

FY 2025 BUDGET RECOMMENDATION BUDGET BRIEF

Maura T. Healey, Governor | Kimberley Driscoll, Lt. Governor

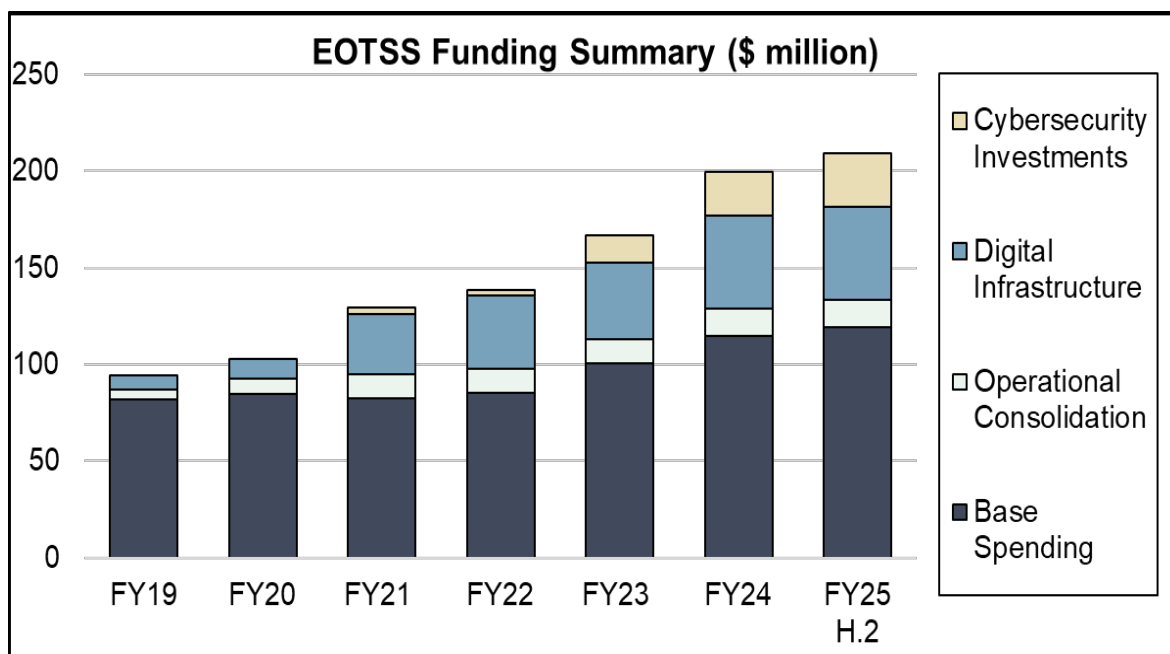


Investing in Digital Services

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Introduction

The Executive Office of Technology Services and Security (EOTSS) strives to improve access to digital services while strengthening the cybersecurity posture of the state. FY25 House 2 recommends investments in technological infrastructure to ensure our digital resources are effective, accessible, and secure.



