New Hampshire
Department of Information Technology

Governor's Capital Budget Hearings

Denis Goulet, Commissioner/CIO

June 20, 2022

State of New Hampshire
DoIT
DEPARTMENT OF
INFORMATION TECHNOLOGY

PRIORITY #1 - $2,680,000
CYBERSECURITY PROGRAM ENHANCEMENTS

Current State

➤ Existing Security Incident and Event Management (SIEM) and Security Orchestration Automation and Response (SOAR) are not sufficient to effectively detect or respond to threats in the State's modernized IT operating environment.

➤ Identity/Access management is fragmented across the State's IT platforms.

➤ Significant gaps exist in National Institute of Standards and Technology (NIST) conformance across the State's IT platforms which increases risk.

Desired End State

➤ SIEM, SOAR, Identity Management, and Cyber Security monitoring of the State's IT Platform are instantiated in a scalable, NIST compliant, cloud-native environment.

➤ These activities leverage automated security analytics, threat intelligence, and inform decisions based on acceptable risk to the Agencies' business/mission owners

➤ NIST compliance buys down risk from malicious cyber actors, and when malicious activity occurs, it is anticipated, protected against, and when necessary, detected and mitigated to minimize Service impacts to Businesses and Citizens.

PRIORITY #2 - $ 894,000
FINANCIAL SYSTEMS MODERNIZATION

State of New Hampshire
DoIT
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INFORMATION TECHNOLOGY

Current State

➤ Existing financial systems developed in house 15+ years ago are no longer supported technology

➤ Key personnel supporting the legacy environment are retiring

➤ Highly manual processes required to generate and track budget, procurements, invoices and reporting

Desired End State

➤ Modernize DoIT's unsupported financial systems & tools

➤ Streamline the billing and procurement processes

➤ Improve agency invoicing, reporting capabilities, billing accuracy and alignment of cost allocations

➤ Provide transparency of DoIT costs and allocation methodologies

PRIORITY #3 - $1,182,000 (PHASE 1 OF 2)
IT SERVICE MANAGEMENT SYSTEM

Current State

- Existing system purchased 14+ years ago for Incident Management and we have outgrown its capabilities

- Inability to adequately tailor for specific agency needs and workflow requirements such as service level requirements and varied onboarding requirements

Desired End State

- Utilize a multi-phased approach to implement a modern IT Service Management Solution (ITSM) to include Service Catalog, Asset, Configuration, Incident and Service Level Management modules

- Phase 1 (FY24-FY25): Identify suggested tools and processes to improve NH IT Service Delivery Management

  - Self-Service Portal for customers to seamlessly create and review incidents and requests

  - Enhanced agency reporting, auditing and tracking, improved workflow and resource management

- Phase II (FY26-FY27): Phase 1 Proof of Concept will be used as the basis to submit a capital request to implement an enterprise service management system.

SUMMARY OF REQUESTS

State of New Hampshire
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1. **Cybersecurity Enhancements** $ 2,680,000

2. **Financial Systems Modernization** $ 894,000

3. **IT Service Management System** $ 1,182,000

                        Total General Funds: **$ 4,756,000**