



Portfolio Office

Quarterly Byte

December 2021

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Portfolio Office Updates

DoIT IT Leadership Council - Coming Soon

Based on your feedback from the survey conducted earlier this year, we are excited to announce that the DoIT Executive Leadership team will begin hosting quarterly Virtual Technology Forums in the new year. The forum's goal is to continue to build on feedback from prior surveys and share experiences to learn from each other. Stay tuned for more information.

DoIT Executive Team Changes

Stefanos Ghebrehawariat, formerly DoIT's Chief of Applications and Client Delivery Services, has been promoted to the DoIT Assistant Secretary of Applications and Data. Stefanos's responsibilities include providing direction and oversight of the DoIT Applications, Data Services, and Platform Services teams, including Web Systems, Google, ServiceNow, and OneStop.

The Hogan administration appointed **Laura Gomez-Martin**, formerly DoIT's Deputy Chief Information Security Officer, to serve as Maryland's [Chief Privacy Officer](#).

Project & Service Updates

SharePoint 2019 Upgrade

DoIT has successfully migrated thirty-six (36) websites to SharePoint 2019. As the project nears a close, the DoIT Web Services team is on track to complete the remaining three (3) website migrations by the end of January 2022.

Google Vault (VFE) Changes

[Google VFE \(Vault Former Employee\)](#) is the tool used to "archive" Gmail account data (i.e., email, drive, chats with history enabled) once they are disabled. For the past several years, VFE was included with GSuite at no additional charge to the State. Beginning in 2022, Google will begin phasing out VFE licenses and converting to Archived Users (AU) licenses which will no longer be free. In support of this transition in service level, DoIT will be assuming the cost for some licenses for one year. However, to minimize the costs to the State, we need your help to identify Gmail accounts that can be purged from the system. In the upcoming weeks, DoIT will send your agency's IT contact a series of reports containing vaulted accounts that are suspended, have no data, or have not been accessed in the last year. Moving forward, agencies will have two options regarding Archived User accounts that need to be retained past one year: (1) the data will be transferred to the agency to maintain, or (2) the agency can elect to pay for this data to remain in the DoIT environment, following the 1 year period wherein DoIT will be covering the cost. Contact the DoIT Service Desk at service.desk@maryland.gov if you have any questions.

Contract Update(s)

Pilot Enterprise Project Portfolio Management (PPM) Solution - Work Otter

WorkOtter is a cloud-based resource, project, and portfolio (PPM) management solution. It provides integrated resource management, workflow, project planning, and dashboards. DoIT is in the process of piloting this platform and has executed a contract that may allow other agencies to utilize WorkOtter services and licenses. Contact doit.intake@maryland.gov if you are interested in learning more about Work Otter.

Fiscal Focus

FY2022 Annual Invoice- Reminder

As a reminder, information regarding your agency's FY2022 budgeted services is located in [Apptio](#). The FY2022 services and quantities represent the estimated costs when the FY2022 budget was prepared. Agencies will receive the first and second quarterly invoices (one-fourth each of the total annual fee) for FY2022 by the end of December 2021. Each agency's IT and Fiscal contacts can access Apptio to obtain information associated with the quarterly invoices. To get help logging into Apptio, contact doitfiscal.billofit@maryland.gov. Contact your [Portfolio Officer](#) if you have any questions.

AWS Invoices & Work Orders

Several agencies have alerted DoIT to an issue with late or missing AWS invoices from Deloitte. We have escalated this matter with Deloitte leadership and are working with them to ensure invoices are distributed to agencies accordingly. Additionally, we are working with Deloitte to get the FY2022 Work Orders generated and executed for agencies that purchase AWS services through DoIT. Agencies are encouraged to verify that funding for AWS services for the prior fiscal year(s) has been encumbered. Contact your [Portfolio Officer](#) if you have any questions.

Policy & Process

Google Data Retention Policy

Since implementing Google Suite throughout the state more than ten (10) years ago, unlimited data and the ability to keep "everything" has been very beneficial to most users. This endless amount of data (i.e., email, chat, and drive) has remained untouched for several years, even after an account is no longer needed. Recognizing that the bulk of the data most likely is no longer needed, the DoIT Google Team is drafting a new Google Data Retention Policy to govern how data is maintained moving forward. The draft policy will be shared with agencies to solicit feedback before execution. Contact the DoIT Service Desk at service.desk@maryland.gov if you have any questions about Google.

Cybersecurity

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 option 5
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Highlighted Services & Solutions

End-User Hardware & Support Services

Computer services and support is a cost-effective, reliable, and scalable computer technology service that includes the resources (i.e., people, processes, and technology) required to aid end-users in resolving technical problems. Customers receive advanced Tier 1 support through DoIT Service Desk and Tier 2/3 support through dedicated DoIT technical staff. The service includes but is not limited to security-hardened computer operating systems, monthly Windows and software patching, software license compliance, and installation and support of standard computer hardware and software.

Information Technology Service Management (ITSM) Services - ServiceNow

ServiceNow is a cloud-based IT Service Management (ITSM) framework that provides essential tools that support IT operations, service, business management, security operations, integrated risk management, and vulnerability management. ServiceNow gives end-to-end visibility into Information technology practices that focus on aligning IT services with the needs of the business.

Managed Firewall Service

Managed Firewall Service establishes the customer's security perimeter behind a professionally managed Palo Alto Next-Generation Firewall. Customer rulesets, operations, and traffic are segregated using the virtual system

functionality of the hardware platform. Monitoring service availability, including triage and investigation of security issues, happens in the State's Security Operations Center (SOC) 24 x 7 x 365.

[Website Development & Hosting Services](#)

Construction of public-facing websites that deliver a consistent, intuitive, and device-agnostic experience to citizens who interact with state government via the web is one of the services offered. Additional services include hosting, design, configuration, maintenance, and support of agency internet websites.

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

Reminders

FINAL NOTICE - 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. DoIT's ability to provide services, contracts, and other resources is significantly hindered without an executed MOU. If you have any questions or need a copy of the MOU, contact your [Portfolio Officer](#).
