and Implementation
COTS Updates
Integration
Web Design

Data Management

Database Administration
Data Analysis
Data Management

Banking Operations

Transaction Processing
Job Scheduling

- IT team that designs, develops, configures, and implements software applications that support Treasury's business processes
- Oversees the integration, maintenance, and support of on-premises custom off-the-shelf software and cloud-based applications
- Ensures quality processes, applications, and technical support for Treasury customers
- Investments include software applications that supported quick transition to work-from-home posture in 2020



Information Security

Information Security

Agency-wide Information Security Program
Information Security Risk Management
Application Security
Information Security Policy
Network & Systems Security
Third-party Due Diligence
Security Awareness
Incident Response
Threat and Vulnerability Management
Continuous Monitoring
Identity and Access Management
Data Security

- IT team that oversees Treasury's InfoSec program
- Work is divided into four main areas: security engineering, security operations, incident response, and program management
- Team relies on ISO 27001, National Institute of Standards and Technology Cybersecurity Framework, Center for Internet Security Critical Security Controls Version 7, and state of Oregon standards as frameworks for the program
- Responsible for implementing robust threat and anomaly detection capabilities
- Activities include extensive outreach to and education of Treasury staff



Infrastructure Services

Infrastructure Services

Systems

Server and Desktop Infrastructure
Office and Collaboration Tools
Patching and Compliance
Remote Access
Secure Data Transmission

Network

Network Infrastructure
Network Management and Monitoring
Virtual Infrastructure
Backup and Recovery
Physical Infrastructure

- IT Team that designs, builds, and maintains core network, system, and desktop infrastructure to support Treasury's applications
- Responsible for maintaining resilient and reliable systems by utilizing on-site and off-site data centers, cloud technology, and Continuity of Operations Plans
- Designs and manages technology to enable staff to securely and reliably work remotely
- Responsible for actively monitoring, managing, updating, and securing network, server, and desktop technologies



Technology Governance



Enterprise Technology Projects 19-21

- IT Change Management efforts to ensure awareness of operational changes while reducing risk and minimizing disruptions
- IT Asset Management
- Continuity of operations plans that are aligned with disaster recovery plans
- Refreshed off-site data center core technologies to support disaster recovery and system resiliency
- Microsoft 365
- Launch of new Information Technology Service Management program to improve service desk tracking and response

Enterprise Technology Projects 19-21

- Identity and Access Management program to improve security for remote network access
- Vendor cybersecurity rating service
- Security Information and Event Management system to track and respond to threats
- Comprehensive penetration test to evaluate systems, training, and responsiveness to cyberattacks
- Secretary of State Cybersecurity Audit 2021

Enterprise Technology Projects 19-21

- Trust Property transition: Treasury IT has been preparing for the July 2021 move of Trust Property from DSL to Treasury. Transition encompasses employees and the resources they'll need to do their jobs, financial and operational processes, databases and information management, internal and third-party websites, and training.
- Treasury Resilient Building transition: IT is also deeply involved in the planning for a 2022 move into a new, resilient building that supports seamless continuity of operations in the event of a major disaster.

Major Technology Investments

- Electronic Funds Transfer/Business System Renewal (EFT/BSR)
- Trust Property technology enhancements
- Resilient workspace tools
- Continued migration to Azure cloud services to enhance resilience and access
- SD-WAN – or “software defined wide area network” – to support fast, resilient network access for new Treasury building
- Network access control enhancements to support better monitoring and control of devices connecting to the Treasury network
- Primary firewall upgrade and security enhancements
- Zero-Trust security integration, providing enhanced cybersecurity safeguards to network
- Expansion of Multi-Factor Authentication program to require MFA for internal access

IT Resources Required

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OREGON STATE TREASURY

Tobias Read
Oregon State Treasurer

350 Winter St NE, Suite 100
Salem, OR 97301-3896

oregon.gov/treasury