



Portfolio Office

Quarterly Byte

March 2022

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Portfolio Office Updates

Welcome Erik Lyon & Jeremy Parmentier

DoIT is pleased to welcome two new Portfolio Officers (Erik Lyon and Jeremy Parmentier) who joined the team in February 2022. Jeremy supports the Transportation & Commerce portfolio, and Erik supports the Public Safety portfolio. The new Portfolio Officers are fulfilling roles previously covered by Rob Bishop and LaTanya Adams, who have moved into new roles inside and outside state service respectively. An updated list of the Portfolio Officer agency assignments can be found on the [DoIT website](#).

DoIT Intake Reminder

The DoIT Intake process serves as a “no wrong door” process through which agencies can initiate conversations with the DoIT team. The Intake process provides a holistic view of IT needs across all organizations, which aids DoIT in identifying commonalities that, if pursued, could mitigate risk, reduce redundant solutions, and decrease costs statewide. Agencies should email doit.intake@maryland.gov explaining the business problem/need for which they believe an IT solution is warranted. More information about the Intake process can be found [here](#).

Contract Updates

Agile Team Resources

The Agile Team Resources contract provides a comprehensive procurement solution to support the need for agile project delivery services. In February 2022, the contract was awarded to ten (10) CATS+ vendors that can provide services, through a secondary level of competition via the Work Order process, in the following three (3) categories:

- Category 1 – Program/Project Management
- Category 2 – Agile Consulting Services
- Category 3 – System Development and Implementation

If you would like to obtain resources via the DoIT DPMO contract please submit your request to DoIT.Intake@maryland.gov.

DPMO

The Delivery Program Management Office (DPMO) master contract allows agencies to acquire Information Technology (IT) project and program management services. Six (6) agencies have leveraged the DPMO contract since it was awarded in September 2021. If you would like to obtain resources via the DoIT DPMO contract, please submit your request to DoIT.Intake@maryland.gov. Agencies should allow sufficient time to review proposals, interview candidates, and work through normal procurement processes (i.e., BAFOs, BPW approval, etc.), which takes approximately 3-4 months.

Amazon Web Services (AWS)

The current AWS contract ends in May 2022. Over the next several weeks DoIT is working to award the new contract and complete any transition activities, including billing reconciliation. During this period, there will be no interruption in services. Contact doit.intake@maryland.gov if you have any questions.

Project Updates & New Initiatives

Video Conferencing Survey

DoIT sent a survey to all agencies inquiring about their video conferencing equipment needs in conference rooms late last year. Based on the feedback we received and funding from DBM, DoIT has moved forward with finalizing the procurement. Once the acquisition is completed, the equipment will arrive in approximately 45-60 days. DoIT will notify agencies receiving video conferencing equipment separately. As a reminder, agencies are responsible for installation and setup of the equipment.

SharePoint 2019 Upgrade - Completed

DoIT is proud to announce that all DoIT managed SharePoint websites have been successfully migrated to SharePoint 2019. Many thanks to the agencies involved for their partnership and support in the successful completion of this project.

Fiscal Focus

Fiscal Year (FY2022) 3rd & 4th Quarter Invoices

Agencies will receive both 3rd & 4th quarter invoices for DoIT services in April 2022. Details for the associated services can be found in Apptio. If you need help accessing Apptio or have any questions, email service.desk@maryland.gov.

Policy & Process

State Employee Phone Directory

The state phone directory is available to all agencies, and a link to the state directory is also displayed on all agency websites. Agency assigned Directory Coordinators are responsible for updating the information in the directory. A list of each agency's Directory Coordinators can be found [here](#). If your agency's Directory Coordinator has changed, please email the DoIT Service Desk at service.desk@maryland.gov for assistance.

Agency IT Master Plan Due March 25, 2022

The Agency IT Master Plan (ITMP) template for Fiscal Year 2022 (FY2022) was distributed to agencies on 2/23/22. The ITMP is a critical element in planning IT initiatives for the State. The FY22 Agency ITMP was due on **March 25, 2022**. Please submit your ITMP as soon as possible if you have not already done so. ITMP questions can be sent to epmo.doit@maryland.gov.

Cybersecurity

Security Awareness Training - Reminder

Monthly security awareness training, as required under SF&P 3A-314, is available to subscribing agency employees. Agency assigned Security Awareness Training Managers are responsible for requesting additions and deletions from the training service as personnel changes occur. To request changes, the Agency Security Awareness Training Manager(s) should submit a CSV File containing all active employees' and contractors' information, including first name, last name, email address, and Group/Agency to service.desk@maryland.gov.

Highlighted Services & Solutions

Wireless Local Area Network (WLAN)

Wireless Local Area Network (WLAN) service provides mobile internet use within an agency building to authorized State of Maryland government employees and guests. This service wirelessly integrates and extends the agency's local area network (LAN).

Email and Collaboration Services

Statewide email and collaboration services are provided via Google Workspace Enterprise-Plus (formerly G Suite). The platform includes collaboration tools like Gmail, Calendar, Meet, Chat, Drive, Docs, and more.

Managed Vulnerability Service

DoIT's managed vulnerability solution provides agencies with the apparatus to gain comprehensive visibility into the security posture of their resources. This insight helps to identify things like missing patches and software misconfigurations that leave systems open to attackers.

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

Reminders

Digital States Survey Responses Needed

The Center for Digital Government is conducting its biannual [Digital States Survey](#) and Maryland's response is due very soon. We have sent out requests for information from every agency and are eagerly awaiting your responses by April 15th. Your response and any questions should be sent to patrick.mulford@maryland.gov.

24x7x365 Assistance

The DoIT Service Desk, Network Operations Center (NOC), and Security Operations Center (SOC) are available 24 hours a day, 365 days a year. If your agency needs assistance after hours, call 410-697-9700 and follow the menu options, or email Service.Desk@maryland.gov.

Google Vault (VFE) Changes

[Google VFE \(Vault Former Employee\)](#) is the tool used to "archive" GMail accounts once they are disabled in the event that information is needed in the future. For the past several years, VFE was included with the state's GMail service at no additional charge. In January agencies were notified that VFE will be converted to Archived Users (AU) licenses and will no longer be free. In the upcoming weeks, DoIT will begin purging the accounts that agency IT contacts confirmed were no longer needed. Any account data agencies wish to retain will be exported and transferred to the agency to maintain. Contact the DoIT Service Desk at service.desk@maryland.gov if you have any questions.

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**Google Tips & Tricks**[Scan files as PDFs with your mobile device](#)

Need a PDF of a physical document, but can't find a scanner? Just scan it using the Google Drive app and your device's camera. Your scanned document is stored in Drive as a PDF.

[Tips for organizing your inbox](#)

Have you ever found it challenging to locate an email in your inbox? Has your productivity decreased because your inbox is full of unread emails? [This episode](#) of Google Workspace Productivity Tips shows you how to organize your inbox in one easy step quickly!