# N.C. Department of Information Technology

MISSION

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 committed to providing outstanding service to its customers and all North Carolinians they serve.
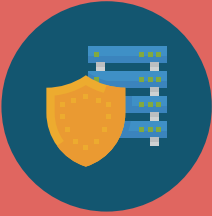
VISION AND PRIORITIES

NCDIT is committed to fostering a culture of innovation and operational excellence with a mission of promoting a stronger North Carolina that connects customers, residents, business, education and government.

The department's priorities:
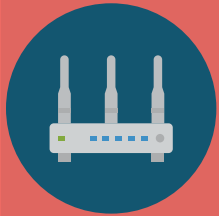
- Broadband Expansion
- Cybersecurity
- Digital Transformation
- State & Local Government Collaboration
- Workforce Development

WHAT WE DO

- Business Strategies
- Broadband and Connectivity
- Cybersecurity
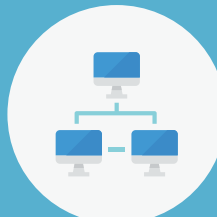- Data Analytics
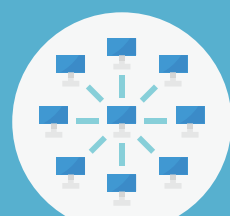- Desktop Computing
- Health Information Exchange
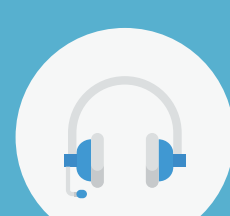- Hosting
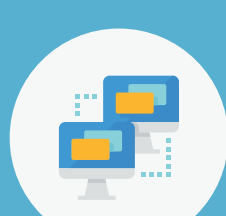- Manage IT Procurement
- Networking
- Project Oversight
- Statewide Architecture
- Telecommunications
- Unified Communications

FUNDING

NCDIT is supported financially by several primary funding sources, including cost recovery from public-sector entities for IT staffing and services, 911 fees and direct general fund appropriations.

BUDGET

$530M
Fiscal Year 2020

BOARDS AND COMMISSIONS

NCDIT administers or chairs the following boards and commissions:

- N.C. 911 Board
- N.C. Geographic Information Coordinating Council
- N.C. Health Information Exchange Authority
- IT Strategy Board
- The Governor's Task Force on Connecting North Carolina
- Criminal Justice Information Network

QUICK FACTS

$1.2B
IT contracts awarded

13M
Cyber events prevented

9M
Patients' data securely linked to providers to promote better health outcomes

1.4M
NCID accounts maintained for state employees and N.C. residents/citizens

67,000+
Email accounts maintained

6,000+
Healthcare facilities linked to NC*HealthConnex

127
IT projects managed across state agencies

60+
Websites securely hosted and provide solutions for 22 agencies.

59
State agencies and other government customers that IT services and support were provided
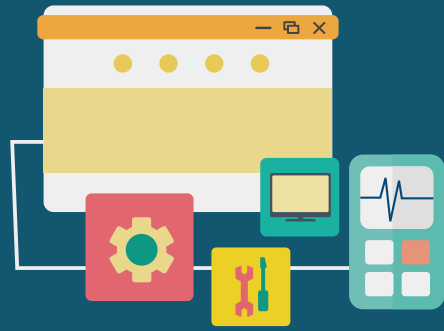
ALL
Helped all state agencies adopt a remote work business practice
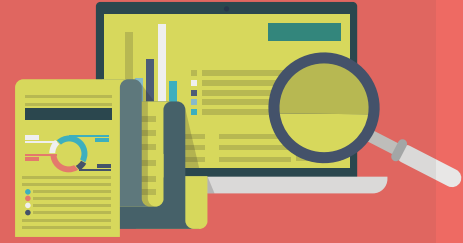
ACCOMPLISHMENTS 2020

Awarded $46M in GREAT Grants with match to expand high-speed internet to 27,000 households and 1,145 businesses in rural communities
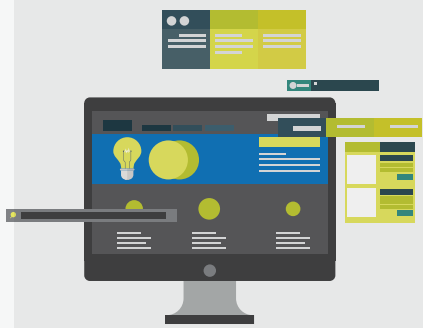
Supported 14 local governments and academic institutions with remediation and recovery from ransomware/cyber events

Caught more than 10 million emails with malicious content

Investigated/supported the resolution of more than 2,200 web and email security incidents, including compromised email accounts

Developed COVID-19 dashboards and portals for daily operational updates, case reporting, and economic recovery

Supported state agencies and government services with new call centers, chatbots and technologies during pandemic

Extended the Government Data Analytics Center's (GDAC) Unemployment Claimant Benefit Fraud and Compliance solution through CARES Act funding

Migrated 53 additional 911 call centers and other public safety answering points (PSAPs) to Next Generation 911, an internet-based answering system

Partnered with the N.C. Department of Public Safety, NC 2-1-1 and the Cybercrime Support Network to establish a cybercrime recovery program
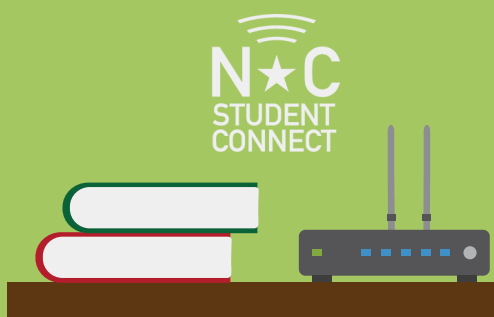
Partnered with NC Student Connect and Hometown Strong to DIstribute 84,700 hot spots and other devices to students across NC

Worked with NC Student Connect and other partners to outfit more than 200 school buses with Wi-Fi hotspots to connect students to virtual learning

Supported implementation and use of two COVID-19 apps for contact tracing and patient self-identification