N.C. Department of Information Technology

MISSION

NCDIT's mission is to oversee and provide IT services to state agencies, local governments and educational institutions across North Carolina.

The state chief information officer and more than 1,300 IT professionals working at NCDIT are dedicated to enabling trusted business-driven solutions that meet the needs of North Carolinians while effectively managing risks and security.

FUNDING

NCDIT is supported financially by several primary funding sources, including cost recovery from state agencies and local governments for IT staffing and services, 911 fees from telecom vendors and direct general fund appropriations.

QUICK FACTS

- 703 IT contracts awarded
- 18 million cyber threats blocked monthly
- 11 million patients' data linked securely within the state-designated health information exchange to promote better health outcomes
- 1.6 million NCID accounts maintained for state employees and residents
- 71,000 email accounts maintained
- 9,000+ healthcare facilities linked to NC HealthConnex; another 6,00 in onboarding
- 253 IT projects managed and overseen across state agencies
- 70+ websites securely hosted and providing solutions for 25 state agencies and 110 state organizations
- 375 state agencies and other government customers provided with IT services and support
- 26,000 law enforcement professionals accessed Criminal Justice Law Enforcement Automated Data Services (CLJEADS)

WHAT WE DO

- Business strategies
- Broadband and digital equity
- Architecture and design
- Cybersecurity and risk management
- Data analytics
- Operations and engineering
- Privacy and data protection
- Statewide IT procurement
- Strategy and governance

BOARDS AND COMMISSIONS

By statute, the state CIO is represented on the following boards and commissions:

- IT Strategy Board
- N.C. 911 Board
- N.C. Geographic Information Council
- N.C. Health Information Exchange Authority Advisory Board
- N.C. Longitudinal Data System Governance Board

BUDGET

$1.6 billion fiscal year 2021-2022

VISION AND PRIORITIES

NCDIT is committed to fostering a culture of innovation and operational excellence with a mission of promoting a stronger government that strategically leverages technology for an equitable, prosperous, healthier and educated North Carolina.

The department's priorities are:

- Broadband connectivity
- Cybersecurity and privacy
- Digital transformation

2022 ACCOMPLISHMENTS

Awarded $272 million in GREAT grants with $147 million match to expand high-speed internet access to 109,988 households and 3,626 businesses in rural communities

Awarded $24 million in state's first Digital Equity Grant program to expand digital literacy training, device access and digital inclusion planning

Supported 24 state and local government and academic institutions, with remediation and recovery from ransomware/cyber events

Created a Privacy and Data Protection website, established monthly meetings and provided privacy guidance and consultation to 11+ state agencies

Migrated 126 public safety answering points and 193 physical locations to the Emergency Services Protocol Network, which supports Next Generation 911

Established the Longitudinal Data System Governance Board to provide guidance and support to NCDIT's Government Data Analytics Center in developing the Educational Longitudinal Data System

Expanded the fraud framework for the N.C. Division of Employment Security and implemented a new alert system for suspicious registered claimants to proactively identify and stop payments of potentially fraudulent unemployment benefits, resulting in the discovery of 1,884 confirmed cases of identity theft

Expanded the N.C. Department of Revenue's analytic footprint to support detection of fraud of tax compliance, resulting in an efficiency gain of $5.3 million annually and an additional $16.4 million in audit assessments

Developed, with the assistance of a grant, a stroke registry in partnership with the N.C. Division of Public Health and the Justice-Warren Heart Disease and Stroke Prevention Task Force to enhance the stroke system of care statewide

Provided the N.C. Office of State Human Resources and Cabinet agencies with a secure online reporting tool and new dashboard to meet the Covid-19 vaccine monitoring and testing requirements for state employees

Launched a new version of NC.gov as a constituent portal to make it easier for users to find and utilize all state services, including an improved search function and better customer service

Enrolled more than 650,000 residents in the FCC's Affordable Connectivity Plan that provides subsidies for high-speed internet service and the one-time purchase of a computer

Updated the N.C. Identification Management (NCID) service to a modern cloud-based service, enhancing security and improving self-service of the project

Implemented AddressNC, demonstrating the partnership between NCDIT's Geographic Information Systems technology unit and local governments to bring map data together for an enterprise use and to improve services