



# Information Technology in Article II

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Health and Human  
Services

March 4, 2021

# Information Technology (IT) Overview

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## OUR VISION:

- Become the best by delivering exceptional customer service and solutions

## OUR MISSION:

- To provide outstanding customer service and innovative technology solutions securely, efficiently, and effectively

## OUR SERVICES:

- HHS IT provides IT support and services for 40k+ staff across the entire HHS system
- The HHS IT workforce is comprised of 2,202 full-time staff and staff augmentation contractors located in Austin and across the state who support 139 websites, 220+ programs and more than 385 applications — 183 of which are mission-critical
- HHSC IT customers generated a monthly average of 44,000 calls and emails to the HHS Consolidated Help Desk in fiscal year 2020, and our staff support 62,000 computing devices

## Key statistics

- Approximately 850 IT contracts & purchase orders (some of the largest IT contracts in the state)
- 58,000 phones
- Over 800 sites throughout Texas
- 6,220 servers
- 4.5 Pb total data
- 139 websites
- 220+ programs
- 385 applications
- 62,000 computing devices
- Faces more than 532.2 million attempted cyber attacks annually

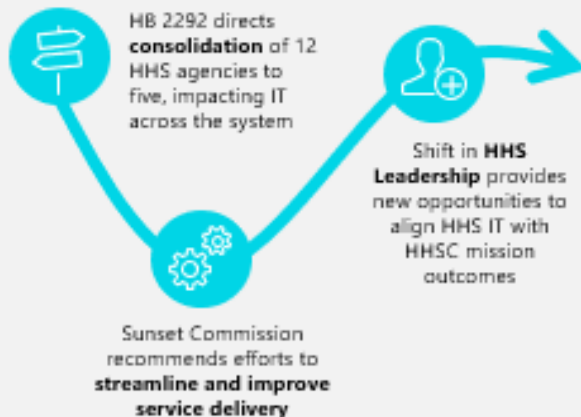


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# HHS IT Priorities

## OPERATIONAL EXCELLENCE




In recent history, HHS IT's focus has been on legislatively-mandated consolidation efforts while still maintaining operational excellence.



## STRATEGIC DELIVERY

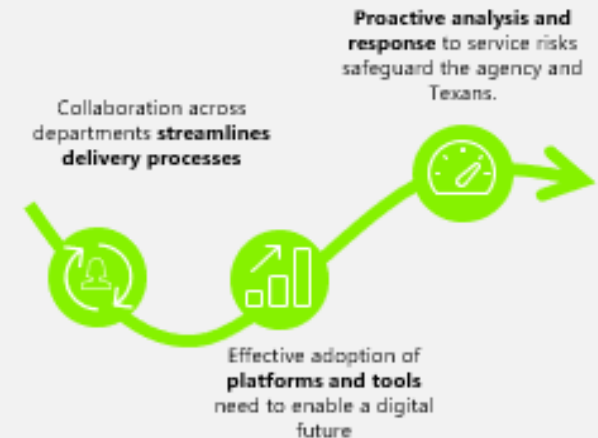
HHS IT's response to the COVID-19 pandemic has seen both success and challenges to setting the stage for modernizing its delivery.

**HHS IT must act today to increase its organizational maturity to meet future demands**

-  Align IT and Business needs to face a rapidly-changing, digital future, and rally IT staff around this vision
-  Prepare for future skillsets and foster a culture that supports talent development and innovation
-  Develop the operations and tools needed to proactively and consistently respond to the agency's needs

## VALUE INNOVATION

By effectively prioritizing tools, skills, and processes, HHS IT can lay the foundation to deliver innovative value to its customers.



