Portfolio Office
Quarterly Byte

September 2021

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Portfolio Office Updates

The Quarterly Byte was developed to provide Agency heads with updates and information regarding DoIT services and solutions. Please share the Quarterly Byte with the appropriate individuals throughout your organization, as the information may be relevant to their area of responsibility.

Project & Service Updates

SharePoint 2019 Upgrade
Our work on the SharePoint 2019 migration project continues to progress and, to date, approximately ten (10) sites have gone live. As we work through various nuances, we have adjusted the migration schedule to allocate enough time for corrective actions. Additionally, we recognized that the upcoming holidays must be factored into the schedule. As such, the target completion date for the project is being extended by one month. Details about the schedule change have been shared with the agencies impacted.

Delivery Program Management Office (DPMO)
DoIT established a Delivery Program Management Office (DPMO) that provides guidance and support, at an agency's request, related to agency Information Technology (IT) projects and program management needs. The DPMO's goal is to assist agencies with successfully initiating, planning, executing, monitoring/controlling, and completing IT projects. The DoIT DPMO contract was recently awarded and in approximately one month, we will begin requesting resources via Task Orders. If you would like to obtain resources via the DoIT DPMO contract please submit your request to DoIT.Intake@maryland.gov. During this process, agencies should allow sufficient time to review proposals, interview candidates, and work through normal procurement processes (i.e., BAFO's, BPW approval, etc.) Contact your Portfolio Officer if you are interested in learning more about DoIT's DPMO services.

VoIP Migrations
During the fourth quarter of State Fiscal Year 2021, DoIT successfully migrated seven (7) locations across three (3) agencies (a total of 500 phones) to VoIP. As agencies have been increasing their adoption of a hybrid model for work, DoIT has seen an increase in VoIP requests which are being prioritized according to statewide needs. The statewide VoIP solution provides mobility options allowing workers to make and receive phone calls via their office number while working remotely. If your agency is interested in learning more about VoIP options, contact your Portfolio Officer.

Contract Update(s)

Desktops, Laptops, and Tablets Master Contract
DoIT has exercised the final option on the Desktops, Laptops, and Tablets Master Contract. This contract allows agencies to procure desktops, laptops, tablets, ruggedized laptops and tablets, monitors, associated peripherals, installation, and manufacturer's extended warranty. The option period is from July 22, 2021, through July 21, 2027.

Fiscal Focus

FY2022 Annual Invoice
Information regarding your agency's FY2022 budgeted services has been populated in Apptio. The FY2022 services and quantities represent the estimates at the time the FY2022 budget was prepared. Your agency will be invoiced quarterly (one-fourth of the total annual cost). As a reminder, the IT and Fiscal contacts within each agency are able to access Apptio and this information. To get help logging into Apptio or if you have questions about your invoice, contact doitfiscal.billofit@maryland.gov.

Policy & Process

Performance Management Process
DoIT has implemented a Performance Manage Process to provide agencies with a mechanism to share both positive and constructive feedback. The feedback provided will help DoIT acknowledge stellar employee performance, make informed workforce decisions, identify deficiencies, and clarify employee performance expectations.

Cybersecurity

Cybersecurity Awareness Month
Every October, Cybersecurity Awareness Month raises awareness about the importance of cybersecurity across our Nation. Led by the Cybersecurity and Infrastructure Security Agency (CISA) and the National Cybersecurity Alliance (NCSA), Cybersecurity Awareness Month shares messages and weekly themes of the importance of staying safe online. The evergreen theme - Do Your Part, #BeCyberSmart – encourages individuals and organizations to own their role in protecting their part of cyberspace, stressing personal accountability and the importance of taking proactive steps to enhance cybersecurity. Please connect with DoIT on Social Media and look for videos and other communications in your maryland.gov email.

