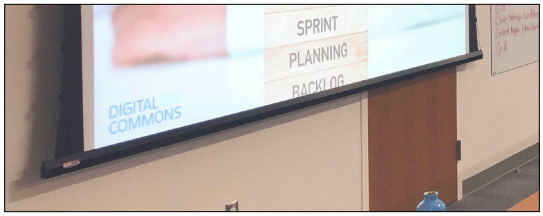
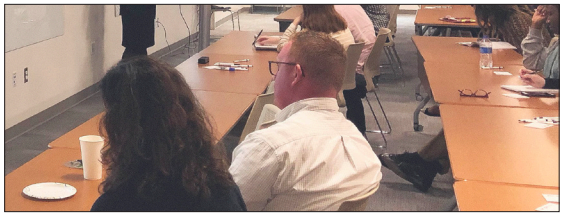
digital solutions year in review

overview

N.C. DEPARTMENT OF INFORMATION TECHNOLOGY





In 2019, the N.C. Department of Digital Technology's Digital Solutions team supported more than 60 government websites, embraced new digital channels and services, evolved its flagship platform and found new ways to connect, engage and support customers.

As a result, NCDIT and agency customers, citizens, visitors and others had positive experiences interacting with state government.

The year represented an important transitional period for Digital Solutions. The team embraced and adopted , including people, process, technology, culture and data.

For example, migrating to Amazon Web Services cloud infrastructure unleashed new ways to innovate, create efficiencies and remain a cost effective service.

Digital Solutions continued to improve and enhance its training activities and outreach by reaching more than 250 employees across multiple agencies with in-person training.

Digital Solutions' "We Are NC Gov" digital conferences created a new way for NCDIT to support the sharing of digital knowledge, ideas and resources. The conference attracted hundreds of state employees to the Innovation Center in downtown Raleigh and inspired similar events for data insights gathering and dev-ops.

Technically, the team completed more than 800 development tickets, which included bug fixes, security patches and Drupal platform enhancements. Multiple security-related improvements were made also at all layers of the stack.

One thing that didn't change in 2019 was the team's commitment to providing a great service and experience to both state agency partners and citizens.

accomplishments

N.C. DEPARTMENT OF INFORMATION TECHNOLOGY

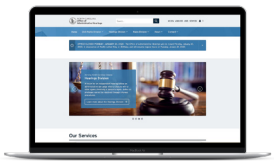
Digital Solutions transitioned 12 state government websites to Digital Solutions platform in 2019

N.C. Department of Public Instruction

N.C. Department of Insurance

State Historic Sites

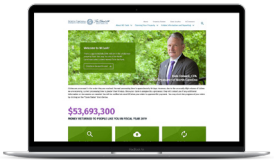
NC360



Office of Administrative Hearings

Albemarle-Pamlico National Estuary Partnership

Retirement Systems Division



NC Cash

Ready NC

eProcurement

Office of the State Treasurer

ORBIT Help and Support

digital strategy

N.C. DEPARTMENT OF INFORMATION TECHNOLOGY

“It’s not the platform you’re selling. It’s the team.”

Cory Redick
N.C. Department of Insurance

Digital Solutions aims to both support state agency goals and deliver great digital experiences to citizens and end users. When migrating a website to the Digital Commons platform, Digital Solutions partners with agencies to ensure web and digital strategies are focused on meeting user needs.

In 2019, Digital Solutions introduced new tools and techniques and enhanced processes with the end user in mind. They included:

- Making website content organizational services and tools available to partners
- Holding work sessions to guide content strategy
- Leading top-tasks workshops to define user needs
- Developing an assessment strategy to ensure information, resources and content are tailored to meet customer and user needs

training and events

N.C. DEPARTMENT OF INFORMATION TECHNOLOGY

Digital Solutions invested in training and digital leadership in 2019

Lunch and Learn Events

Using Microsoft Teams, Digital Solutions created a "Digital Ninjas" group for hundreds of website administrators and communicators to share tips and tricks, learn about training opportunities, interact with Digital Solutions team members and obtain resources for site management.

The team introduced lunch and learn events for agency web and digital specialists as well as communicators to share and learn from each other.

Agency feedback has been very positive and has strengthened understanding and potential with the Digital Commons platform.

We Are NC Gov

We Are NC Gov is a semi-annual digital transformation summit that connects state government employees across units and professional roles resulting in important insights, learning opportunities and cross-organizational projects.

We Are NC Gov events attracted more than 100 digital communicators, web designers, agency leaders and marketing specialists from dozens of state agencies and commissions.

The events included keynote speakers and breakout sessions focusing on topics such as citizen-centric service delivery, digital marketing and user experience best practices.

Digital Government Committee

As a key part of the North Carolina's digital strategy, the Digital Government Committee was chartered in 2019 with a vision to enable the state to deliver citizen-focused government services, resources and information.

The committee, spearheaded by Digital Solutions Director Billy Hylton, adds value by illuminating citizen-focused opportunities, exploring key partnerships, sharing research and advocating for best practices in the areas of government culture, processes, and technologies.

For example, the committee conducted a survey that gathered feedback from about 200 North Carolina citizens to better understand how to better deliver government services.

In 2020, the committee will meet to develop a strategy and set of tangible deliverables based on this direct citizen feedback.

Digital Commons Advisory Committee

As a part of the Drupal 8 upgrade initiative, the Digital Commons Advisory Committee was established to advise, collaborate and assist the Digital Solutions team with informed decision making for the Digital Commons platform.

