

OFFICE OF TECHNOLOGY REPORT TO OUR CITIZENS



Who we are

Public Law 36-076 established the Office of Technology (OTECH) in February 2018 as GovGuam’s newest department effective October 1, 2018 as Article 11 in 5 Guam Code Annotated (GCA) Chapter 1 and renumbered as Article 12.1 by the Compiler. The scope of authority shall apply to all agencies of the executive branch, not including autonomous agencies.

We strive in finding practical information technology solutions to everyday problems of the Government of Guam.

We seek to further the management goals and purposes of government by the development of compatible, linked, and secure information systems across GovGuam.



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MISSION

The Office of Technology will:

- provide highly reliable, secure and cost effective oversight, leadership, administration and direction for activities relating to information technology to all agencies across GovGuam
- enable GovGuam agencies to better service the island citizens, businesses and other interested parties in Guam
- enhance the GovGuam’s technical infrastructure in order to attract business, improve access to information and enhance educational opportunities for our children and future generations

CORE VALUES

The Office of Technology remains committed to supporting GovGuam line agencies, other government entities and our citizens in obtaining their business goals through technology.

Specifically we:

- will have a passion for our work and the success of others in the GovGuam community
- we will work as a team and respect our co-workers and peers
- will pursue change and continuous improvement with a sense of urgency
- will earn the respect of our end users and citizens by consistently delivering as promised
- will hold ourselves accountable for everything we do
- will leverage modern technologies and proven management methods in defining, designing and delivering quality government to citizen solutions
- will be responsive to our end user needs based on their view of business impact

STRATEGIC GOALS

- Maintain the highest levels of customer satisfaction
- Make Government Services More Accessible
- Implement Common Infrastructure and more modern Application solutions
- Ensure GovGuam’s Information Assets are Secured and Privacy Protected
- Lower Costs and Improve the Quality of GovGuam’s Technical Infrastructure
- Strengthen our Technology Workforce

OTECH’S CYBER PARTNERS



MANAGEMENT TEAM AS OF December 2021

Frank LG Lujan, Jr.	Chief Technology Officer	frank.lujan@otech.guam.gov
Beatrice A Santos	Data Processing Manager	beatrice.santos@otech.guam.gov
Nicole B Nelson	Systems & Programming Admin	nicole.nelson@otech.guam.gov
Elaine J Cruz	Computer Operations Supervisor	elaine.cruz@otech.guam.gov

<https://otech.guam.gov>

(671) 635-4500

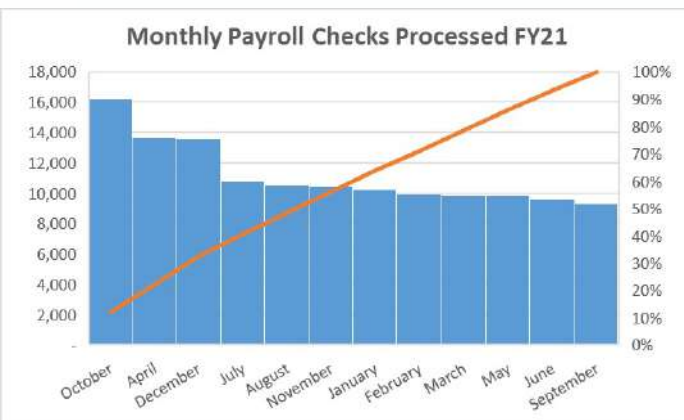
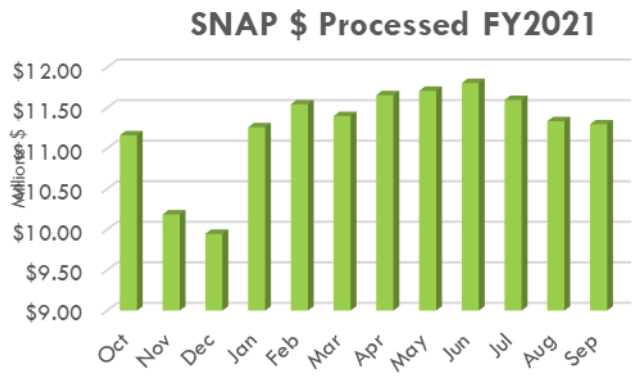
cto@guam.gov

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211 Aspinall Avenue
Hagåtña, Guam 96910

