Portfolio Office
Quarterly Byte

December 2022

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Portfolio Office Updates

DoIT Intake Process Reminder
Agencies that need new services, would like to make changes to existing services, or would like to initiate a conversation with DoIT, should begin by submitting a request to DoIT Intake (doit.intake@maryland.gov).   Agencies should include in their email to doit.intake@maryland.gov a description of the business problem/need for which an IT solution may be warranted. More information about the Intake process can be found here.

DoIT Executive Team Changes
The Department of Information Technology (DoIT) bid a fond farewell to Deputy Secretary Lance Schine. Mr. Schine joined the department in 2017 and was integral to the success of the agency during his tenure.

Mr. Schine was also an essential member of the Tiger Team assigned by Governor Hogan to the COVID MassVax efforts. He led the creation of the State's Pre-registration system, as well as overseeing the solutions used for vaccination appointments at Maryland's MassVax facilities via online and text message bookings.

DoIT welcomed **John Bruns** as the Director of State Cybersecurity in October. Mr. Bruns was previously the Chief Information Security Officer for the Howard County Government, where he developed risk-based cybersecurity strategies and policies focused on security prevention, detection and response. In collaboration with the Chief Information Officer and County Executive, he worked to improve the security posture across the Howard County Government infrastructure.

Netta Squires joined the State as the Director of Local Cybersecurity. Ms. Squires has over 14 years of experience in emergency management and incident response as well as almost 8 years of specific experience in cybersecurity. She previously worked as an Emergency Management Specialist for the Montgomery County Office of Emergency Management and Homeland Security.

Ian Goodhart recently transitioned out of DoIT's Office of Security Management via a promotion to Chief of Client Services. Mr. Goodhart oversees End User Technology, Voice Services, Service Delivery, and Identity and Access Management for DoIT.

Carl Hobbs joined the DoIT team as Director of Web Systems and oversees the team responsible for Web Hosting and website development. Mr. Hobbs is excited to bring his passion for systems development, innovation, and operations to DoIT. He was previously the Director of Enterprise Application and Data Services at the Department of Transportation.

Project & Service Updates

Statewide Workforce Identity Platform (Okta) Update
If users have not already created a profile in the new Okto portal, then beginning today, 12/19/2022, they will be redirected to the new Okta portal at https://login.md.gov when they attempt to authenticate to the legacy SecureAuth portal at https://connect.md.gov. The next big milestone will include the move to use Okta to authenticate maryland.gov Google Workspace users, and we will be releasing a specific timeline for that in the upcoming weeks.

Fiscal Focus

Revised DoIT SoW
The DoIT Statement of Work (SoW) forms have been modified to capture additional details about the requesting agency's contact information. The purpose of the new section is to ensure that DoIT's Fiscal team has the correct contact information for the DoIT remittance request.

ADPICS IT Cyber Procurement
ITC (IT Cybersecurity Procurement) has been added as a new Category of Work, along with a Purchasing Type of IC to purchase orders and blanket purchase orders. Agencies will need to add Initiating Department Approval Paths where the Purchasing Type is IC for BPOs or POs to go to DGS only for contract amounts under $1,000,000 ($999,999.99). Contracts $1,000,000 and over must still go to the BPW for final approval.   Contact the eMMA Helpdesk at emma.helpdesk@maryland.gov with any questions.

Cybersecurity

Emergency Directive - Prohibited Products & Platforms
An Emergency Cybersecurity Directive was released on December 6, 2022, which prohibits the use of and requires the removal of a number of products and platforms from state networks, state managed assets and devices enrolled in a mobile device management (MDM) service. This directive applies to all units in the Maryland State government's executive branch. Entities not included in the scope should strongly consider complying with this directive.

Please refer all questions to the **Security Operations Center (SOC)** at **soc@maryland.gov**

Press Release: Governor Hogan Announces Emergency Directive to Prohibit Use of TikTok, China and Russia-Based Products and Platforms in State Government

Cybersecurity Website
A new cybersecurity page went live on the DoIT website in late October 2022. Useful information on policies, guidance, links, and cyber-related information is accessible, and new content will be added when information is available, including a MD-ISAC web page.   https://doit.maryland.gov/cybersecurity/Pages/default.aspx

Security Assessment Update/Statewide Initiatives
As agency assessments for 2022 are coming to a close, assessment reports continue to be distributed and closeout meetings continue to be facilitated. To support agency remediation efforts, a number of statewide initiatives are forthcoming, including role based training via the Infosec platform, an agency Information Security Officer (ISO) program, and Centers of Excellence (COE) for Risk Management, Incident Response, and Business Continuity/Disaster Recovery. More detailed information will be released shortly.

