

Portfolio Office

Quarterly Byte

March 2021

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Introduction

The DoIT Portfolio Office strives to improve information sharing with the agencies we serve and will begin sending targeted communications to ensure that everyone is informed. The Quarterly Byte is designed to provide brief updates about IT topics and statewide IT initiatives. In the upcoming weeks, the Portfolio Office will also introduce satisfaction surveys to gain more insight on how we can better meet your needs. *Feel free to contact your [Portfolio Officer](#) if there are topics you would like to see in upcoming additions of the Quarterly Byte.*

Contract Updates

Microsoft

The [Microsoft master contract](#) with SHI became available to agencies effective 11/1/2020. This purchasing agreement provides the State of Maryland with favorable contract terms and a variety of technology solutions.

PBX IV

The [PBX IV master contract](#) to procure telecommunications hardware, software and licenses related to PBX maintenance and labor services was awarded 1/1/2021.

Self-Funded eGovernment (NIC)

The [Self-Funded eGovernment Services contract](#) has been extended for six months through August 2021. Existing services established through this contract will continue to be maintained and supported by the vendor (NIC). Requests for new services should be submitted via email to Doit.Intake@maryland.gov and will be vetted on a case-by-case basis.

IT Research and Advisory Services

The [IT Research and Advisory Services contract](#) allows agencies to obtain expert opinions, market research, and guidance for IT initiatives. These services are provided by Frost & Sullivan or Gartner.

Wireless

The [Wireless Voice, Data, and Accessories contract](#) was awarded on 1/21/21 and serves as the vehicle through which mobile services can be acquired. Questions about this contract should be sent via email to the DGS-Office of State Procurement at central.procurement@maryland.gov.

Fiscal Focus

Cyber Defense Charges

Cyber Security Services-[Cyber Defense](#) is a single line item on the FY2021 DoIT Shared Services statement. The services provided under this line item includes threat and vulnerability sharing, incident handling and management, security awareness training, policy and governance, and security operations center monitoring. This service will be further defined in FY2022.

Quarterly Invoice

FY2021 quarterly invoices were delayed due to unavoidable budgeting challenges and have been distributed. If you have not received your quarterly invoices, contact DOITFISCAL.INVOICESERVICE@MARYLAND.GOV.

Apptio

DoIT has launched Apptio, the tool that will provide agencies with access to their annual IT services budget and quarterly invoice. Look out for additional instructions on how to access Apptio from the DoIT Fiscal team. Send questions to doitfiscal.billofit@maryland.gov.

IT Solicitation Review

Before issuing solicitations (i.e., RFP, IFB, PORFP, TORFP) for IT products and services outside of an agency's delegated authority, both DoIT and DGS-OSP must review/approve. Draft solicitations outside of an agency's delegated authority should be sent to DoIT Intake (doit.intake@maryland.gov). DoIT will review the technical components of the solicitation and, upon approval, route the request to DGS-OSP. Once the requesting agency has received approval from both DoIT and DGS-OSP, the solicitation can be released to vendors.

IT Policy

DoIT has established an IT Policy Review Board charged with establishing an IT policy catalog, revising outdated IT policies, and developing new IT policies that align with evolving technology environments. The new IT policy catalog is located on the DoIT [website](#) and contains some of the policies the board has issued. As policies are drafted, they will be shared with agencies for comments/feedback. Send questions to doit-oea@maryland.gov.

IT Security

Statewide Security Assessments

[Laura Gomez-Martin](#) joined DoIT in December 2020 as the Deputy Chief Information Security Officer responsible for statewide IT security assessments and policy. One of the first initiatives Laura is spearheading is security maturity assessments and web application vulnerability assessments across all executive branch agencies. DoIT is funding this initiative.

SOC Relocating

In February 2021, [Ian Goodhart](#) joined DoIT as the Director of Security Operations. One of Ian's first initiatives is to bring the Security Operations Center (SOC) in-house. In April 2021, the SOC will transition to a new support model and new support resources. The SOC will also be relocated from Skyline's Glen Burnie office to DoIT's Crownsville office. During the transition period, security services will remain unaffected and operational 24x7x365.

OneStop Portal

Maryland OneStop is the state's [central licensing portal](#) that provides citizens with a single website to apply for and renew licenses and permits administered across all state agencies. OneStop also enables agencies to automate manual paper-based processes. To date, several state agencies are leveraging the OneStop platform to provide constituents with access to forms, certificates, licenses, and permit applications. Examples include:

- The Secretary of State utilizes OneStop to administer the Notary Public class and examination.
- The Maryland Department of Housing and Community Development provides non-profit tourism organizations with the ability to apply for funding under the Strong Economic Recovery Initiative (MD-SERI) program.
- The Maryland Department of Health uses OneStop to collect applications for Community Health Worker certification.
- The Maryland Department of Agriculture and the Maryland Department of Natural Resources use OneStop to facilitate the collection of applications from farmers, fisheries, and poultry growers for COVID-19 relief funds.

Do you have an application that you would like to digitize? Register and submit a request [here](#).

Project Updates & New Initiatives

What's Next for VoIP?

The statewide Voice over Internet Protocol (VoIP) initiative to replace legacy PBX systems continues to progress. In Calendar Year (CY) 2020, DoIT deployed more than 5,000 VoIP phones across 12 agencies. DoIT is currently planning and scheduling the deployment of approximately 6,000 VoIP phones in CY2021.

Improper Payment Prevention

Google Cloud Artificial Intelligence (AI) and Machine Learning (ML) tools may be able to help your agency prevent sending payments to customers in error. Google is working with several states to help them automate the detection of irregularities with applicant data which may be an indicator of fraud. Contact your [Portfolio Officer](#) if you are interested in learning more.

Highlighted Services & Solutions

eFax

Electronic fax enables the transmission and receipt of a fax via email using your phone, tablet, or computer. Retarus currently provides this service.

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

A diverse infrastructure capable of providing up to 10G of throughput for Wide Area Network (WAN), internet, and Statewide Government Intranet (SwGI) connectivity needs. The types of services available include but are not limited to state fiber, Ethernet virtual circuits, and SD-WAN.

Open Data Portal

A self-service platform for hosting and distributing thousands of spatial and non-spatial datasets that can be searched and explored. The Portal meets Maryland's Open Data Act statutory requirements making data easy to find, access, and use.

Contact your [Portfolio Officer](#) if you are interested in learning more about these services.

Reminders

Annapolis-45 Calvert Street Building Closure

The building will close from April 18, 2021 to December 31, 2021, for renovations. Agencies must remove IT equipment no later than April 15, 2021. Contact the DoIT Service Desk (service.desk@maryland.gov) for IT questions related to the move.

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

- [DoIT Service Desk is now available 24x7x365](#)