



Portfolio Office

Quarterly Byte

June 2021

[Contracts](#)
[Project Updates & New Initiatives](#)

[Cybersecurity](#)
[Reminders](#)

[Fiscal](#)
[Services & Solutions](#)

Portfolio Office Updates

Surveys

The DoIT Portfolio Office issued a Customer Experience survey in March 2021, and the Remote Work Technology survey in May 2021. These surveys are the start of our quest to get a sense of how we can better serve your needs. We appreciate the insightful feedback and will be using this information to make informed adjustments to our processes and services in the future. Keep an eye out for additional surveys that will help us further identify specific ways to improve.

New Portfolio Officers

DoIT added two new Portfolio Officers ([LaTanya Adams](#) and [Charmaine Burrell](#)) who joined the team in May 2021. LaTanya is supporting the Transportation & Commerce portfolio, and Charmaine is supporting the Health & Human Services portfolio. The additional team members will aid the Portfolio Office in furthering our efforts to improve your overall experience by serving as your connection to everything DoIT offers. An updated list of the Portfolio Office agency assignments can be found on the [DoIT website](#).

Contract Updates

Salesforce and Self-Funded eGovernment (NIC) Contracts

Both the [Salesforce](#) and [Self-Funded eGovernment Services](#) master contracts are valid through August 2021. DGS-OSP, in collaboration with DoIT, is working to finalize the path forward to ensure the continued availability of these contracts past August 2021. Feel free to contact [DoIT Intake](#) with any questions.

Statewide Network Management Services (SNMS)

The SNMS contract provides a statewide vehicle for agencies to acquire IT network management and maintenance services. Due to increased demand and unforeseen circumstances brought about by the pandemic, the SNMS contract has reached its maximum contract ceiling. As a result, DoIT is investigating alternative options for providing these services as well as working with DGS-OSP to determine whether a contract modification to increase the ceiling is a viable option. Please continue to submit requests to doit.intake@maryland.gov and they will be evaluated on a case by case basis.

DPMO & Agile Teams TORFP's

The award of the Delivery Project Management Office (DPMO) and Agile Teams TORFP's, which are designed to provide agencies with access to IT contractual resources through work orders, has been delayed. Understanding that there are a number of pending requests for these services, DoIT, in collaboration with DGS-OSP, is working to identify alternative options and other strategies to fulfill agency consulting needs. Please continue to submit requests to doit.intake@maryland.gov and they will be evaluated on a case by case basis.

GIS Software as a Service (SaaS) Master Contract

This master contract offers state agencies access to GIS SaaS products and training and enables agencies to select the best GIS SaaS for their particular tasks at competitive prices. Services available under the GIS SaaS master contract fall into three functional areas outlined on the DoIT website. The first two-year option period (7/1/2021 - 6/30/23) on the GIS SaaS master contract has been exercised.

Project Updates & New Initiatives

SharePoint 2019 Upgrade

The long-anticipated upgrade of DoIT's SharePoint web hosting environment will soon be underway and is targeted for completion by December 2021! The upgrade encompasses the migration of websites to the SharePoint 2019 platform and implementation of the latest website standards (i.e., SharePoint 2019 template) that provides a more modern look and feel. These new standards offer a responsive design that allows constituents to easily view your website across different browsers and devices. Approximately thirty agencies are affected by this change and have received direct communication from DoIT to initiate project discussions.

Fiscal Focus

Fiscal Year 2021 4th Quarter Invoice

Agencies will receive the 4th Quarter annual invoice by June 18, 2021. The invoice detail is available within [Apptio](#).

Fiscal Year 2022 (FY2022) Annual Invoice

Moving forward, annual invoices will be published in [Apptio](#). Agencies will receive an email notification when the annual invoice is available, which should be around June 25, 2021.

ITPO Mailbox Deactivation

Effective June 30, 2021, the ITPO mailbox (itpo.doit@maryland.gov) will no longer be in service. This mailbox was previously used to submit IT solicitation review requests to DoIT. Agencies must contact DoIT Intake at doit.intake@maryland.gov for IT solicitation review requests. To contact the DGS Office of State Procurement (OSP), use dgs.osp-requisitions@maryland.gov.

Cybersecurity

DoIT Security Operations Center

The DoIT SOC is now fully staffed at the DoIT Crownsville office. The SOC analysts monitor the state's security infrastructure and investigate security incidents 24x7. To report IT security incidents, email the DoIT Service Desk at soc@maryland.gov.

Website Security Standards

In March of 2020, the [IETF officially deprecated the TLS 1.0 and TLS 1.1](#) protocols. The Office of Security Management (OSM) will be contacting each unit with a website that is running unsupported protocols to ensure that they upgrade to the latest, supported standards.

With the passage of the Federal DotGov Act and the Critical Infrastructure Security Agency's (CISA) new role in managing ".gov" domains, registration of ".gov" domains is now free for the State and Local Government entities. Please reach out to DoIT to help you transition your legacy domains to the more secure ".gov" domains.

Gmail Users can Report Phishing

Gmail users that receive a suspicious email asking for personal information should report the email for phishing.

1. From your **computer**, go to [Gmail](#)
2. Open the email you want to report
3. At the top right, click More
4. Click **Report phishing**

NOTE: *This feature is not available in the Gmail app on IOS and Android*

Phishing emails submitted in this fashion are sent automatically to the DoIT Security Operations Center (SOC) and investigated accordingly.

Statewide Security Assessments

The Office of Security Management (OSM) is currently working with several agencies to complete security assessments and penetration tests. Additional assessments will kick off in late June. Agencies will be contacted on a rolling basis to initiate kick-off. These assessments will be completed across all executive branch agencies and serve to provide clarity to agencies to identify and prioritize the remediation of identified gaps.

Highlighted Services & Solutions

Public Cloud Hosting

The DoIT AWS offering provides agencies with traditional AWS services or a hybrid model that provides access over private networkMaryland connections.

Private Cloud Hosting

A solution for hosting agency applications and data within the state's network with dedicated compute, memory, and storage. The platform is housed in a Tier 3/4 Data Center, which has strict guidelines for maintaining

uptime. Additionally, backup copies are stored offsite in a secondary Data Center that can be activated in the event of a disaster.

[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.

[Voice Over Internet Protocol \(VoIP\)](#)

VoIP technology enables users to make and receive telephone calls with their phone (or in some cases, a softphone using an optional PC application) communicating over the same data network as the computer. VoIP is a proven to be a cost-effective solution as the State of Maryland migrates from traditional phone systems (PBXs) and leased phone lines to a State-owned enterprise VoIP platform offering advanced features.

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

Reminders

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).

COVID Laptop Warranty

Last year when mandatory teleworking was instituted, DoIT placed a large order for laptops and distributed the devices to agencies as requested. These laptops included a one-year manufacturer's warranty which has expired. Agencies with their own internal support (non-enterprised agencies) may want to consider purchasing an extended warranty or hardware repair services for these devices via their normal procurement process. Agencies supported by DoIT should report laptop problems to the DoIT Service Desk.

Website Domain Standardization

The use of .com, .org, and .net domains is discouraged and should generally be used if it redirects to a .gov URL. Contact DoIT prior to purchase and implementation for guidance and approval. State agencies should standardize on the maryland.gov domain whenever possible. Contact your Portfolio Officer if you are planning to implement a new website.

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](#).