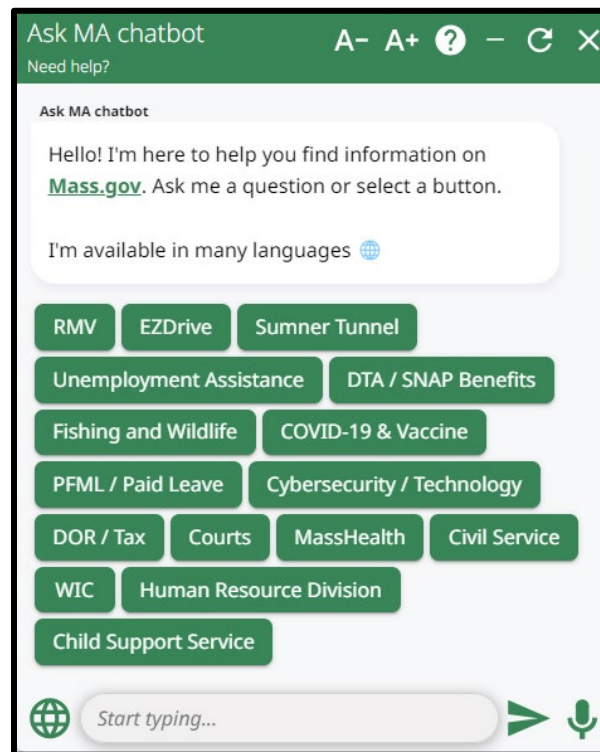
IT Accessibility

Investing in the accessibility of our IT resources is critical to ensure all constituents are able to access the resources they need. In July 2023, the Healey-Driscoll Administration issued Executive Order No. 614 to create a new Digital Accessibility and Equity Governance Board, and the position of Chief IT Accessibility Officer (CIAO). Under the leadership of the CIAO, all state agencies will strive to ensure that our digital services can be accessed by all.

With accessibility already at the forefront of EOTSS's mission, key projects such as the Digital Roadmap and the AskMA chatbot will continue in FY25. Funded through the FY24-28 Capital Investment Plan (CIP), the Digital Roadmap puts people at the center of EOTSS's digital future, linking residents to products and services that provide accessible, simple, and secure digital experiences. To date, over one million residents have registered Identity Access Management accounts. EOTSS's rollout of the Roadmap will further enhance and personalize the experience of accessing state services by creating a single sign-on platform to connect

users to all resources and platforms across state government, including the Integrated Eligibility and Enrollment (IE&E) system. For more information on the IE&E initiative, please see the **Mass Cares: Promoting Health, Resilience, and Independence** budget brief.

The AskMA chatbot supports accessibility through multilingual integration with mass.gov and multimedia responses to inquiries. AskMA will evolve in FY25 as it is implemented throughout state IT systems to provide a seamless user experience. House 2 recommends annualizing support for the AskMA chatbot onto the operating budget for the first time.



Infrastructure Investments

EOTSS has invested heavily in building a robust technological infrastructure through its capital portfolio, which is subsequently maintained through the operating budget. FY25 House 2 recommends \$4.8 million to continue strengthening the state's cybersecurity posture through hardware maintenance and advanced threat protection software.

Since FY20, EOTSS has deployed premier cybersecurity technologies to incorporate into a unified Security Operations Center (SOC). The SOC manages cyber incident monitoring, reporting, and remediation for the state. Investment in top tier technologies and expanded services to state entities through the SOC remains a key priority.

EOTSS has also fortified the capacities of the Massachusetts Cyber Incident Response Team, or MA-CIRT. The mission of the MA-CIRT is to enhance the state's ability to prepare for, respond to, mitigate against, and recover from significant cybersecurity incidents. The MA-CIRT reviews cybersecurity threat information and vulnerabilities to make informed recommendations and establish appropriate policies to manage the risk of cyber incidents for all executive department agencies.

Operational Excellence

Attaining operational efficiencies was one of the key goals of the elevation of EOTSS to the secretariat level in 2018. The consolidation of IT services under EOTSS has solidified the state's commitment to digital accessibility by providing centralized leadership. In addition, the centralization has enabled more efficient management of technological infrastructure and service delivery under a Commonwealth Chief Information Officer.

EOTSS will proceed with the process of consolidating Executive Branch IT departments in FY25, with Health and Human Services, the Department of Transportation, the Department of Revenue, and Energy and Environmental Affairs to be completed next. The below table summarizes the secretariat personnel consolidations completed to date:

Personnel Consolidations	Full-Time Employees
Labor and Workforce Development	32
Administration and Finance	41
Education	13
Public Safety and Security	55
Economic Development / Housing and Livable Communities	16

