

Commonwealth Office of Technology

The Budget Review Subcommittee on General
Government, Finance, Personnel, and Public
Retirement

August 19, 2020

Introduction

- Ruth Day, Executive Director of the Commonwealth Office of Technology (COT) and Chief Information Officer for the Executive Branch
- Joined COT December 10, 2019
- 30 years private sector experience, Licensed CPA for 28 years
- Last position held before retirement transition
 - Vice President of Administrative Services, \$3billion company of 1200 employees
 - Managed 350 employees in 3 states
 - Areas of responsibility - Revenue Processing, Fuel Tax, Permits and Licensing, Settlements, Accounts Receivable, Imaging, Agency Services, Settlements and Transportation Payables

Information Technology – Key Component

- Weekly Settlements - 52 weeks a year, 90+ % electronically to
 - over 9000 owner-operators, on the day of the week of their choice
 - and 1200 sales agents on Saturday
- Over 10,000 shipments processed daily, average of 8 financial transactions per shipment
- Transportation – low margin business, efficiencies in operations and administration critical to profit gains
- Cost control through automation and digitalization

Information and Technology

- COT – wealth of technology knowledge
- Primary Roles
 - Commonwealth Data Center
 - Voice communications
 - User Support Services
 - Governance over Information Technology for all cabinets
 - Governance and Architecture for Cybersecurity
- Pandemic – uninterrupted service and operation

Information and Technology

In a Pandemic

- Lessons Learned – Information

- Remote work can be more productive, 178 state employees, 60%
- Face to face meetings different, but effective
- Communication more important than ever
- Need greater training and use with the technologies available

- Lessons Learned – Technology

- We had the technology and the knowledge
- Cloud based email
- MiFi or Hotspot
- Soft phones

Information Technology

- COT's primary responsibility is to service the agencies that service and support the citizens of the Commonwealth, whether working in a state office or a home office the level of service is sustained by the professional staff and the technology available.
- Thank you for your time today.

Questions?

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