

**FY2019 – FY2022  
Strategic Plan**

*“Providing Business Solutions for Idaho  
State Government”*

July 1, 2018

**C.L. “BUTCH” OTTER, GOVERNOR**

**Department of Administration**  
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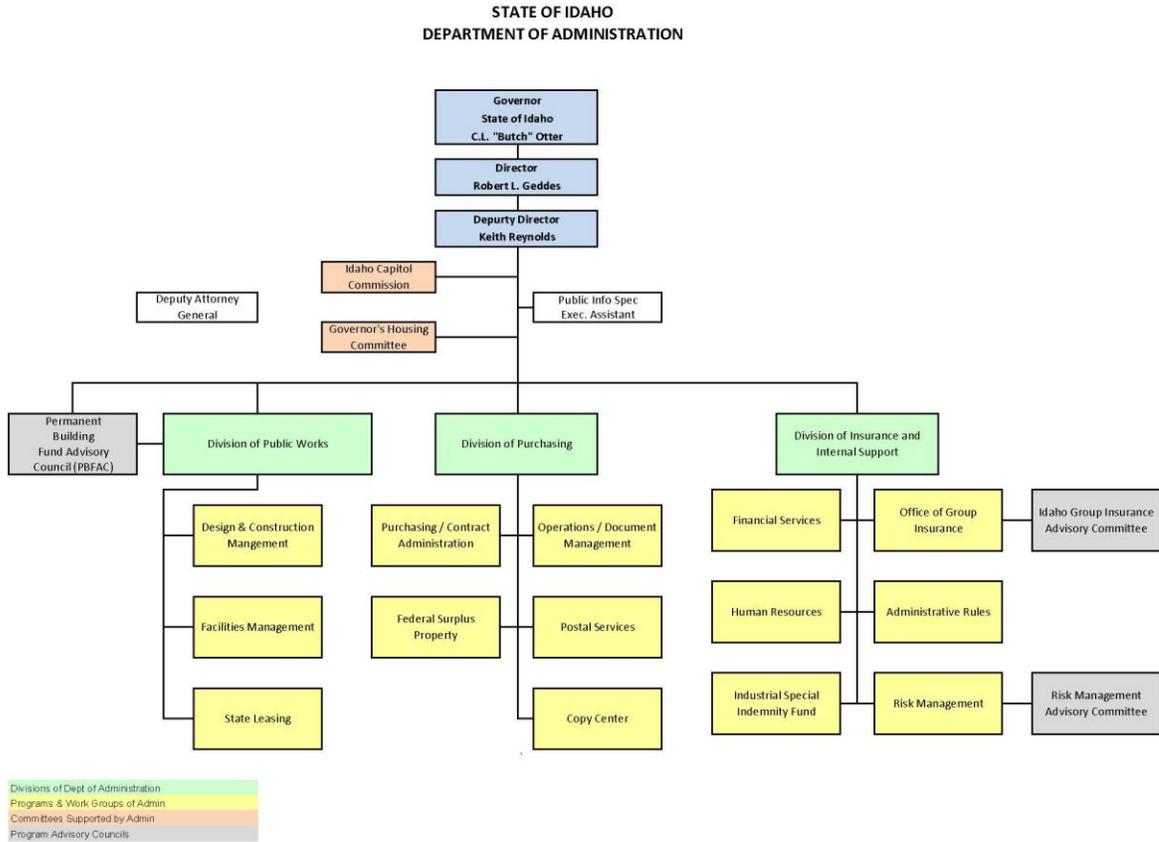


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# Department Overview

Core functions of the Department of Administration are outlined in Idaho Code Title 67, Chapters 57 and 92. The department is composed of three unique divisions committed to providing leadership, expertise and value-added services for its customers.