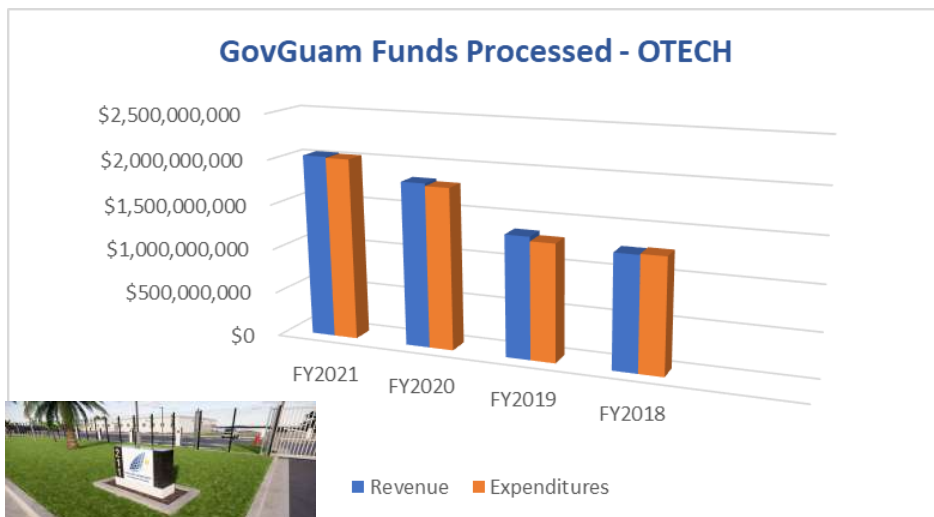


OUR PERFORMANCE

On average over 68,836 participants in over 23,963 households were issued SNAP benefits monthly totaling over \$134.9M for FY2021 in the midst of a global pandemic. April saw a moderate rise with over 74,913 participants receiving benefits



OTECH executed over 48 demand payroll runs in addition to the 26 regular payrolls processed in FY2021 grossing over \$215M and over 134,043 pay statements transmitted electronically or printed. The average gross payroll processed each month is just under \$18M with just over 11K paychecks for each month.



BY THE NUMBERS

3500

OTECH supports and secures on any given business day over 3500 endpoint users.

100

OTECH supports and secures over 100 different lines of business across the GovGuam IT landscape including public health, law enforcement, and finance

40

OTECH continues to support over 40-line agencies, offices, and commissions within the Executive branch daily

10

OTECH has 10 personnel on staff responsible system technical support, security, and service calls 24/7.

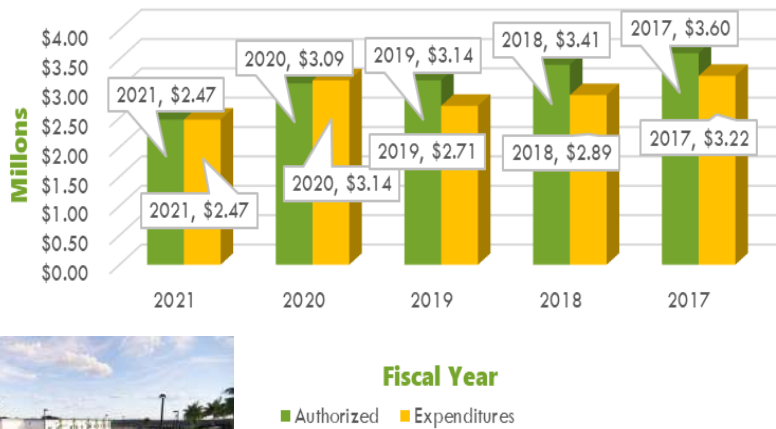
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OTECH has 4 operations personnel on staff responsible for daily, weekly, and monthly IT operations and service calls



OUR FINANCES

OTECH Budget - 5 Year Trend



GENERAL FUND OPERATIONS

	FY2020	FY2021
GA General Fund	\$3,087,771	\$2,469,381
Operational Expenses		
Salaries	\$806,768	\$944,256
Benefits	\$276,171	\$361,006
Contractual Services	\$1,704,316	\$835,680
Supplies	\$23,288	\$23,488
Equipment		
Utilities	\$277,228	\$304,951

MAJOR EXPENSES

The highest expenses for OTECH are from personnel salaries of \$1.3M of \$2.5M. The second category is contractual services of \$835K of the FY21 budget appropriation. At this time there are no rent expenses however over \$304K is allocated for utilities to run the datacenter.

It's significant to note that there were no capital investments approved for FY21.

TAP GRANT



In August 2017, the United States Department of Interior Office of Insular Affairs awarded OTECH a Technical Assistance Program (TAP) grant of \$485,500 for its Data Center Resilience Project. As of FY2021, we have \$33K in available funds.

The Data Center Resilience Project is funding redundant Uninterruptible Power Supplies (UPS) for 2 major GovGuam data centers, as well as enhancing the GovGuam Wide Area Network broadband capacity.

In June 2018, the U.S. DOI OIA awarded OTECH a TAP grant of \$249,010 for its Network Monitoring Tools Project. As of FY2021, we have \$21,750 in available funds.

The Network Monitoring Tools Project has allowed OTECH to procure advanced integrated monitoring and vulnerability identification software in order to enhance GovGuam's cyber infrastructure.



OUR OUTLOOK



FY 2021
Volume 1, Issue 2



DIGITAL ACCELERATION₁

The global crisis continues to escalated an already existing imperative to accelerate digital government. Usage of existing IT infrastructure, and demand for new digital government services, continues to increase logarithmically.

Key Challenges

In FY2021 technology has become essential for remote working, distance learning, maintaining economies, tracking COVID-19 and keeping governments running. Compounding the urgency is the crisis having created increased demands for some services and declining revenue, leading to austerity measures and stronger expectations for accountability. Automation and delivering services digitally wherever feasible are imperative to sustainability of GovGuam operations.

