



Lourdes A. Leon Guerrero
Governor
I Maga' Hågan Guåhan

Joshua F. Tenorio
Lieutenant Governor
I Segundu Maga' Iåhi Guåhan

OFFICE OF TECHNOLOGY
(UFISINAN TEKNOLOGIA)
GOVERNMENT OF GUAM
(GUBETNOMENTON GUÅHAN)
Post Office Box 884 • Hagåtña, Guam 96932



Frank LG Lujan, Jr
Chief Technology Officer

Beatrice A. Santos
Data Processing Manager

April 25, 2025

MEMORANDUM

TO: Hon. Benjamin J. F. Cruz, Public Auditor
FROM: Frank LG Lujan, Jr, Chief Technology Officer
SUBJECT: FY2023 Citizen Centric Report

Buenas yan Håfa Adai,

Attached as required in Title 1 GCA Chapter 19 §1922(a), please find the OTECH FY2023 Citizen Centric Report. This report has also been transmitted to the Speaker and posted on OTECH's website at <https://otech.guam.gov/about-us/>

Should you have any questions or concerns, please contact me at 671-635-4500 or email at frank.lujan@otech.guam.gov.

Si' Yu'os Ma'åse',

Frank LG Lujan, Jr.

Attachment



Lourdes A. Leon Guerrero
Governor
I Maga' Hågan Guåhan

Joshua F. Tenorio
Lieutenant Governor
I Segundu Maga' Iåhi Guåhan

OFFICE OF TECHNOLOGY
(UFISINAN TEKNOLOGIA)
GOVERNMENT OF GUAM
(GUBETNOMENTON GUÅHAN)
Post Office Box 884 • Hagåtña, Guam 96932



Frank LG Lujan, Jr
Chief Technology Officer

Beatrice A. Santos
Data Processing Manager

April 25, 2025

MEMORANDUM

TO: Hon. Frank Blas, Jr., Speaker
FROM: Frank LG Lujan, Jr, Chief Technology Officer
SUBJECT: FY2023 Citizen Centric Report

Buenas yan Håfa Adai,

Attached as required in Title 1 GCA Chapter 19 §1922(a), please find the OTECH FY2023 Citizen Centric Report. This report has also been transmitted to the Public Auditor and posted on OTECH's website at <https://otech.guam.gov/about-us/>

Should you have any questions or concerns, please contact me at 671-635-4500 or email at frank.lujan@otech.guam.gov.

Si' Yu'os Ma'åse',

Frank LG Lujan, Jr.

Attachment



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 Annotat-ed (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 to find practical information technology solu-tions 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.



WHAT'S INSIDE

ABOUT US.....	1
OUR PERFORMANCE ..	2
OUR FINANCES.....	3
OUR OUTLOOK.....	4

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 inter-ested parties in Guam
• enhance the GovGuam’s technical infrastruc-ture in order to attract business, improve access to information and enhance educational oppor-tunities for our children and future generations

CORE VALUES

The Office of Technology remains committed to supporting GovGuam line agencies, other gov-ernment entities and our citizens in obtaining their business goals through technology. Specifically we:
• will have a passion for our work and the suc-cess of others in the GovGuam community
• we will work as a team and respect our co-workers and peers
• will pursue change and continuous improve-ment 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 satisfac-tion
- 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 Gov-Guam’s Technical Infrastructure
- Strengthen our Technology Workforce

OTECH’S CYBER PARTNERS



MANAGEMENT TEAM AS OF September 2023

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
Christine San Agustin	Programmer Analyst Supervisor	christine.sanagustin@otech.guam.gov

TECHNICAL AND ADMINISTRATIVE TEAMS

Gerard Calvo—Systems Programmer	Jennie Quintans—Systems Programmer
Michael Ford—Systems Programmer	Roman Palomo—Computer Systems Analyst II
Shirley Munoz—Computer Systems Analyst II	Eric Rosell—Computer Systems Analyst II
Kenneth Cruz—Computer Systems Analyst I	Dimetri Quinata—Computer Programmer I
Calvin Meno—Computer Operator II	Jeremy Pablo—Computer Operator I
Joe Ray Dela Cruz—Computer Operator I	Elizabeth Barcinas—Administrative Officer
Victoria Foreman—SPC, Cybersecurity	Rhonda Padmore-Hill—Systems & Program Adm

CONTACT US

<https://otech.guam.gov>
 (671)638-3808

cto@guam.gov
 helpdesk@otech.guam.gov
 211 Aspinall Avenue, Hagåtña, Guam 96910
P.O. Box 884, Tamuning, Guam 96931