CrowdStrike Managed Detection and Response (MDR)
In November 2022, the State of Maryland purchased a comprehensive suite of CrowdStrike detection and response products to protect all state endpoints (workstations, laptops, servers,

mobile devices). The Managed Detection and Response (MDR) platform, **available at no-cost to all state agencies**, replaces current antivirus/EDR/EPP solutions and will be supported 24/7/365 by a team of expert security analysts.

Core components of the CrowdStrike purchase include:

- Insight (EDR & XDR)
- Prevent (Next-Generation Antivirus)
- Discover (Managed and Unmanaged Assets)
- Falcon Complete (24/7/365 Managed Detection and Response)
- Threat Graph (AI/CTI-Powered Threat Prediction and Prevention)
- Forensics (Forensic Data Collection and Analysis)
- Overwatch (Managed Threat Hunting)
- Falcon FileVantage (File Integrity Monitoring)
- Falcon Device Control (Control over USB device usage)
- Falcon Data Replicator (Integrates Data into SOC's SIEM)
- Falcon X Premium (Threat Intelligence w/ Actor Profiles, Alerts, Tech Reports)
- Identity Threat Protection (ITP)

Agencies are encouraged to submit a request to doit.intake@maryland.gov if there is an interest in implementing Crowdstrike.

Report a Cybersecurity Incident
If you think a computer or system has been compromised, follow these steps:

1. Disconnect the machine from the network
    - Unplug your ethernet cable and turn off the Wi-Fi connection
2. Do not restart the system or turn it off.
3. Do not run anti-virus, anti-spyware, or other "cleaning" tools.
4. Contact the DoIT Security Operations Center (SOC) using one of the following methods:
    - Submit a security incident via the Self Service Portal
    - Email: soc@maryland.gov
    - Phone: 410-697-9700, select option 5

Highlighted Services & Solutions

Business Intelligence Services
A variety of tools that empower organizations to analyze and present data in interactive visual formats. Dashboards and reports can be generated and made accessible from agency websites. Additionally, Business Intelligence professional services are also available.

networkMaryland
networkMaryland™ is the State's private high-speed network that supports public sector data transport and common service delivery. Built using a combination of State owned fiber optic cable assets and leased assets provided by commercial service providers, networkMaryland™ provides a cost effective solution for wide area and Internet connectivity. Additionally, networkMaryland™ provides the Statewide Government Intranet (SwGI), allowing agencies to host and share common applications across a trusted network.

Voice Systems Call Center
Next-generation call center telecommunications services can be supplied through traditional PBX systems as well as Voice over Internet Protocol (VoIP) communication systems. This customizable

solution provides call center functionality to workers whose primary requirement is to answer incoming calls directed to a central telephone number.

Reminders

networkMaryland Contact List
To update your agency's networkMaryland contacts, please complete the "Customer Technical Point of Contact Form" in the networkMaryland Resources section on the DoIT website. Once you have completed the form, email it to noc@networkmaryland.gov.

FY2023 Annual Invoice
Information regarding your agency's FY2023 budgeted services has been populated in Apptio. The FY2023 services and quantities represent the estimates at the time the FY2023 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. For help logging into Apptio or if you have questions about your invoice, contact doitfiscal.billofit@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

New Gmail Layout
Gmail has a new integrated view to organize Mail, Chat, Spaces, and Meet in one place. The new changes went into effect Friday, November 4th, and the option to opt-out is no longer available.

Maryland Apps for Work - Training Videos
All of the videos from the Google training offered between June - July 2022 are available on our website Maryland's Google Apps for Work

Google Meet Artifacts Now Shared With Co-Hosts
Earlier, Google Meet features such as Meet recordings, Attendance Tracking, Polling, etc, would generate meeting artifacts which were directly shared with the meeting host only. These artifacts can now be directly shared with the meeting co-hosts as well.

Switch from Google Hangouts to Google Chat
Effective November 1, 2022, Google Hangouts was upgraded to Google Chat. Access to Hangouts on mobile and the web is no longer available.