



Legislative Fiscal Bureau

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Joint Committee on Finance

Paper #485

Information Technology Services (Historical Society)

[LFB 2023-25 Budget Summary: Page 323, #4]

CURRENT LAW

The Wisconsin Historical Society (WHS) contracts with the University of Wisconsin-Madison's Division of Information Technology (DoIT) for IT services and support.

DISCUSSION POINTS

1. The Department of Administration (DOA) manages information technology (IT) assets and provides IT services for several state agencies through its Division of Enterprise Technology (DET). Under 2015 Act 55, DOA was required to consult with certain state agencies, including WHS, and develop a plan for assuming responsibility for services related to human resources, payroll, finance, budgeting, procurement, and IT. WHS indicated that it worked with DET and DoIT (its existing IT service provider) to determine that it would not participate in the DET consolidation project and would instead further integrate into DoIT due to cost savings that were estimated at that time to total \$2.0 million in one-time expenses and \$800,000 annually. WHS indicated that the relationship and contract it maintains with DoIT has grown since that time and includes services such as file hosting, security, server and database hosting and administration, email, Microsoft 365 applications, voice over internet protocol (VoIP), and network management.

2. In its agency budget request, WHS indicated that in January, 2021, DoIT informed WHS that the contract rates and accounting practices needed to be adjusted, but it intended to continue providing IT services for WHS. In April, 2022, DoIT informed WHS that it was no longer able to continue providing core IT support and services for WHS after December 31, 2022. WHS began working with DET in order to determine the process and requirements of transitioning IT services. WHS indicated that DOA recommended to fully transition IT services due to the complexity and cybersecurity risks involved with having two entities provide different IT services. WHS indicated

that its current contract with DoIT does not have an end date yet, and it is working with DoIT and DET to ensure continuity of services throughout the transition.

3. WHS requested \$2,574,900 GPR in 2023-24 and \$2,370,100 GPR in 2024-25 and 4.0 positions annually for the transition of IT services and support from DoIT to DET, as well as the implementation of digitization initiatives included in the WHS IT strategic plan. The requested funding and positions are included in Assembly Bill 43/Senate Bill 70. WHS indicates that the current costs of these services provided by DoIT is \$426,700, including \$59,900 for desktop and technical services specialists which DoIT provides through limited-term employees (LTEs). The full amount requested includes those costs in excess of the amount currently paid for services provided by DoIT.

4. The budget for the proposed funding increase includes \$498,100 in one-time transition costs in 2023-24, \$1,996,700 annually for supplies and services, and \$80,100 in 2023-24 and \$373,400 in 2024-25 for 4.0 FTE positions to support daily IT operations and to implement initiatives in the WHS IT strategic plan. WHS indicates that it would be difficult to estimate a breakdown of the requested costs or items that are necessary for the transition of IT services versus those that are for other initiatives. According to the WHS IT strategic plan for 2023-24, these initiatives include the following: (a) transitioning IT services, including network services, file and server hosting, cloud storage, database administration, security, and user computing services, from DoIT to DET; (b) planning and implementing a digital asset management system to consolidate the current siloed legacy systems, provide digital access through integration with the WHS website, and support the new History Center; and (c) redesigning the WHS website, which the plan indicates would not require additional resources. WHS indicates that these activities will allow online access to the Historical Society's collections as well as support immersive experiences at the new History Center.

5. The four positions include the following: (a) a security and operations supervisor to provide agency-wide management and administration of cybersecurity and IT support activities; (b) a data specialist to implement and support data and metadata strategies associated with digital initiatives and projects; (c) a digital program area specialist to consult, plan, and implement digitization projects; and (d) a digital program assistant to provide technical support for digitization projects. Funding for the four positions includes \$56,300 in salary and \$23,800 in benefits in 2023-24 and \$262,500 in salary and \$110,900 in fringe benefits in 2024-25.

6. The one-time transition costs in 2023-24 include the following: (a) \$365,000 for hardware for VoIP, endpoint management, multifactor authentication, and transition services and support recommended by DET; (b) \$23,100 for data migration services and software, primarily to migrate Microsoft 365 data; and (c) \$110,000 for a large format scanner for digitization initiatives included in the WHS strategic plan.

7. The remaining \$1,996,700 annually for supplies and services includes \$458,600 for infrastructure and network services, \$266,600 for software, licensing, and cloud solutions, \$362,100 for security and support operations, and \$909,400 for contractor staffing.

8. WHS indicates that the costs for key infrastructure and network services, including server and file hosting, are 50% to 70% higher with DET than DoIT. Additionally, the costs of software, licensing, and cloud solutions, such as Microsoft 365, Adobe, Tableau, and Google

Workspace, are higher because UW contracts are able to benefit from lower educational pricing and certain upgraded licensing types are required to meet the security standards of the Employee Identity and Access Management (EIAM) system provided through DET. Finally, WHS indicates that DET does not provide some of the same services as DoIT, which would require WHS to contract directly for those services.

9. The \$909,400 for annual contractor staffing includes the following: (a) \$108,160 for an information systems (IS) network services specialist to support, maintain, and expand network services, and service internet, communications, safety, and security systems during the migration process; (b) \$239,200 for an IS technical architect to plan, communicate, and lead innovation through implementation of systems involving considerable business and technical complexity, and assist in replacing legacy systems; (c) \$168,480 for an IS database administrator to replace responsibilities DoIT offers that support the agency's database systems and software through monitoring and alerting tools, database backup and recovery operations, security patching, optimization, software upgrades, and data management innovations; (d) \$135,600 for two IS desktop support specialists to replace services provided by LTEs at DoIT that support and maintain desktop systems, software, and voice services, and manage endpoint and mobile device solutions in alignment with enterprise security standards; (e) \$124,800 for an IS business analyst to lead the data management program, establish governance standards, train WHS staff, and serve as the primary liaison between WHS and DOA to integrate data from enterprise and internal systems to a business intelligence platform and data warehouse; and (f) \$133,100 for a systems engineer to support the migration and rebuilding process, provide ongoing maintenance and sustainability, and replace services provided by DoIT related to virtual machine and application hosting.

10. WHS indicates that all of the contractor positions are needed on an ongoing basis, and once the transition is complete, their duties will change to complete follow-up projects that have been identified to further integrate into the state of Wisconsin enterprise system, modernize IT systems that currently include legacy and non-standard systems, and establish digital infrastructure to preserve collections. WHS indicates that to support changing IT needs and new initiatives in the past, DoIT was able to provide flexibility with high levels of staff and contracted resources at certain times, and that alternatively, WHS will maintain a more fixed level of contractors with DET. WHS also indicates that it was not provided with sufficient notification from DoIT to identify potential alternatives for managing IT services.

11. Assembly Bill 43/Senate Bill 70 would provide \$2,574,900 GPR in 2023-24 and \$2,370,100 GPR in 2024-25 and 4.0 positions annually for the transition of IT services and support for WHS from DoIT to DET. The funding and position authority is to ensure the WHS IT program can maintain the current level of services, implement initiatives included in the IT strategic plan, and provide additional resources to support the new history center. [Alternative 1]

ALTERNATIVES

1. Provide \$2,574,900 in 2023-24 and \$2,370,100 in 2024-25 and an increase of 4.0 positions for the Historical Society to transition information technology services and support from the University of Wisconsin-Madison Division of Information Technology to the Department of

Administration's Division of Enterprise Technology.

ALT 1	Change to Base	
	Funding	Positions
GPR	\$4,945,000	4.00

2. Take no action.

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