Agenda

Call to Order
Opening Remarks
Committee Reports
  • Digital Transformation Committee
  • Cybersecurity/Privacy Committee
Other Business
  • Statewide Strategic Plan
  • Pending Legislation
  • Broadband
  • Citizen Portal
Adjournment
Opening Remarks

Secretary Jim Weaver, Board Chair
Committee Reports

Digital Transformation

NC DIT
How do we define *Digital Transformation*?

Fundamentally, Digital Transformation will help the State create better outcomes by connecting its people, places, and things.
Digital Transformation Roadmap

- Context
- Scope
- Vision
- Mission

**Vision:** North Carolina delivers seamless and easy access, at constituent’s fingertips, to the full array of governmental services that enhance their living, learning, working, and recreation.
Digital Transformation Roadmap

Purpose
To empower citizens by delivering technology that meets their needs and is easy to use.

Principles:
• Constituent data changes propagate to all systems
• Use industry-standard platforms and tools
• Bring services to users, not vice versa
• Embrace best practices across agencies
• Deliver seamless experience across state
• Prioritize projects with biggest impact
1) Promote Enabling Infrastructure & System Integration

2) Stimulate Inter-agency Collaboration, Coordination toward Common Solutions

3) Improve Awareness of and Easy Access to Secure Systems for All Constituents
Digital Transformation Committee

Strategies and Goals

Enabling infrastructure, system integration
• One digital identity for all state systems/services.
• Replace inefficient paper-based processes with digital and paperless access.
• Map the ecosystem of siloed systems to scope the integration effort.

Inter-agency coordination, collaboration
• Leverage DOT & DHHS as early adopters of one identity; propagate solutions across other agencies.
• Identify maturity levels of individual agency IT functions and strategies to mature and support as needed.
• Devise strategy for local government interconnection.

Better awareness of, access to secure systems
• Complete development of the Constituent Portal.
• Establish a data hub for citizens to transparently expose what the state knows about them, and to control the release of data among systems/services when it is optional versus required.
• Ensure all state systems are secure and protect individual privacy.
Digital Transformation Roadmap

Outcomes:

- Initially focusing on systems that support education and particularly digital identity for K-20.
- Streamlining processes related to starting and maintaining your business.
- Making healthcare easier and more efficient.
- Adoption of a single, common identity as a foundational element.
- A “One North Carolina” perspective for constituent access to digital services.
Digital Transformation Committee

Digital Transformation Roadmap

- Reactions, comments, or questions from the ITSB?
  - Missing issues
  - Help identify accelerants that can help us moving forward
  - How do we leverage the full ITSB to move this forward

- Next Steps

Tracy Futhey, Chair
Jo Abernathy, Keith Briggs
Keith Collins, Anne Hungate, Teena Piccione
Committee Reports

Cybersecurity/Privacy

NC DIT
NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY
**Committee Members**
Jeff Tarte (Senate) - Chair  
Gerald Poplin (House)  
Keith Werner (UNC System delegate by statute)  
Randy Cress (CISO Local Government)  
LTC Robbie Felicio (National Guard)

**Staff:** Rob Main (SCRO DIT)

**Technical Advisors/Guests**
- Secretary of DIT
- CISOs Largest Agencies/Departments
- ITSB Vice Chair
Cybersecurity/Privacy Committee
Vision and Purpose

- Whole-of-State Approach
- Resilient Environment
- Threat Intelligence
- Zero Trust Landscape
- Continuous Monitoring
- Advocate for Legislative Action

'Whole of State’ Cybersecurity Approach

Establish a Cyber Support Center
Establish a Cyber Security Range
Establish a Cyber Reserve/SDF Capability
Establish Cyber Security Partnerships
Cybersecurity/Privacy Committee
Guiding Principles

• Data is Gold -- Must Protect
• Protect, Defend, Contain, and Monitor
• Do Not Outspend Our risks
• Fix Problems We are Already Aware of
• Reduce and/or Eliminate Duplicative Efforts
Cybersecurity/Privacy Committee

Priorities

- Educational Initiatives & Cybersecurity Workforce Pathways
- Legislative Funding
- Cybersecurity Maturity
- Combine DIT & DPI Pilot
- Exempt Status Selected Positions
- Intrusion Prevention Services
Cybersecurity/Privacy Committee
Open Items and Topics of Conversation

- Workgroup on Career Pathways
- Veteran Cybersecurity Apprentice Program
- Carolina Cyber Network
- Funding Tier 1 & 2 Counties
- Pending & Needed Legislation
- Leverage Common Tools & Platforms
- Local Government Access to State Contracts
Other Business

Statewide Strategic Plan

Secretary Jim Weaver, Board Chair
Sarah Porper, Director of Business Strategy
Vision
Government that strategically leverages technology for an equitable, prosperous, healthier, and educated North Carolina.