# 10 Year Plan to Modernize



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## RIDER 175

### MODERNIZATION PLAN

#### Ten-Year Roadmap

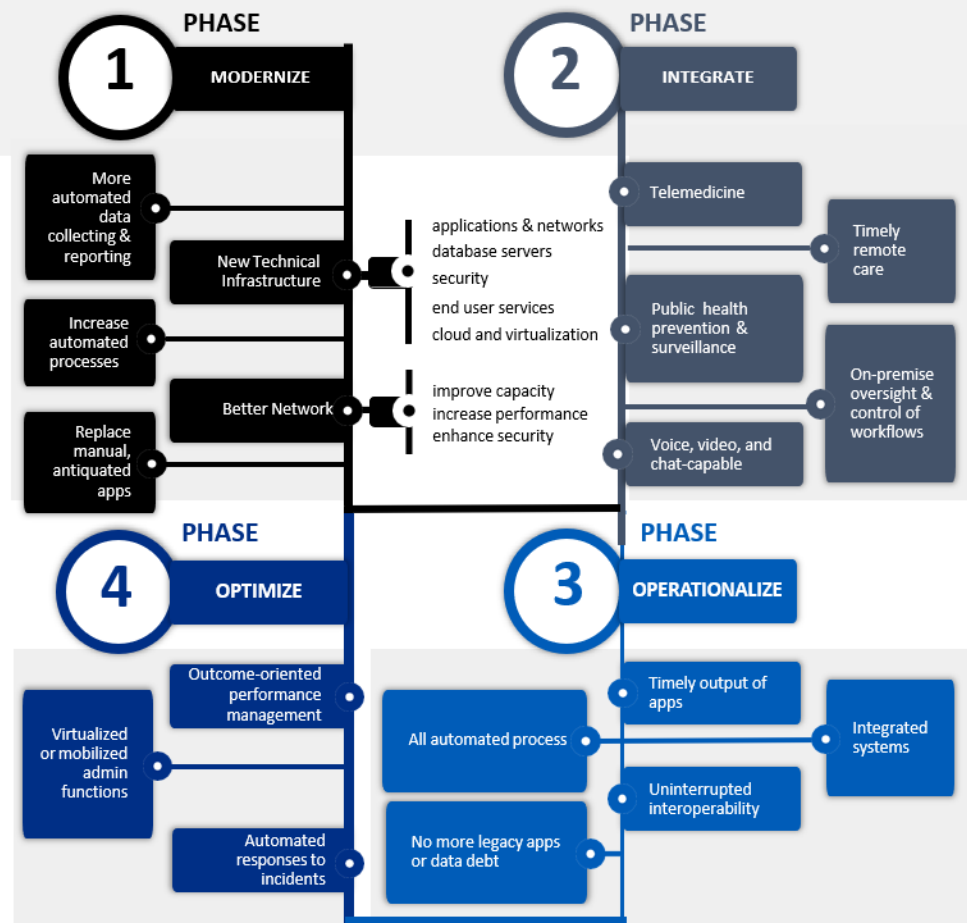
The interconnection of technology and data requires us to create an infrastructure that is responsive to future growth, flexible, and innovative in design, development, and operation.

**Phase 1** is currently underway, as HHS seeks to modernize and improve network capacity, performance, and security. Network performance is a key component of the technology and data infrastructure which directly impacts all systems, applications, and users. Staff and clients both often overlook network functionality until systems and applications fail to perform or data becomes unavailable.

**Phase 2** employs a statewide technical infrastructure – inclusive of an increase in network capacity and data storage that is reliable and highly responsive to HHS needs for: remote care; telemedicine; on-premise oversight and control of workflows; and public health prevention and surveillance.

**Phase 3** will see HHS free of legacy technology and data debt. Modern computing, storage, network, security, & application technology will become operational, with the decision-making flexibility & financing options available that will allow HHS to keep pace with future technological advances.

**Phase 4** envisions technology that enables nationwide virtual and/or mobile service delivery and program administration for all clients and stakeholders. These connections will include proactive, wrap-around security where detection, defense, and enhancements are automated and transparent. All applications are easily modified, and modifications are only necessary when cost and timing present a clear value proposition.



# Cybersecurity



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The HHS Information Security Program functions align with the Texas Cybersecurity Framework, which is used to measure the HHS Information Security Posture






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# Response to COVID-19

## COVID-19 & REMOTE WORKING

**March 4** COVID-19 hits Texas  


**March 16** HHS employees who can perform their duties from home are ordered to do so until further notice  
Created IT COVID-19 Task Force

**March 24** All non-mission critical HHS employees are sent home indefinitely

WITHIN 2 WEEKS

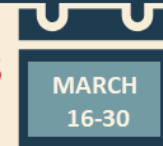
Thousands of Laptops ordered and imaged



Safety First!  
Contactless delivery



Provisioned **THOUSANDS** of GoToMyPC licenses



Implemented & promoted collaborative tools throughout the agency, such as MS TEAMS

"Grab & Go" laptop distribution system is established



**INCREASED** Network Bandwidth



### NEXT STEPS

#### IT RESILIENCE

Continue with "Cloud First" initiatives that leverage cloud-based infrastructure

Implement proactive measures such as contactless processes

Use technologies that are available on-demand during service disruptions

Streamline program integration requests via a "self-service" approach

#### TODAY

**14,962**

HSS staff now working remote fulltime

41.5%



Over **6.2K+** laptops imaged & distributed to local Austin offices and regions

#### WORKFORCE STRATEGIES

Expand virtual workforce, including capabilities and co-creation

Assess our COVID-19 response

Post-modernize customer support operations



Customer Value First

Keep the Architecture Simple

Design for flexibility & speed

Shift to a "Self-Services" mindset

Investment in resources to make the changes stick

BUSINESS OPERATIONS

#### Operational Intelligence

Implement virtual contact centers that use newer voice and collaboration technologies

Utilize "Citizen Self-Service" AI conversational tools

Continue expansion of data analytics and data management initiatives