## Office of the Director:

**The Idaho State Capitol Commission:** Composed of 9 members—6 public members and 3 ex-officio voting members including the Executive Director of the Idaho State Historical Society, Director of the Legislative Services Office, and the Director of the Department of Administration, who serves as Commission Secretary. The commission is charged with the ongoing oversight of the capitol including overseeing all restoration work and additions to the building; approving all displays, artwork, and furnishings within the capitol; and, promoting interest in the history of the capitol building. Department support for this commission includes accounting, clerical, and facility planning/management services. (Idaho Code Section 67-16)

**The Governor’s Housing Committee:** Composed of two members of the state Senate, two members of the House of Representatives, and the Director of the Department of Administration; oversees the Governor’s Residence Fund created to provide a governor’s housing allowance and/or the acquisition,

construction, remodel, furnishing, equipping, and maintenance of a governor's residence. Department support for this committee includes accounting, clerical, and facility planning/management services. (Idaho Code Section 67-455)

**Division of Insurance and Internal Support (DIIS):** Internally, DIIS provides financial support and internal controls/auditing services through its *Office of the Chief Financial Officer* to all programs within the department, supported committees, as well as and the Idaho Commission on Hispanic Affairs (ICHA) and the new Office of Information Technology Services (ITS). It also offers human resources and payroll services to the department, ICHA, and ITS. Externally, its *Risk Management* program serves as the state's property and liability insurance manager and adjudicates claims made against the state. The *Office of Group Insurance* contracts and administers medical, dental, life, flexible spending account, and disability benefit contracts for state employees and retirees. The *Industrial Special Indemnity Fund* manages a portion of the workers' compensation system commonly referred to as the "Second Injury Fund," which provides lifetime benefits to workers who become totally and permanently disabled from a work injury. Finally, the division houses the *Office of the Administrative Rules Coordinator* executing the function of the Administrative Procedures Act. (Idaho Code Sections 67-5202; 67-5746; 67-5760–5778; 72-323–334 and 409; 67-52)

**Division of Public Works (DPW):** Administers the construction, alteration, and repair of public buildings for Idaho's state agencies. The division is also charged, through its Facilities Services, with the management (operations and maintenance) and space allocation of all facilities on the Capitol Mall, Chinden Campus and the state office buildings in Lewiston and Idaho Falls. Additionally, it is tasked with negotiating, approving, and making contractual lease agreements for office space to be used by various state departments, agencies, and institutions. DPW also coordinates the activities of the Permanent Building Fund Advisory Council. (Idaho Code Sections 67-5705-5713)

**Division of Purchasing (DOP):** Manages purchasing policy and implementation for property acquisitions (goods and services) for state executive agencies, including solicitation, issuance, and administration of contracts and training for professional purchasing staff; provides reproduction and mailing services (*Copy Center, Central Postal*); and, serves as clearinghouse for the federal government's surplus properties through its *Federal Surplus Properties* Program. (Idaho Code Sections 67-9201 et seq.; 67-5744; 67-5749-5753)

**Program Support of FY2018 Strategic Plan Goals**  
*(Note: explain how each of the goals have been supported over the past year)*

**Office of Risk Management (ORM)**

*Goal 1: Reduce claims frequency which will reduce overall costs to the state associated with risk loss.*

In FY18 ORM continued to offer free training classes to all agencies, universities, deputy attorneys general and outside-appointed counsel. The training focused on litigation management techniques to reduce costs and expenses as well as safety and loss control methods that support ORM's goal to reduce overall claim counts and impact overall severity of claims. Class topics included: Enterprise Risk Management; Best Practices for Large Property Losses; and, Proper Insurance Requirements in Contracts.

**Office of the Chief Information Officer (OCIO)**

*Goal 2: Reduce number of independent systems supporting cybersecurity and core networking functions while maintaining or expanding practical functionality.*

A new firewall solution was implemented successfully and most objectives met up to this point including:

1. Establishment of baseline number of systems currently supporting six key functions: firewall, data loss prevention, web filtration, botnet detection, intrusion prevention, and virtual private network.
2. Establishment of baseline costs to maintain current systems.
3. Identification of common elements that could be included in the next-generation firewall requirements.
4. Implementation of systems replacement project keyed around next-generation firewall services.
5. Comparison of system count and maintenance costs against baselines in #1 and #2.