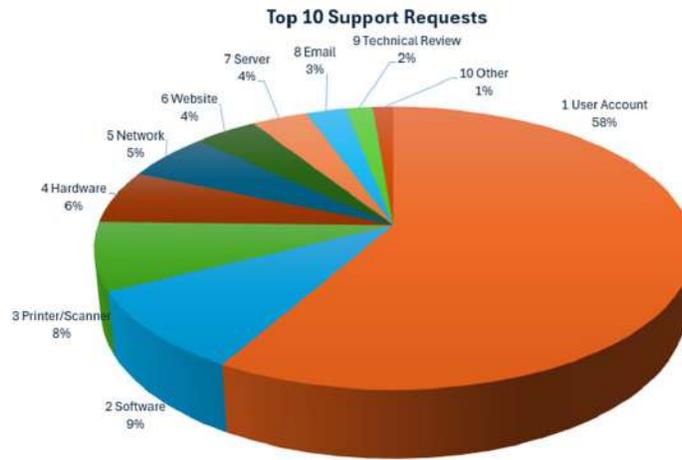




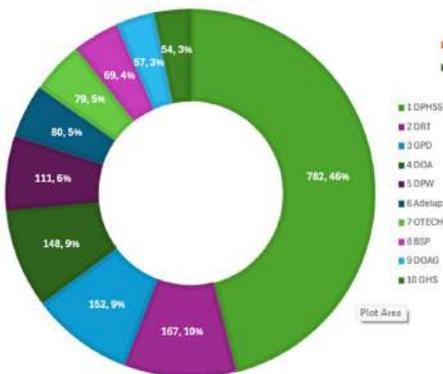
OUR PERFORMANCE

HELP DESK

The OTECH Help Desk officially launched in July 2023 and requests for the fiscal year totaled over 2400 tickets, with the top ten requests for user accounts (58%), software assistance (9%), printers/scanners (8%), hardware (6%), networks, (5%), website (4%), servers (4%), email (3%), technical review (2%), other (1%).



TOP 10 AGENCIES

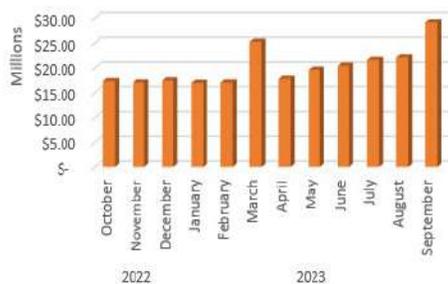


TOP 10 AGENCIES SERVED

DPHSS had the most support tickets at 782 (46%), followed by DRT (10%), GPD (9%), DOA (9%), DPW (6%), Adelup (5%), OTECH (5%), BSP (4%), DOAG (3%) and GHS (3%)

SNAP BENEFITS

On average, 59,474 households were issued monthly SNAP benefits averaging \$21,600 monthly and totaling over \$151.8M for FY2023 in the midst of a global pandemic. These benefits are processed on a daily basis by OTECH operations.



Monthly SNAP Benefits



PAYROLL PROCESSING

OTECH executed 38 demand payroll runs in addition to the 26 regular payrolls processed in FY2023 grossing over \$241M and over 126K pay statements transmitted electronically or printed. The average gross payroll processed each regular pay period was over \$8.6M with just over 4.4K paychecks for each month.

FY2023

ACCOMPLISHMENTS

SYSTEM AND NETWORK UPGRADES

OTECH successfully implemented the following enhancements to major systems:

- ◆ **Deployment of GPD HCI (Hyperconverged infrastructure)**
The major GPD virtual server environment was upgraded to an HCI. This follows the upgrades of the OTECH, DRT and DPHSS environments
- ◆ **Virtual Server OS Upgrades**
All (300+) virtual server Windows-based operating systems were upgraded to the latest server release.
- ◆ **GMHA Firewall Upgrade and Network Restoration**
OTECH assisted GMHA IT with the firewall re-configuration and network restoration following the outage in March.

OPERATIONS AND TECHNICAL SUPPORT

- ◆ **Typhoon Mawar Response**
In May 2023, the OTECH data center remained operational during the height of Typhoon Mawar, due to the maintenance and resilience of the UPS and backup generator. OTECH staff provided essential support for technology recovery efforts.
- ◆ **Pandemic EBT (PEBT) technology deployment**
In July 2023, OTECH successfully configured and deployed dozens of laptops for the DPHSS PEBT fund outreach.