Application Development

In November 2019, Digital Solutions helped host the first Application Development event at the Innovation Center in Raleigh. The event theme was "The Road to Dev-Ops." More than 80 people attended.

DrupalCon Leadership

In Spring 2019, Digital Solutions team members attended the DrupalCon conference in Seattle and connected with peers from across the country. Digital Solutions spearheaded "Birds of a Feather" events which attracted Georgia, Massachusetts, Texas and others. These sessions resulted in Drupal solutions that can be shared across states.

customer support

N.C. DEPARTMENT OF INFORMATION TECHNOLOGY

> “We appreciate your expertise, passion, and out-of-the-box solutions. You are a small team that really over-delivers. We love the Digital Commons team.”

Brian Jackson
Office of the State Treasurer

Digital Solutions understands that a critical objective to success is delivering excellent customer service. It strives to go beyond standard metrics of customer support but deliver truly excellent service and experiences.

In 2019, Digital Solutions expanded the Digital Commons support site to include more articles, blog posts, sample material, feedback mechanisms and tools.

The team also conducted customer surveys and published the results for anyone to review.

In addition, it published a 2019 Digital Commons Training Dashboard that lays out agencies trained, types of training and trainees.

new platforms and digital initiatives

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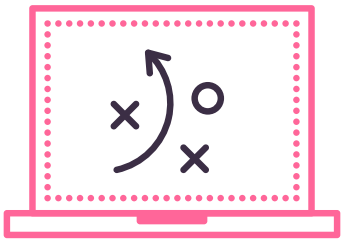


IT Roadmap

In 2019, the N.C. Department of Information Technology updated its statewide IT Roadmap, which was reframed to be more "digital" and structured in a narrative format that weaves together people, process, technology, culture and data.

Digital Solutions was part of this process, contributing to the establishment of a set of digital principles and assisting in the creation of a web-based roadmap that was well-received and delivered more of an impact than previous roadmaps formatted for print only.

PayIt

Digital Solutions has been instrumental in the strategic rollout of the PayIt platform, following the deployment of MyNCDMV, which delivers a simplified experience for DMV transactions.

This includes prioritizing and engaging state agencies, local governments and other government units that might be onboarding on the platform. Soon, the N.C. Office of the Governor will be transitioning its disaster donation solution to PayIt.

In October 2019, Digital Solutions partnered with PayIT in a co-presentation on the service at the North Carolina Local Government Information Systems Association conference. As a result, Cabarrus County will move to the platform.

Digital Commons 2.0

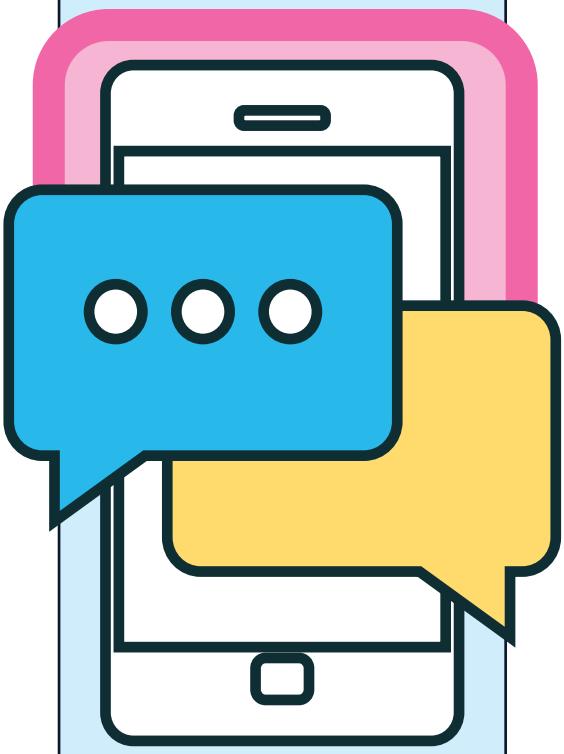
In one of the most significant projects of the team's five-year history, Digital Solutions has made progress in the platform's transition from Drupal 7 to Drupal 8.

This evolution represents a major shift in the maturity of the web and digital platform offering for all Digital Solutions customers and will greatly expand features and functionality. Benefits include, mobile-device support for both front-end and back-end users, accessibility, API and platform interoperability as well as significant, improvements in ease-of-use.

Proof-of-Concept

Digital Solutions partnered with the N.C. Department of Health and Human Services to test an accessibility remediation service known as AudioEye. Currently in production on the DHHS website, this service ensures that users with disabilities have an optimal experience interacting with the website.

The teams will conduct a review and work with a blind user from the N.C. Department of Natural and Cultural Resources' State Library to evaluate the effectiveness of the remediation and service. If successful, Digital Solutions might seek to procure the service to deploy across the network of Digital Commons websites.



Amazon Web Services

In conjunction with the evolution of the Drupal platform, Digital Solutions has advanced its use and adoption of Amazon Web Services tools, features, and benefits.

In 2019, Digital Solutions partnered with AWS to develop a chatbot prototype which runs on AWS Lex technology, and deployed it to the NCDIT Intranet.

In addition, the overall AWS cloud infrastructure has been optimized to be more stable and performant. Digital Solutions has had 100% uptime since the beginning of September 2019.

IT modernization

As part of a strategy to modernize legacy websites and applications, Digital Solutions worked to decommission, refactor and migrate websites running on a legacy Windows shared server environment.

In addition to modernization, this resulted in better experiences for end-users in many instances.

For example, the N.C. Department of Health and Human Services decommissioned more than 100 older websites that were not receiving any traffic and moved many internal-facing websites to their restricted SharePoint space.

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