Supplemental Guidance on Passwords and the use of Password Managers
Most users have an exhaustive list of applications that they must access along with unique passwords that they must remember. As a result, users may engage in poor password management practices to keep up with their many passwords, thereby creating unintended application vulnerabilities. For these reasons, DoIT has published guidelines to help users balance security and usability.

Standards and Guidance for Authentication of External Users
As government services transition to online delivery, the validation of citizens' digital identities is an important component of protecting the confidentiality and integrity of the data we manage. This guidance was published to clarify user authentication and provide direction in selecting appropriate controls.

Teleworking Printer Guidance
In response to questions we received regarding the use of personally owned printers at the employee's residence, printing services, and advice on related security implications, the Office of Security Management (OSM) issued guidance to provide clarity on DoIT's position regarding the use of personal printers and printing services while teleworking. This guidance was distributed to IT leadership throughout the state on August 13, 2021.

Statewide Vulnerability Management Maturity
The OSM is striving to mature the State of Maryland's Vulnerability Management Program. The overarching goal of the Vulnerability Management Program is to reduce the vulnerability footprint on State of Maryland networks. DoIT will begin reaching out to agencies to schedule a time to review the vulnerability services they receive, collaborate on opportunities to improve, and answer questions. If your agency is interested in learning more about DoIT managed vulnerability services, contact your Portfolio Officer.

Highlighted Services & Solutions

Security Awareness Training
Security Awareness Training through Infosec Institute InfosecIQ is specifically designed to provide refresher security training in satisfaction of State Finance & Procurement Article 3A-314. Participants receive monthly security training courses that are engaging, with content that is frequently updated.

Business Intelligence (BI) Professional Services and Software
BI provides a spectrum of services to deliver solutions that can help agencies meet their business objectives and streamline business processes. These solutions are designed to boost user engagement and inform decision-making through data visualizations, dashboards, and reports.

Multi-Factor Authentication Services

Multi-Factor Authentication (MFA) platform, also known as Identity Access Management (IAM) and Single Sign -On (SSO), is a solution DoIT offers to Maryland state agencies. The IAM technology can be used to initiate, capture, record, and manage user identities and their related access permissions in an automated fashion.

Geographic Information Systems (GIS) Services **and** *Software*

Maryland's high-performance Geographic Information Systems (GIS) platform provides cost-effective, reliable GIS services and support, whether you are just starting out or looking to get more out of your current GIS implementation. Customers are provided access to GIS data, web services, training, hosting, and staff with decades of experience in the GIS field. For those exclusively seeking software, there are also to get access to the latest version of GIS online, desktop, and server software.

Contact your Portfolio Officer if you are interested in learning more about these services.

Reminders

Google Drive Security Update

On September 13, 2021, Google released a security update on Google Drive to make file sharing more secure. This update changed the links used for some files and may have resulted in new file access requests. More information can be found here.

Google Classic Sites Going Away

Websites created in Google ("Classic") must be migrated to "New" Google Sites by the end of this calendar year (December 2021).   The amount of time it will take to migrate your site from "Classic" to "New" Google Sites varies based on the amount of content and the site owner's familiarity with site updates. Visit the Google Help Center for additional details and instructions. **Beginning January 1, 2022, Classic sites will no longer be accessible.**   Contact the DoIT Service Desk if you have any questions (service.desk@maryland.gov).

MOU

The DoIT IT Services MOU outlines the roles and responsibilities associated with the recurring services agencies receive from DoIT.   Without an executed MOU, DoIT's ability to provide access to services, contracts, and other resources is significantly hindered. If you have any questions or need a copy of the MOU, contact your Portfolio Officer.

Did You Know

Verizon Wireless Hotspot Recall

Several models of the Verizon Ellipsis Jetpack hotspots were recalled as they have the potential to overheat. Verizon is working to determine the root cause and is offering an exchange of all affected Ellipsis Jetpacks devices free of charge. For more information and frequently asked questions, please visit https://www.ellipsisjetpackrecall.expertinquiry.com/.