

# 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

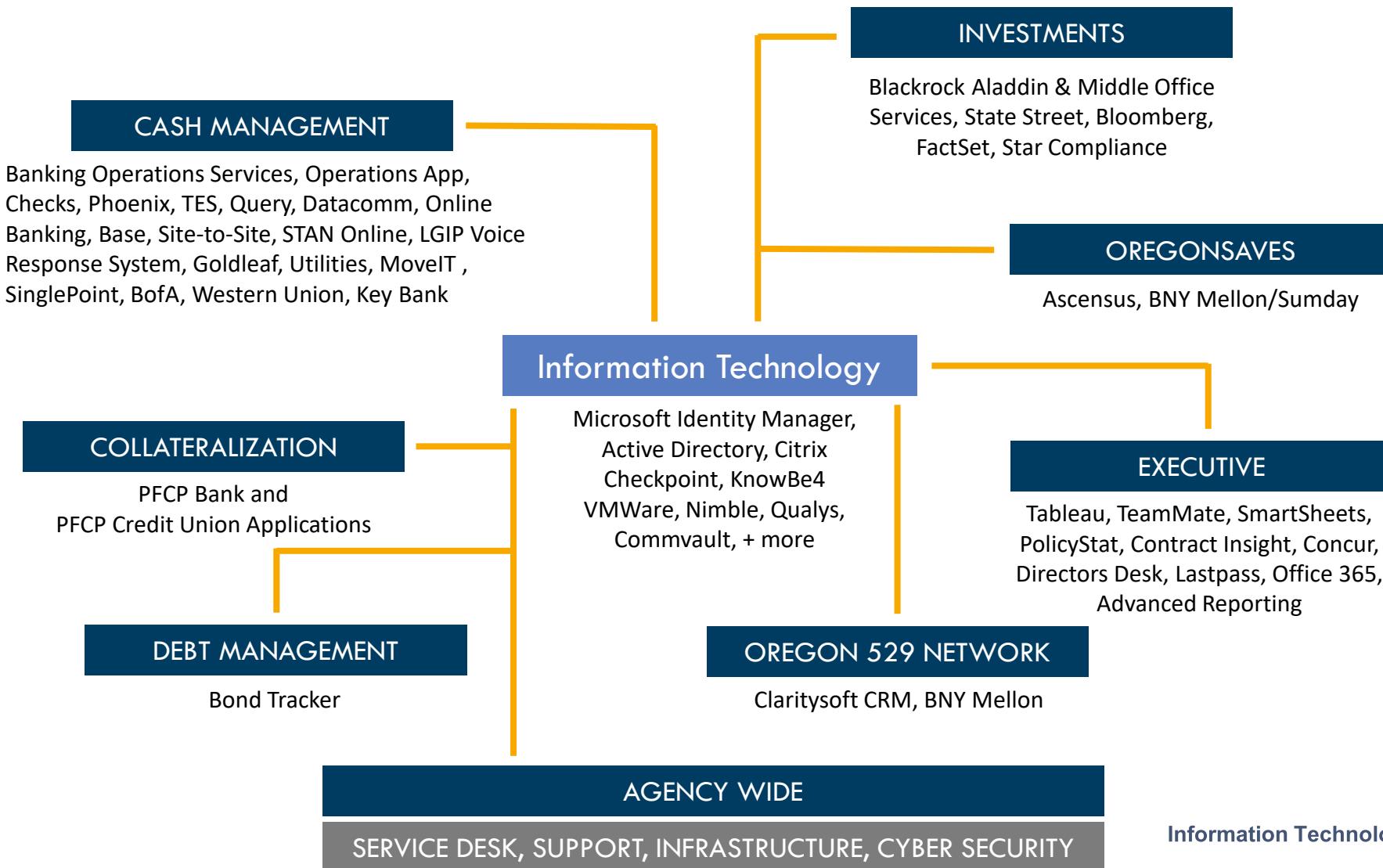
**1000+**

Local and state  
government partners

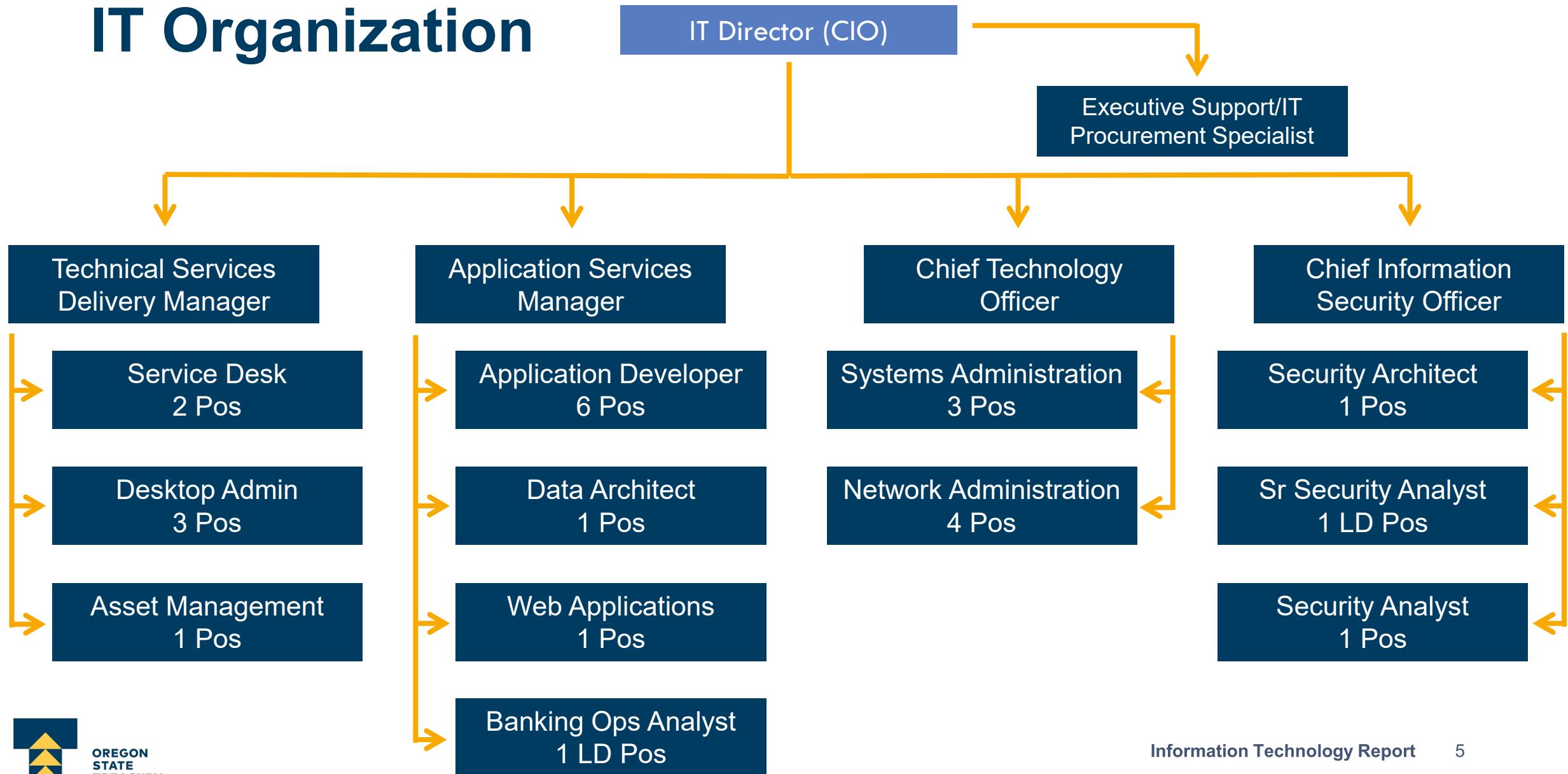
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No-fail reliability and  
security required

# 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	2019-21
<b>\$14.7 million</b> Governor's Budget Request	<b>\$12.8 million</b> Legislatively Adopted Budget	
<b>34 Positions</b> 31.42 FTE	<b>30 Positions</b> 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

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

- 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

Change Advisory Boards	Application Change Management	IT Steering Committee	IT Leadership
<ul style="list-style-type: none"><li>• Server and system environment changes</li><li>• Management approval prior to change</li><li>• Documented changes</li></ul>	<ul style="list-style-type: none"><li>• Business change advisory board</li><li>• Software lifecycle maturity</li><li>• Security enhancement and maturity</li></ul>	<ul style="list-style-type: none"><li>• IT project portfolio and prioritization</li><li>• Resource planning</li><li>• Budget management and review</li></ul>	<ul style="list-style-type: none"><li>• Includes team leads</li><li>• Operation management and execution</li><li>• Executive communication</li></ul>

# 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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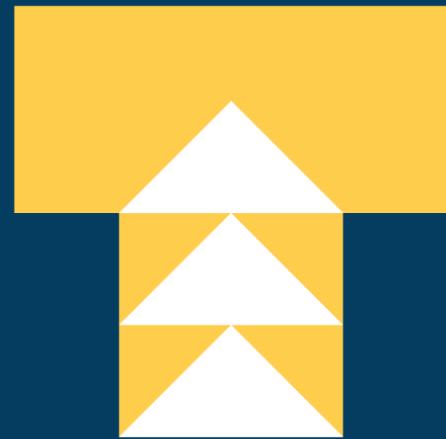
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STATE  
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Tobias Read  
Oregon State Treasurer

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

[oregon.gov/treasury](http://oregon.gov/treasury)