*Goal 9: OCIO to facilitate annual penetration tests and vulnerability scans on all state technology systems.*

Working together with the Division of Purchasing, in FY18 OCIO developed requirements and issued a Request for Quotes for annual penetration testing on the state network and supported agency IT assets. Awards are anticipated by the end of FY18, and funds have been approved and encumbered for use in early FY19. Additionally, an Invitation to Bid was issued in FY18 and is in the process of being finalized which would add pen testing to the statewide contracts. A process for reporting and reviewing the results has been developed, along with a plan to mitigate 100% of the risks identified from the testing. A tracking system for continuous vulnerability scans for all state technology systems was created and fully implemented in FY18.

**Division of Public Works**

*Goal 3: Reduce the average length of time between project bid date and issuing a Notice to Proceed, authorizing construction.*

DPW has been working to reduce the average length of time between project bid date and issuing a Notice to Proceed, authorizing construction. The average time for the two-year period, FY15 and FY16, was determined to be 44.6 days. The 44.6 days established a baseline for following years. During FY17 that time was reduced to 41 days, a reduction of 8.8%. For FY18 the length was reduced further to 39 days, a 4.9 % decrease over the previous reporting period.

During this reporting period, DPW brought on line a new project management software system, which went live in August. The average length of time during the first three months of the transition into the new software time rose to an average time length of 60 days. After that initial transition, however, the average time length has been reduced sharply. During the last three months of this reporting period the average length of time has been reduced to 31 days.

In continuing progress toward the benchmark of 30 days, DPW will continue to work with agencies on strategies to reduce the time required to authorize proceeding to construction as well as working with design professionals to get solid cost estimates. This would alleviate bid-day busts, which occur when bids exceed the budget or available funding. In that case, it may take longer for DPW and the agency to identify additional funding so the bid can be awarded. Thus, the overall timeframe for award of bid may be adversely affected. In addition, other DPW procedures related to the project management software will be analyzed to find additional efficiencies in the flow of contracts.

### **Office of the Administrative Rules Coordinator (OARC)**

#### *Goal 4: Complete the Administrative Code Archival Project*

The goals set for 2017 for this objective were exceeded, and currently 15 agencies' archives have been finished. Administrative Code archival project was initiated two years ago with the goal of eventually having the entire Administrative Code from 1993 to the present on line and accessible. For the years 1993, 1994, and 1995, the Administrative Code was produced and published using a computer application that was housed on the State Controller's mainframe computer. The files were encoded in a way that made it impossible to convert them to readable text files once the office moved off the mainframe and onto a PC platform for publishing. All old files had to be scanned from the original printed and bound books, converted into usable text files and uploaded to our publishing system.

Staff is now working on the Department of Health and Welfare rules that comprise nearly one-third of the entire Code for the years listed above. Completed is the Division of Environmental Quality (DEQ) archive for the years 1993 to 2000 when DEQ was still part of Health and Welfare. Health and Welfare's rules will prove to be the most time consuming and difficult to navigate and complete due to the enormous number of rulemakings done during that period. As an example, in a single year the agency promulgated 24 rulemakings on one rule chapter. Prior to 1996 the rulemaking process was significantly different than it is today. Back then a chapter could be amended many times in a single year and those changes made final and effective. This means that the number of versions that will need to be created is impossible to figure until each one is reviewed and formatted.

The original benchmark used for measuring the progress of this project was an estimate and has not provided an accurate assessment of the actual work involved on any given chapter. That has not changed because of the challenges each archived chapter presents. This project is ongoing until it is completed.