Collaboration with Municipalities

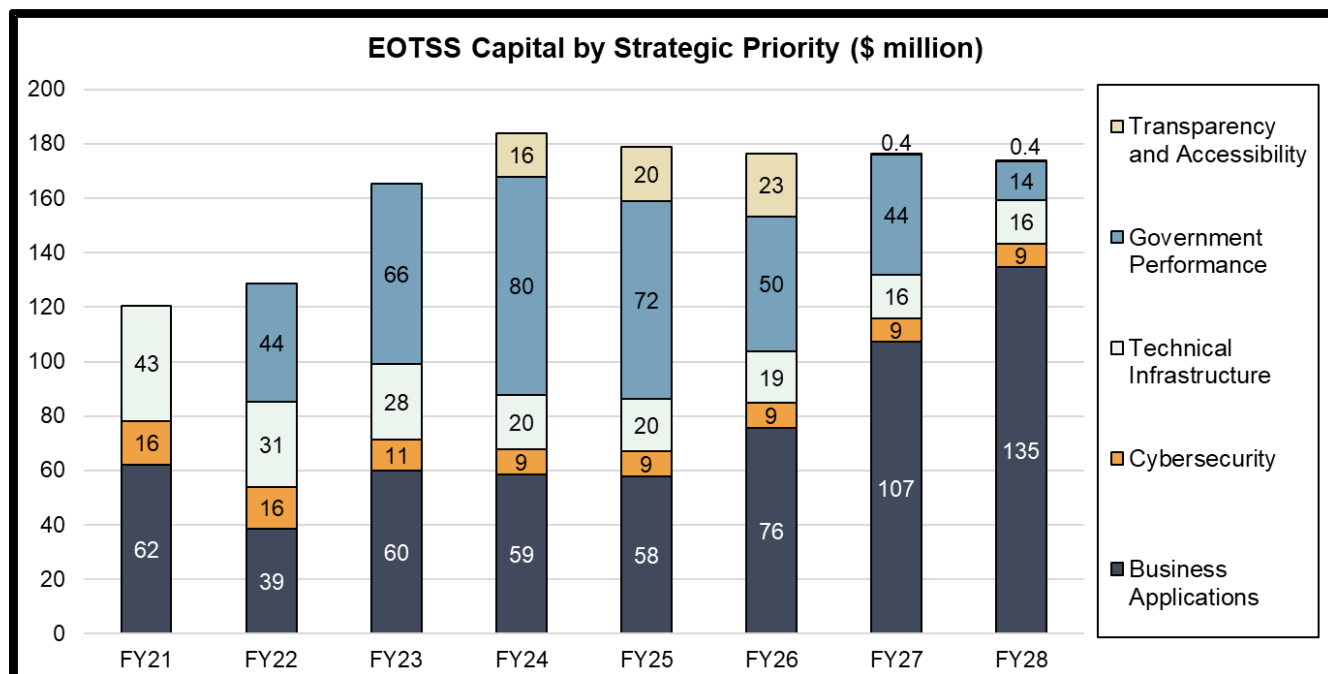
Municipal governments are a key component of the overall cybersecurity posture of the state. FY25 House 2 continues to fund the Municipal Cybersecurity Awareness Training Grant Program to ensure best practices at all levels of government through the Office of Municipal and School Technology (OMST). In addition, House 2 recommends adding \$697,000 over FY24 for matching funds for federal cybersecurity grants that will help state and municipal agencies improve their cyber defenses.

IT Bond Bill

On January 9th, the Healey-Driscoll Administration filed the FutureTech Act requesting authorization for \$1.23 billion of new Information Technology capital spending to support EOTSS's capital portfolio for FY2025-2029. EOTSS's capital programs can be divided into four main strategic priorities:

- Enhanced business applications to improve service delivery
- IT resources to make government more efficient
- Cybersecurity and technical infrastructure
- Transparency and accessibility of state resources

The below table summarizes the historical and planned capital spending among these priorities from FY21-FY28.



This new authorization will support vital ongoing projects such as the Digital Roadmap, the Business Enterprise Systems Transformation program, and the Employment Modernization Transformation program, as well as fund established and successful municipal grant programs for technology and fiber networks. For more information on these initiatives, please refer to the FY24-F28 Capital Investment Plan. In addition, EOTSS has future planned initiatives in Artificial Intelligence that will make Massachusetts a competitive place for generative AI technology, while also allowing state government to innovate responsibly.