- ◆ **OTECH Help Desk**
In July 2023, OTECH officially launched the Help Desk, providing more efficient support response.
- ◆ **Summer Youth Interns**
OTECH hosted seven DYA summer youth interns, teaching them the basics of PC troubleshooting and maintenance, networking and cybersecurity basics.



OTECH Summer Youth Interns, July 2023



PEBT processing, Micronesia Mall, July 2023

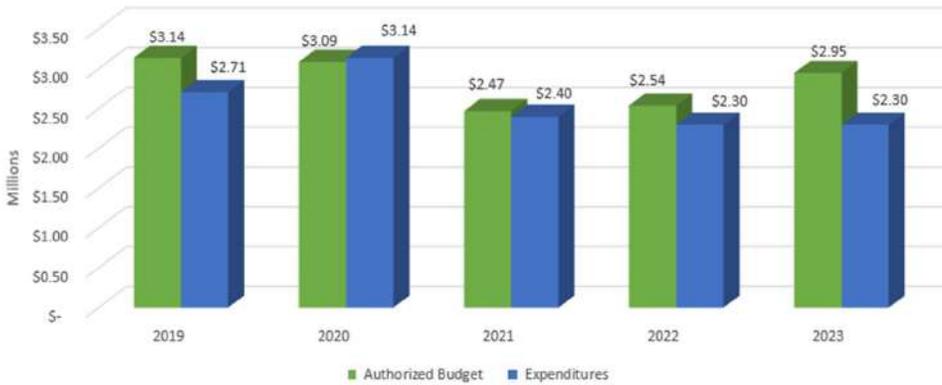


Summer Youth Interns at the Mawar Recovery Cleanup, August 2023



OUR FINANCES

OTECH Budget - 5 Year Trend



GENERAL FUND OPERATIONS

	FY2021	FY2022	FY2023
GA General Fund	\$2,469,381	\$2,543,642	\$2,954,711
Operational Expenses			
Salaries	\$944,256	\$959,384	\$1,048,583
Benefits	\$361,006	\$396,477	\$396,516
Contractual Services	\$835,680	\$909,301	\$494,051
Supplies	\$23,488	\$25,225	\$29,749
Equipment		\$8,659	
Utilities	\$304,951	\$335,446	\$306,141

MAJOR EXPENSES

The primary expenses for OTECH are personnel salaries and benefits, which accounted for approximately **59.7%** of the total budget of \$2.95 million. Contractual services represent the second largest expense category, accounting for **25.7%** of the FY23 local budget appropriation.

While there are currently no rent expenses, over **\$306,000 or 12.7%** of the budget is allocated for utilities to support the data center operations, as well as providing internet services throughout the GGWAN (GovGuam Wide Area Network).

SERVICES AND SUPPORT

OTECH offers a comprehensive suite of services designed to optimize technology infrastructure, enhance security, and reduce costs associated with our services and support which include:

- ◆ **Software Applications: \$144,900**
Software application maintenance & support
- ◆ **Data Center Maintenance: \$124,700**
Server & storage maintenance
Generator & UPS maintenance
- ◆ **Cloud Security & Services: \$103,300**
User Identity Management
Access Control

FEDERALLY FUNDED

Federal funds through ARP or DOI were leveraged to fund:

- ◆ **Tier 1 Support Staff: \$120,000**
Four support staff positions.
- ◆ **Technology Planning: \$52,000**
Technical consulting for IT Leaders
- ◆ **Network Services: \$324,000**
GGWAN network connectivity, telecommunication and internet services.
- ◆ **Cybersecurity: \$76,400**
Next-generation Enterprise Antivirus
Firewall maintenance





OUR OUTLOOK

FUTURE CHALLENGES AND ECONOMIC OUTLOOK:

● **ESCALATION OF CYBERSECURITY THREATS:** FY2023 highlighted the persistent cyber threats targeting critical infrastructure on Guam. The protection of the GovGuam network is a critical mission for OTECH, and other Guam defenders of critical infrastructure. March 2023 brought awareness of Volt Typhoon, the attacks on Guam's ISPs and GMHA.

⇒ **SOLUTION AND OUTLOOK:** OTECH partners with multiple federal and local security agencies, including DHS, CISA, FEMA, FBI, MS-ISAC, CIS (Center for Internet Security), DOD, GUNG, GHS, to ensure the cybersecurity of the GovGuam network and assets.

● **SHORTAGE OF SKILLED IT PROFESSIONALS:** A lack of qualified IT professionals with the necessary expertise to support GovGuam's digital initiatives has been a persistent issue.

⇒ **SOLUTION AND OUTLOOK:** OTECH will, in coordination with DOA Human Resources, conduct an evaluation of current IT positions and creation of new positions in order to fulfill OTECH's mission and offer better incentives to attract skilled candidates.