### **Postal Services and Federal Surplus Properties (FSP)**

*Goal 5: Increase the number of state agencies utilizing the state's Postal Services and increase the number of qualifying entities utilizing the Federal Surplus Properties program to maximize the value of existing resources and reduce overall costs to state and other public agencies.*

Postal Services took on both the Tax Commission and Transportation Department as regular customers, resulting overall in significant savings to the state. Postal's new leased inserter is also operational and has been configured to promote efficient processing of the Tax Commission's large and varied mailings.

FSP completed its move into a larger warehouse, significantly increasing both inside and outdoor storage (including covered outdoor storage). FSP continues to increase its outreach to various public and non-profit qualifying organizations; and, staff will attend and present at the Association of Cities and Counties Annual Conferences this year. Additionally, FSP is utilizing Purchasing's listservs to reach out individually to cities, counties, schools, and state agencies monthly with updates on inventory and FAQs.

## **Division of Purchasing**

*Goal 6: Implement an in-state purchasing certification program.*

Purchasing's multi-agency in-state certification team is meeting on a regular basis; and, the core purchasing courses continue to be updated and offered on a regular basis, as advertised on Purchasing's newly designed website (<https://purchasing.idaho.gov/>):

	<u>Course Title</u>
31-May-18	Introduction to Public Procurement
26-Jun-18	Exemptions
27-Jun-18	Request for Quotes (RFQs)
12-Jul-18	Writing Specifications
12-Jul-18	Inspection, Acceptance, and Performance Monitoring
31-Jul-18	Introduction to ITBs and RFPs

Purchasing's newly hired Training Specialist has been working on developing web-enabled courses, as part of his efforts to coordinate the statewide training program. An integral portion of the statewide coordination and training outreach is the implementation of a Learning Management System, which is currently out to bid, and anticipated for award prior to the end of FY18.

## **Office of Group Insurance (OGI)**

*Goal 7: Examine the State's Group Insurance Program administration costs to establish a benchmark and minimize annual variability.*

During FY18, OGI evaluated all of its financial and physical resources in support of the governor's statewide goal to promote responsible state government. The administrative fee charged to agencies to support the Group Insurance Program decreased from FY17 to FY18 with the prudent management of overall operating cash and personnel needs.

Claims on the state's medical and dental programs have continued to beat industry trend as a result of fewer high dollar claims than in previous fiscal years and initiatives by the carrier to provide enhanced medical management and transparency tools.

For FY18, and the two subsequent plan years, OGI negotiated a 3-year rate guarantee on the active employee Basic Life premiums which provide life insurance coverage to all benefit-eligible employees regardless of their enrollment in any other program.

## **Industrial Special Indemnity Fund (ISIF)**

*Goal 8: Enhance awareness of role, function, and processes of the Industrial Special Indemnity Fund for workers compensation practitioners and specialists.*

During the past fiscal year, ISIF has made four presentations to the Advisory Committee of the Industrial Commission. This committee meets quarterly at the commission headquarters in Boise. Attending the meeting are workers' compensation specialists throughout the state representing all phases of the industry, which includes labor, business, legal, insurance companies, medical, State Insurance Fund, political representatives from the legislature, lobbyists and many others interested in this industry. At each meeting, ISIF provides updated information on the financial status of the fund, as well as the legal filings and costs to employers, insurance companies and the business community. The annual calendar and fiscal year reports of the ISIF are presented to the commissioners, committee, and attendees at the meeting. Copies are also available upon request.

Besides the Industrial Commission meetings, ISIF provided information on the ISIF to the Speaker of the Idaho House of Representatives and an insurance adjuster at Alaskan General Insurance Company. Both sessions described the basic function and process of the ISIF. The insurance adjuster was particularly interested in how the annual assessment was calculated for sureties.