Recommendations

Ultimately, OTECH envisions realigning committed resources, unleashing force multipliers, and eliminate initiatives, processes or practices that have entrenched themselves. Technology should be used to mitigate the risk associated with the removal of decision steps that cause unnecessary friction. Lastly a focus on standardization, interoperability, remote management, control, and autonomous operations are great initial first steps in moving forward.

¹CTO, FLGLujan Personal Technical Notes updated from FY20

FUNDING TECHNOLOGY₁

OTECH must reevaluate their core business objectives and establish ongoing, collaborative governance to document and communicate a fit-for-purpose IT chargeback model or policy.

Key Challenges

■ Approaches to IT cost allocations charged back to line agencies are often built up intermittently over several years, with little holistic oversight or governance.

■ Multiple, often complex and unclear IT cost allocations are administratively heavy to calculate, communicate and explain.

■ IT chargeback affects line agency budgets and can have a significant impact on the financial performance of each line of business. Business units will push back on reporting or paying charges if the relationship between cost allocations, usage and business value is not effectively explained by OTECH.

Recommendations

OTECH should:

■ Evaluate and validate the objective of a new or existing IT chargeback initiative.

■ Simplify and depoliticize IT cost allocations to line agencies by implementing a cross-functional, collaborative governance committee and formal dispute resolution process.

■ Establish an IT chargeback communications strategy to minimize ad hoc queries and disputes by sharing cost allocation policy decisions and impacts upfront with all relevant stakeholders.

IT WORKFORCE₁

Strategic workforce planning (SWP) has never been more important and challenging. OTECH operates during an era of constant flux, with digital disruptions driving the need to continuously evolve talent and skills in support of line agency

tactical objectives. Factors that all have significant implications on GovGuam's ability to build the right workforce to execute the strategy include:

- Global economic and political uncertainties
- New sources of revenue
- An aging workforce
- Severe IT labor shortages

The speed of technology advancements that make skills obsolete more quickly

Despite the uncertainty and complexity of the environment that GovGuam Directors operate in, there is an ever-increasing expectation for OTECH to deliver technology-enabled solutions to establish and sustain efficient digital service delivery.

The ability for OTECH to adapt their technical workforces quickly in this dynamic environment is imperative and will be better poised to result in delivering reliable, value-added and innovative services to the line agencies and the citizens being served. After all, workforce risks are operational risks; if not properly managed, then they will have a direct

WE WANT TO HEAR FROM YOU! LET'S STAY CONNECTED!

Do you like this report? Is there any other information you would like to see included?

Please let us know by contacting OTECH via email at

cto@quam.gov





Thomas Eladio Battung <tbattung@guamopa.com>

Fwd: Reminder for Submission of FY 2021 Citizen-Centric Reports - OTECH

1 message

Benjamin Cruz <bjacruz@guamopa.com>

Tue, Sep 20, 2022 at 12:13 AM

To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Johanna Pangelinan <jpangelinan@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>, Kyle Bungubung <kbungubung@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Thomas Battung <tbattung@guamopa.com>, Thomas Quichocho <tquichocho@guamopa.com>, Thyrza Bagana <tbagana@guamopa.com>, Marisol Andrade <mandrade@guamopa.com>

Sent from my iPhone

Begin forwarded message:

From: Frank Lujan <Frank.Lujan@otech.guam.gov>**Date:** September 19, 2022 at 9:57:16 PM GMT+10**To:** Mariella Cruz <mcruz@guamopa.com>**Cc:** Vincent Duenas <vduenas@guamopa.com>, Benjamin Cruz <bjacruz@guamopa.com>**Subject:** RE: Reminder for Submission of FY 2021 Citizen-Centric Reports - OTECH

Håfa adai,

Please find attached to this email OTECH's CCR for FY21. Please confirm that receipt of the attached document is in order. Si' Yu'os Ma'åse'.

Senseramente,

Frank L.G. Lujan, Jr.

Chief Technology Officer

Government of Guam - Office of Technology

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Let's take a moment to appreciate all the hard work, Dedication and Sacrifice of all Heroes Fighting (COVID-19), God bless you. Stay Safe

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From: Mariella Cruz <macruz@guamopa.com>

Sent: Tuesday, August 9, 2022 5:00 PM

To: Mariella Cruz <macruz@guamopa.com>

Cc: Vincent Duenas <vduenas@guamopa.com>; Benjamin Cruz <bjacruz@guamopa.com>

Subject: Reminder for Submission of FY 2021 Citizen-Centric Reports

CAUTION: This email originated from outside of the Government's Network. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hafa Adai,

Attached is a memorandum from Public Auditor Benjamin J.F. Cruz reminding your entity of the deadline to submit the required Citizen-Centric Report for Fiscal Year 2021 by **September 19, 2022**.

Thank you!

Best regards,



Mariella G. Cruz

Accountability Auditor I

Office of Public Accountability

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3 attachments



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FY21 OTECH CCR Final.pdf
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