Protecting Our Data
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Introduction

The Executive Office of Technology Services and Security (EOTSS) strives to strengthen the cybersecurity posture of the Commonwealth through robust infrastructure and operational excellence as the leader of IT and cybersecurity organization for the Executive Branch. FY24 H.1 commits to protecting our data through investments in technological infrastructure and continuing to centralize IT services with EOTSS.
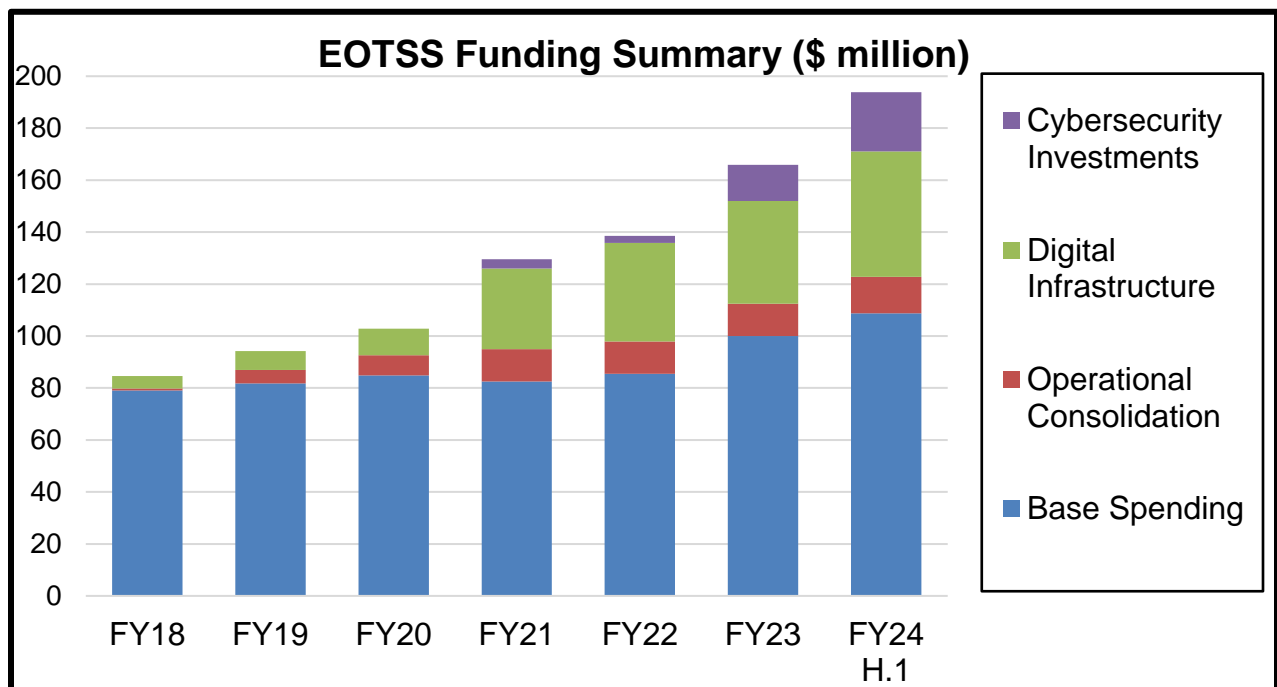
Infrastructure Investments

EOTSS has invested heavily in building a robust technological infrastructure through the capital portfolio, which is subsequently supported by the operating budget. FY24 H.1 makes $9.2 million of additional cybersecurity investments, as shown in the purple bar in the above chart, which includes:

- $4.6 million for expanded vendor contracts for Security Information and Event Management (SIEM) hosting services
- $2.6 million in software licenses for Web security, network endpoint protection, and threat detection
- $850,000 for router and firewall maintenance in high-availability co-location data center facilities
- $543,000 for identity access management services for Cloud applications

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Much of the investment to date has been centralized at the Security Operations Center (SOC), which manages cyber incident monitoring, reporting, remediation for the Commonwealth. Investment in top tier technologies and expanded services to Commonwealth entities through the SOC remains a top priority for EOTSS.

Lastly, EOTSS has managed the transition out of state-owned data centers to more secure and resilient privately-hosted facilities, which house data for a variety of state agencies. This effort supports the ongoing Future of Work initiative that began in 2021, as cloud-based data storage has the advantages of improved accessibility and disaster recovery, allowing for more seamless remote work. Cloud migrations have the additional benefits of improved cybersecurity through more routine backups, fewer individual points of failure, and specialized security expertise that is gained through a consolidated data center staff. Lastly, cloud storage offers improved environmental resiliency, as the consolidated storage allows for lower electricity usage and carbon emissions than maintaining several traditional on-premise data centers.

Operational Excellence

Attaining operational efficiencies was one of the key goals of the elevation of EOTSS to the secretariat level. The centralization of IT and cybersecurity services under EOTSS has enabled more efficient management of technological infrastructure and service delivery through economies of scale, technical expertise, and enterprise leadership under a Commonwealth Chief Information Officer. FY24 H.1 continues the process of consolidating Executive Branch IT departments with the consolidation of Housing and Economic Development. The below table summarizes the secretariat personnel consolidations to date:

Personnel Consolidations	FTEs
Labor and Workforce Development	32
Administration and Finance	41
Education	13
Public Safety	55
Housing and Economic Development	17

As the lead enterprise IT and cybersecurity organization for the Executive Branch, EOTSS is also committed to ensuring operational excellence in cybersecurity at all state agencies, with programs including phishing awareness campaigns and penetration testing.

Cooperation with Municipalities

Municipal governments are a key component of the overall cybersecurity posture of the Commonwealth. FY24 H.1 funds a program of cybersecurity training for municipalities through the Office of Municipal and School Technology (OMST) to ensure best practices at all levels of government. The OMST delivers training to 40,000-60,000 municipal employees each year. In addition, H.1 recommends matching funds for federal cybersecurity grants that will help state and municipal agencies improve their cyber defenses.