Each spring and fall, both staff members of ISIF attend a workers' compensation seminar in Idaho put on by the Industrial Commission or the Idaho State Bar Association. This seminar is primarily educational on important topics in the industry and is attended by specialists in the field, plus claims adjusters from local insurance carriers. It has proven to be a great opportunity for staff to discuss pending cases and issues with ISIF attorneys, opposing counsel, and insurance adjusters.

Another way in which ISIF makes its presence known to the attorneys and parties is by attending depositions of the injured worker and mediations to resolve the cases. These personal appearances include active face-to-face discussions of the pending issues and ways to resolve claims. Most practitioners do not understand the complex structure of resolutions now available to ISIF. The mediations have become an educational tool for ISIF to this group of professionals. Typically, 15-20 mediation sessions occur on an annual basis.

Opportunities for one-on-one meetings have been offered to both the Industrial Commission and the State Insurance Fund. However, the ISIF has not been taken up on these offers. It is quite possible that the quarterly meetings of the Advisory Committee contain sufficient detailed information so that a special meeting for these two groups is not necessary.

The ISIF continues to be a significant player in the workers' compensation industry.

## Strategic Planning FY2019 – FY2022

Goals set for the department are entering year number three. They were established to promote the enhancement of quality and/or cost efficiencies in the delivery of services representing each of Administration's programs.

With the passage of House Bill 607 this year, the Office of the Chief Information Officer will be transferred to the Governor's Office of Information Technology Services as of July 1, 2018. Along with the transfer are two of the department's prior goals (Goal #2 and Goal #9) leaving seven departmentwide goals, reflected in this updated plan.

Governor Otter's three statewide priorities continue to serve as our inspiration, while our mission statement, vision, and guiding values lay the foundation for the department's strategic initiatives. From that vantage point, our plan is dedicated to improve the productivity and quality of Idaho government through business management and administrative services.

The success of Administration's strategic goals and objectives will not only be gauged by achievement of their timelines and performance measures, but also by how well our department employees understand and participate in their implementation.

### *Governor's Statewide Priorities*

- Enhancing Economic Opportunity
- Empowering Idahoans
- Promoting Responsible Government

### ***Mission Statement***

Provide responsive, cost effective, and timely support services to Idaho's policy makers, public agencies, and state employees as they serve Idaho citizens.

### ***Vision***

Bring appropriate, innovative and efficient operating practices to Idaho government.

### ***Guiding Values***

- **Customer Service**  
Serve our customers to the fullest extent possible and treat them with respect and professionalism.
- **Integrity and Honesty**  
Be honest, dependable, fair, credible and trustworthy. Acknowledge mistakes, seek to correct them and learn from them.
- **Innovation**  
Demonstrate initiative and flexibility in promoting and responding to challenges and changes.
- **Communication**  
Believe that open, positive, and honest communication is critical to our employees, our customers and the citizens of Idaho.

## Goals

### 1 Reduce claims frequency which will reduce overall costs to the state associated with risk loss.

#### Objectives:

1. Study last 3 years of historic loss data.
2. Identify top 5 trends in external factors and the impact of the events to trends in the historical data.
3. Use the historic loss data and trends to identify highest frequency claims.
4. Identify and provide training to reduce claims frequency and positively impact severity.

#### Performance Measure:

1. Reduce frequency of claims by **2% annually** through FY20.

#### Benchmark:

FY15 received 888 Claims; reduce claim counts by **17 claims or in proportion with state growth** in FY17, FY18, FY19 & FY20.

Rationale for Benchmark: Multi-year claims data was reviewed and adjusted for economic cycles and other anomalies and forecasted the reduction based on the potential impact that targeted training will have on claim counts. The projection was also based on previous experience of the State's Risk Manager and results achieved when implementing safety training programs. Unfortunately, although the current risk management information system maintains a lot of data, all of it must be manually reviewed and manipulated to identify claim trends. It does not have the ability to do predictive modeling which would make it easier to identify patterns and develop models to predict future events. The methodology used is a forecast based on manual claim review to determine trends and implement appropriate training.