Mission
Enable trusted business-driven solutions that meet the needs of North Carolinians.

Priorities
- Broadband/Connectivity
- Cybersecurity & Privacy
- Digital Transformation

Guiding Principles
- Collaboration
- Innovation & Creativity
- Transparency
- Accountability
- Agility
- Integrity
- Customer Focused

Statewide Goals

Foster a connected NC to improve opportunities and outcomes for all North Carolinians
- Provide resources to our partners in the private, not-for-profit, and public sectors to expand broadband and increase digital equity
- Collaborate with partners to establish guidance and policy to improve the digital landscape
- Develop better data mapping of served, unserved, and underserved populations
- Enhance 911 capabilities across the state
- Support improved health outcomes through the adoption of innovative technologies
- Improve access to online learning opportunities for all of NC’s students while ensuring data privacy
- Foster and promote digital government

Transform the delivery of services
- Enhance service management by improving transparency, and streamlining and securing day-to-day operations
- Adopt broker service model and supporting capabilities
- Improve our ability to forecast the needs of our customers
- Develop and implement a new funding model for IT in the state
- Develop scalable services that meet the current and emerging needs of our customers
- Invest in modern authentication services to support the state’s current and future needs

Optimize and secure the state’s IT and application portfolios
- Leverage the Enterprise Portfolio Management Tool to identify technology convergence opportunities across the state
- Implement enterprise IT governance to optimize IT investments
- Develop a statewide resiliency and security plan for critical applications for all levels of government
- Make strategic decisions about our portfolio based on the needs of the business
- Modernize state infrastructure to broadly include cloud and on-demand models and supporting capabilities
- Develop an application modernization program

Promote an inclusive and innovative workforce
- Attract, develop and retain a skilled and diverse workforce
- Establish a culture of empowerment and collaborative thinking
- Invest in people through increased training and education opportunities
- Develop and implement advancement opportunities for our employees
- Create a succession strategy for IT staff to ensure continuity of service across the enterprise
- Improve communication and transparency with employees

Leverage data assets and analytics to further advance a data-driven government
- Execute enterprise data governance strategies to promote data sharing while ensuring data privacy and security
- Inventory and invest in critical data assets across the enterprise
- Advance the data integration and analytics program statewide
- Implement an enterprise data management program that addresses data standards, quality, and accessibility
- Expand the use of modern data visualization capabilities to measure performance and impacts
Other Business

Pending Legislation

Nate Denny, Deputy Secretary for Broadband and Digital Equity
Other Business

Broadband

Nate Denny, Deputy Secretary for Broadband and Digital Equity
The Digital Divide in North Carolina

Approximately 1.1 million North Carolina households lack access to high-speed internet in their homes and cannot afford it. Many residents also lack the skills to effectively use it. We can achieve digital equity in North Carolina by addressing the following factors:

**Infrastructure**
At least 266,000 North Carolina households, likely much higher, currently do not have access to high-speed internet of 100/10+ due to lack of infrastructure.

**Affordability**
Approximately 1.3 million households would have to pay more than 2% of their annual income to afford a broadband cost of $60/month.

**Digital Literacy and Enablement**
An estimated 430,000 households are without a home laptop or desktop computer. Of those, approximately 180,000 do not have a smartphone. As many as 1.2 million adults may lack the digital literacy required to begin taking advantage of digital services.

