Department of State Lands Information Technology Assessment

January, 2020

19/21 Budget Note

The Department of State Lands (DSL) is directed to work with the Office of the State Chief Information Officer to conduct a comprehensive assessment of the agency's information technology-related (IT) operations.

Department of State Lands Overview

Managing Land to Benefit Education	Returning Money to Rightful Owners	Protecting Waters & Wetlands	Understanding Estuaries: South Slough	Accountable, Excellent Service

Strategic Goal
Manage Common School Fund real property to meet trust obligations, consistent with the conservation of the resource under sound techniques of management

Strategic Goal
Serve as trustee for unclaimed property, and for estates with no will and no known heirs

Strategic Goal
Protect Oregon's waters through administering the state's removal-fill and wetlands conservation laws, and protecting public trust values on state-owned waterways

Strategic Goal
Provide leadership and administrative oversight in support of the South Slough's mission to improve the understanding and stewardship of Pacific

Strategic Goal
Deliver consistent, timely and dependable public service in all of our interactions and make it a priority to reach out to our customers to understand their needs

Key Considerations

- DSL is small agency of 131 staff with limited resources to support IT needs

- Due to the size of the Agency, IT staff are required to have multiple technical responsibilities and shared duties

- Because of the IT organization size and expertise of staff they have to be very operationally focused versus strategic

- Until recently there was very limited Agency investment in technology in the last 15 years

Joint Assessment Approach

- Evaluation and documentation of the Agency's IT current state

- Leverage the Natural Resource Information Resource Management Strategic Plan

- Develop an Agency Information Resource Strategic Plan with IT future state objectives and outcomes to mature the technology needs for the Agency

Same approach was jointly developed with EIS & DEQ last year.

Areas Aligned to IT Maturity

- Ongoing work to improve IT security posture such as incorporating security scans, monitoring and log management
- Actively enhancing and managing Geographic Information Systems (GIS) and critical data sets to support the agency
- Over 50% of the Agency is using GIS to perform their day to day work
- IT staff are very knowledgeable and have supported the agency with minimal asset resources

Areas Aligned to IT Maturity

- Leveraging the States e-Commerce for electronic payments. Payment amount has increased 100% over the last two years
- Actively working to replace the Land Administration System which is a core mission system

Areas Needing Maturity/Strategy

- Not fully utilizing the State's IT services for security and data center

- Need more IT focus on supporting the business needs for technology improvements that provide business process improvements, improved data management and analytics.

- Legacy Land Administration System does not support business process improvements and requires a contractor to support the system

- Shadow systems in Access and Excel that are not supported by IT

Areas Needing Maturity/Strategy

- Need to develop IT policies for asset management, security, change management, disaster recover and remote access
- Need to improve the IT governance frame work and business engagement for tactical and operation projects
- Larger than normal employee to computer ratio
- Need to develop an asset management plan and inventory for applications and hardware
- Need for a more comprehensive IT service desk and asset management system

Next Steps

- Leverage the State's technology and/or cloud service offerings for backup, data center and firewall services
- Develop a tactical and operational plan that aligns to asset lifecycle management and budget
- Evaluate IRM Strategic Plan execution budget needs for FY 21/23 budgeting
- Continue working on the replacement of the Land Administration System (LAS) to improve business process and eliminate shadow systems

Next Steps

- Evaluate resource staffing needs and development to better support the business for business analysis/project management and database management/analytics
- Jointly work with DAS and other agencies on replacing the current State Land Inventory System (SLIS)
- Leverage cloud software as services (SaaS) for business applications
- Develop IT Governance framework, charter and needed business engagement

Next Steps

- Leverage the State's new systems for Microsoft Office 365 and e-Procurement