### 2 Reduce the average length of time between project bid date and issuing a Notice to Proceed, authorizing construction.

#### Objectives:

1. Develop a baseline showing the average time over the last two years.
2. Identify critical steps in the process that are causing delays. This may be caused by postponed receipt of agency authorization or incomplete submission of documents by the contractor (external influences).
3. Analyze internal processes that could be modified to reduce the time.
4. Educate agencies and contractors on the required process and submission of documents.

#### Performance Measure:

1. Reduce the average number of days between project bid date and issuing Notice to Proceed by **5% per year** each year until benchmark has been reached.

#### Benchmark:

1. **"An average maximum of 30 days"** between project bid date and issuing a Notice to Proceed.

Rationale for Benchmark: Our client agencies have expressed concern about how long it takes to get construction actually started. Contractors have also voiced concern about price escalations and holding labor while contracts are put in place. DPW has reviewed its processes and determined this is

an area where improvement is needed. The average maximum of 30 days is a reasonable expectation based on the efforts and time required to obtain bonds, secure subcontracts, arrange for insurance coverage, etc.

### **3 Complete the Administrative Code Archive Project.**

#### Objectives:

1. Review and compare printed originals to uploaded files for the oldest archives (1993, 1994, 1995) for accuracy. Make necessary corrections.
2. Reformat oldest archives to current format for consistency and clarity.
3. Rename files using archival naming convention; update footers to identify version.
4. Convert all files to newest version of FrameMaker.
5. Correct and revise cumulative rulemaking index entries as needed; verify links to Code and Bulletin.
6. Prepare files for conversion to pdf for posting on website.

#### Performance Measure:

1. Increase the number of archived rules by **5 agencies annually** until benchmark has been reached.

#### Benchmark:

1. Rules for all **60 agencies are archived** through 1993.

Rationale for Benchmark: The Office of the Administrative Rules Coordinator was created in 1992, and the first set of rules promulgated by the Office was in 1993. Achieving this measurement means all rules ever processed by the Office are archived online.

### **4 Increase the volume of pieces processed by the state's Postal Services; and, increase the number of qualifying entities utilizing the Federal Surplus Properties program to maximize the value of existing resources and reduce overall costs to state and other public agencies.**

#### Objectives:

1. Learn more about our current and potential customer base through increased outreach and in-person meetings throughout the state to identify key personnel/decision makers as well as presentation opportunities through annual association meetings (Cities, Counties, Sheriffs, Fire Chiefs, School Board Officials, Parts Managers, etc.).
2. Develop targeted marketing materials based on:
  - Representative projects (Postal); and
  - Identified Equipment and Supply needs (Federal Surplus)

#### Performance Measures:

1. Postal Services increases volume of pieces processed each year by 2.5% until benchmark is reached in FY21. Baseline established in FY17.
2. Federal Surplus Properties increases the annual number of registered and/or active donees by 2.5% each year until benchmark is reached by FY21. Baseline established in FY17.

Benchmarks:

1. By FY21, increase volume processed (postal services) and number of donees (FSP) by **10%**, without additional capital outlay or increased overhead expenses.

Rationale for Benchmarks: This benchmark has no scientific rationale other than it sets a goal to provide service on a broader base, which should result in some efficiencies/savings especially to some of the smaller agencies who are not currently utilizing our services.

**5 Implement an in-state purchasing certification program.**

Objective:

1. Promote Idaho-specific training in purchasing laws, rules, policies and processes across all state agencies which fall under the purview of the division culminating in various levels of in-state certification; resulting in a more efficient and well-trained statewide procurement workforce.

Performance Measures:

1. Increase number of in-state certifications for individuals with delegated authority by **25% each year** beginning in FY18 until benchmark is reached in FY21. Baseline established in FY17.

Benchmark:

1. 100% of all state employees with delegated purchasing authority obtain in-state certification by FY21.