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1. Data on this slide is based on a 2021 study by McKinsey & Company.  
2. U.S. Census Bureau, 2019 American Community Survey (ACS) Microdata  
3. FCC Form 477, FCC 2019 block demographic estimates  
4. U.S. Census Bureau, 2019 American Community Survey (ACS) Microdata  
5. U.S. Census Bureau, 2019 American Community Survey (ACS) Microdata; 2021 Census Pulse Survey  
6. National Center for Education Statistics  
7. U.S. Census Bureau, 2019 American Community Survey (ASC) Microdata, for respondents who don’t have an internet subscription or that only have cellular data or only have dial-up, satellite or other.
By 2025, North Carolina will become a top-5 state for high-speed internet adoption rates while equitably eliminating North Carolina’s digital divide by:

• Making home internet subscriptions affordable to all households, especially those with children

• Making targeted investments to close gaps in adoption that impact Native American, Black and Latinx households

• Catalyzing access to devices, digital training and tools that will connect residents to the digital economy
# Measuring Success

## Key Success Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>N.C. Today</th>
<th>N.C. 2025</th>
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<tbody>
<tr>
<td>Households with broadband internet access</td>
<td>95.5%</td>
<td>98%</td>
</tr>
<tr>
<td>Households with broadband internet subscriptions</td>
<td>73%</td>
<td>80%</td>
</tr>
<tr>
<td>Households with children with broadband internet subscriptions</td>
<td>81%</td>
<td>100%</td>
</tr>
<tr>
<td>Adoption rates across racial subgroups</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Native American</td>
<td>57%</td>
<td>80%</td>
</tr>
<tr>
<td>- Black</td>
<td>64%</td>
<td>80%</td>
</tr>
<tr>
<td>- Latinx</td>
<td>68%</td>
<td>80%</td>
</tr>
<tr>
<td>- White</td>
<td>76%</td>
<td>80%</td>
</tr>
</tbody>
</table>
Governor Cooper proposes closing the digital divide with a $1.2 billion state investment, using funds from the American Rescue Plan, in the following areas to achieve digital equity in North Carolina. We will also leverage significant private sector investment.

<table>
<thead>
<tr>
<th>Approach &amp; Initiative Investment</th>
<th>Investment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Infrastructure</strong></td>
<td>$600M</td>
<td>Ensure availability of internet service at speeds of at least 100/20 Mbps for more than 98% of North Carolina households.</td>
</tr>
<tr>
<td></td>
<td>$350M</td>
<td>• GREAT Grant 2.0</td>
</tr>
<tr>
<td></td>
<td>$150M</td>
<td>• Competitive Bidding</td>
</tr>
<tr>
<td></td>
<td>$100M</td>
<td>• Stop Gap Solutions</td>
</tr>
<tr>
<td><strong>Affordability</strong></td>
<td>$420M</td>
<td>Lower cost barriers for North Carolinians.</td>
</tr>
<tr>
<td><strong>Digital Literacy and Enablement</strong></td>
<td>$165M</td>
<td>Improve awareness and enable North Carolinians to realize the benefits of high-speed internet through digital literacy and upskilling aimed at accessing the digital economy.</td>
</tr>
<tr>
<td></td>
<td>$70M</td>
<td>• Device Support and Break-Fix Services</td>
</tr>
<tr>
<td></td>
<td>$95M</td>
<td>• Awareness and Digital Literacy</td>
</tr>
<tr>
<td><strong>Administrative</strong></td>
<td>$15M</td>
<td>Supplement existing state administrative capacity to support high-speed internet efforts.</td>
</tr>
</tbody>
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Agenda

- Design Update
- Portal Capabilities
- Pilot Options
- Next Steps
Design Update
Design Update

• Tree test results

• Wireframes for search/search results

• New theme development

• Upgrade to Drupal 9. Will help accelerate improving Search.

• Working with DHHS to validate content for "How-to content guides" for high volume transactions such as Apply for Vital Records, Apply for WIC, Apply for Food and Nutrition Services.
Static Wireframes for nc.gov

New Wireframes:

Search page: **Desktop**
Search Results page: **Desktop**

Home page: **Desktop** | **Mobile**
Top-level Landing page: **Desktop**
How-To page: **Desktop**
Portal Capabilities
Portal Capabilities

- Identified potential solutions for various portal capabilities.
  - Identity and access management
  - Content management
  - Application/data integration
  - Transactions
  - Accessibility and
  - More

Ideally identify standard solutions for key capabilities
Pilot Options
Pilot Options

- Business one-stop-shop (In progress)

- How-to Content Guide (confirmed)
  - Apply for Medicaid
  - Apply for Recreational Fishing License
  - Apply for North Carolina Drivers License
Adjournment

Thank you for your time this morning—have an excellent weekend!