● **THE CHALLENGE OF DIGITAL TRANSFORMATION IN THE FACE OF BUDGETARY LIMITS:** While Guam citizens expect to engage with GovGuam via modern technologies. OTECH's overall budget for FY2023 was constrained, making it difficult to allocate sufficient resources for technology advancements.

⇒ **SOLUTION AND OUTLOOK:** OTECH will seek additional local funding, and partner with other entities to increase federal funding to cover critical technology.

By addressing these challenges and implementing these solutions, OTECH will be able build a more robust and responsive government technology infrastructure that is capable of securing GovGuam's digital network and assets and contributing to the digital transformation of the Government of Guam.

BY THE NUMBERS

3500

OTECH supports and secures an average of 3500 users and over 3500 endpoint devices.

100

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

60

OTECH continues to support 60 line agencies, boards and commissions within the Executive branch

49

OTECH recorded and responded to 49 cybersecurity events, (17 classified as warnings, and 28 as informational), through it's partnership with federal agencies and local cybersecurity entities

19

OTECH has 19 total personnel on staff responsible for 24/7 system technical support,, security, service calls, and daily, weekly, and monthly IT operations.



PEBT laptop configs, July 2023



SGC Post-Mawar, June 2023



DYA Summer Youth Interns



DYA Summer Youth Intern Training at OTECH, July 2023



GPD Post-Mawar, June 2023



DYA Support Post-Mawar, June 2023



DPW-DMV Post-Mawar, June 2023



Proposed Data Center Design

LET'S STAY CONNECTED!

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

Contact via email:

cto@guam.gov



Fwd: OTECH CCR FY2023

Benjamin Cruz <bjcruz@guamopa.com>

Fri, Apr 25, 2025 at 9:25 AM

To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Thyrsa Bagana <tbagana@guamopa.com>, Joy Esperanza <jesperanza@guamopa.com>, Maryann Manglona <mmanglona@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Thomas Eladio Battung <tbattung@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>, Melissa Ngiralmu <mngiralmu@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Thomas Quichocho <tquichocho@guamopa.com>, Leonanie Leon Guerrero <lleonguerrero@guamopa.com>

Benjamin J. F. Cruz

Public Auditor

Office of Public Accountability – Guam

www.opaguam.org

Tel. (671) 475-0390 ext. 209

Fax (671) 472-7951

This e-mail transmission and accompanying attachment(s) may contain confidential or privileged information. If you are not the intended recipient of this e-mail, please inform the sender and delete it and any other electronic or hard copies immediately. Please do not distribute or disclose the contents to anyone. Thank you.

----- Forwarded message -----

From: **Beatrice Santos** <Bea.Santos@otech.guam.gov>

Date: Fri, Apr 25, 2025 at 9:13 AM

Subject: OTECH CCR FY2023

To: bjcruz@guamopa.com <bjcruz@guamopa.com>, admin@guamopa.com <admin@guamopa.com>, speakerblas@guamlegislature.gov <speakerblas@guamlegislature.gov>Cc: Frank Lujan <Frank.Lujan@otech.guam.gov>, Elizabeth Barcinas <Elizabeth.Barcinas@otech.guam.gov>, Maria G. Duarte <Maria.Duarte@otech.guam.gov>*Håfa Adai,*

As required by Title 1 GCA Chapter 19 §1922(a), attached is OTECH's FY2023 Citizen Centric Report.

Kindly acknowledge receipt of this email and please do not hesitate to contact our office should you have questions or concerns. Thank you.

Senseramente,**Beatrice A. Santos**

Data Processing Manager

Government of Guam - Office of Technology

211 Aspinall Ave, Hagatña, GUAM 96910

bea.santos@otech.guam.gov<https://otech.guam.gov>

Office: 671.635.4501

It's much easier to apologize than it is to get permission. – Grace Hopper, first female recipient of the National Medal of Technology

CONFIDENTIALITY NOTICE: This electronic message transmission contains information from OTECH personnel that may be proprietary, confidential and/or privileged. The information is intended only for the use of the individual(s) or entity named. If you are not the intended recipient, be aware that any disclosure, copying or distribution or use of the contents of this information is prohibited. If you received this communication in error, please contact the sender immediately and destroy the material in its entirety, whether electronic or hard copy. This communication may contain nonpublic information about individuals and businesses subject to the restrictions of the Gramm-Leach-Bliley Act. You may not directly or indirectly reuse or disclose such information for any purpose other than to provide the services for which you are receiving the information.

 please consider the environment before printing this email