Rationale for Benchmark: The benchmark is self-explanatory. The goal certifies all employees with delegated purchasing authority.

**6 Examine the State's Group Insurance Program administration costs to establish a benchmark and minimize annual variability.**

Objectives:

1. Study historic program structure, program operating costs and full-time positions.
2. Identify external factors that impact quantifiable trends in the historical data.
3. Review trends in historic operating costs compared to full-time positions.
4. Provide updated communications and education to agency human resource staff and plan participants to promote informed consumership.

Performance Measure:

1. Program operating costs increase by **no more than 3% annually**.

Benchmark:

1. FY17 rate is **\$3.75 per FTP per month**.
2. FY18 rate is \$3.50 per FTP per month enrolled in the health plan.

Rationale for Benchmark: As a dedicated fund program, costs to support the OGI are shared amongst all agencies. The performance measure was established to compare year over year the cost per FTP to support the personnel and operation of OGI as statewide FTP counts increase, plan costs increase, and as personnel requirements and service delivery methods change.

**7 Enhance awareness of role, function, and processes of the Industrial Special Indemnity Fund for workers compensation practitioners and specialists.**

Objectives:

1. Identify target audiences for outreach and in-person meetings throughout the state to include presentation opportunities through association meetings (trial lawyers, compensation consultants, insurance adjusters, Industrial Commission Advisory Committee, etc.).
2. Develop targeted marketing materials:
  - Pamphlets
  - Worksheets
  - Letters
  - PowerPoint Presentations

Performance Measure:

1. On an annual basis, provide presentations to at least 2 workers compensation industry meetings, offer to meet face-to-face with the State Insurance Fund Manager, and identify at least 2 occasions to share information to individuals new to the industry.

Benchmark:

1. Increase opportunities to attend meetings and/or conferences and identify any new players to share information to increase awareness of the ISIF.

Rationale for Benchmark: This benchmark has no scientific rationale other than it sets a precedent to move forward efforts to provide education about the ISIF.

## Key External Factors

A number of external factors influence the goals set by the Department of Administration. Federal and state legislation particularly with regard to health care, changes in technology, and budget constraints have all played a factor in the completion of established goals.

### Federal / State Laws and Directive Changes

Statutory changes often threaten business as usual. As a result, additional responsibilities can be placed on the program as well as increased expenditures. Increased scope of responsibilities can affect program goals, and increased costs to the program are often passed on to the agencies. Changes mandated in the Patient Protection and Affordable Care Act (PPACA) impacts the cost and design of the medical insurance plans available to state employees now and in the future.

Executive Order 2017-02 created the position of the Director of Information Security (DIS), and House Bill 607, approved this year, creates the Governor's Office of Information Technology Services. Consequently, the OCIO and its 29 employees will be transferred out of the Department of Administration.

Also, this legislative session, the department received legislative authorization to enter into bonds to purchase the 200-acre Chinden Campus, including eight buildings and multiple outbuildings. This is a major undertaking for the department's Division of Public Works as it immediately entered into contracts to ready one available facility for occupancy by the Tax Commission. The Facilities Services operations now has the responsibility of maintaining two large state-owned campuses, one it is just becoming familiar with.

### Economic

The Statewide Leasing Program continues to face challenges in retaining affordable facility costs for state agencies that are currently in leased facilities. Economic recovery and increased construction costs are forcing lease rates to new levels. The purchase of the former HP campus, now referred to as the Chinden Campus, is providing opportunities to house state agencies in more affordable space.

The thriving economy is also affecting construction costs for projects undertaken by the DPW. When work is plentiful, fewer contractors bid on the state projects. Costs rise due to the demand in the private sector. Adjustments may need to be made to the scope of some projects to meet budgetary constraints.

### Budgeting Cycle

Besides the uncertainty of receiving an appropriation (faced by all state agencies when submitting their budgets), requesting funds for technology has an added challenge. The 18-month lag time between a budget request and actual receipt of funds is a long time in the information technology arena. By the time a purchase is ready to be made, the technology has often been replaced by a more current iteration.

### Seasonal Elements

Weather conditions can influence whether the department successfully meets goals in a timely manner. For example, severe weather has a direct correlation to claims frequency in our Risk Management program. Weather is also a factor in the construction industry and can cause delays in the completion of our public works projects within construction timetables.

## **Personnel Changes**

One external influence that is an issue for all of state government is our aging workforce. Further, the upturn in the economy and the ability of the private sector to offer higher wages is resulting in difficulty filling vacant department positions. This has, and will continue to result in the loss of knowledgeable and skilled employees and loss of tremendous institutional knowledge. As the economy continues to improve, not only is the department faced with the potential exit of key employees, but also the challenge of hiring qualified applicants to replace them.

To compound this problem, Administration currently has 30% of its workforce eligible to retire as of July 1, 2018, either due to reaching full retirement age or becoming eligible for early retirement. Of those individuals, 4% have reached full retirement age, 26% are eligible for early retirement, 22% due to reaching 55 years of age, and 4% due to reaching the Rule of 90.

The breakdown by program shows: 12% in Public Works; 4% in Purchasing; 5% in Facilities Services; and, 10% in Risk Management, Group Insurance, Director's Office, Office of the CFO, Administrative Rules, and ISIF.

## **State Employee Group Insurance and Benefits Committee**

The 2016 Legislature established an interim committee "to undertake and complete a study of the state's employee group insurance plan structure and total compensation package, including salary and benefits, and to make recommendations." Both the 2017 and 2018 Legislatures renewed the interim committee, the latest through House Concurrent Resolution No. 41. The department has been interacting extensively with the committee over the last two interim periods and is currently working with it during the current interim.

## **Group Insurance Advisory Committee (GIAC)**

GIAC has been essential in the review of benefits currently offered through the Office of Group Insurance. It also provides consultation to the Director of the Department of Administration on possible enhancements to the current benefit package or additional benefit offerings that could improve access to healthcare for state employees. The committee meets about three times annually; its authority and responsibilities can be found in I.C. 67-5761.

## **Risk Management Advisory Committee (RMAC)**

RMAC includes members of the legislature, higher education, Department of Correction, and the Idaho Transportation Department. It meets about three times annually in an advisory capacity to provide consultation to the Director of the Department of Administration. The authority and responsibilities for the RMAC can be found in I.C. 67-5773.

## **Idaho Technology Authority**

The Idaho Technology Authority (ITA), originally set forth in I.C. 67-5745A-C but repealed as of 7/1/18, will soon have a new code section. The composition of the ITA ensures that those affected by policy decisions have a role and say in policy direction. The ITA continues past efforts of the IT Resource Management Council (ITRMC) to improve efficiency and effectiveness in State IT operations. Part of the ITA efforts are through two subcommittees: the Idaho Technology Leadership Council (ITLC) and the Idaho Geospatial Committee – Executive Council (IGC-EC).

## **Addendum to Agency Strategic Plans: Adoption of the NIST Cybersecurity Framework and Implementation of CIS Critical Security Controls 1 – 5.**

As a technology customer of the Office of Information Technology Services (ITS) in the Governor's Office, we are using the cybersecurity systems and technical expertise in ITS to fulfill requirements related to Executive Order 2017-02. Staff from ITS briefed the NIST Core Framework, CIS Controls 1-5, and their plan for adoption of the NIST Cybersecurity Framework. We participate in DHR and ITS administered cybersecurity training, as awareness is a critical component of an effective cybersecurity program. As briefed by ITS staff, implementation of the CIS Controls 1-5 will be their responsibility for the systems they operate and, as technological tools applied to the computer systems, largely invisible to us as a customer. ITS is refining the cybersecurity incident response plan in support of our agency.