



Idaho Technology Authority

Alberto Gonzalez, Chair

Idaho Technology Authority (ITA) Regular Meeting

May 12, 2025 at 1:30 pm MT

APPROVED MINUTES

1. Welcome and Introductions – Presented by Alberto Gonzalez, Chair

The Idaho Technology Authority meeting (ITA) was held on Monday, May 12, 2025, at 11331 W. Chinden Blvd, Boise ID, Conference Room 214, and via Webex.

The meeting was called to order at 1:32 pm MT and roll call was taken. A quorum was present.

Members Present:

- Alberto Gonzalez, Information Technology Services, Chair
- Scott Smith, State Controller's Office
- Alvino Artalejo, Department of Health and Welfare
- Scott Bennett, Department of Labor
- Dave Tolman, Idaho Transportation Department
- Randi Bristol-Hogue, Department of Correction
- Justin Collins, Division of Financial Management
- Ben Call, Idaho Military Division
- Sydney Lewis, IGC-EC Chair
- Sen. Kevin Cook, Idaho Senate

Members Not Present:

- Terri Kondeff, Legislative Services Office
- Chris Campbell, State Board of Education
- Rep. Chris Mathias, Idaho House
- Lt. Col. Russ Wheatley, Idaho State Police
- Faith Knowlton, Department of Administration
- Vacant, State Employee Appointee
- Vacant, Private Sector Appointee

ACTION ITEM(S)

2. Approval of Draft Minutes — February 4, 2025, Regular Meeting

Committee Action: Scott Bennett made a motion to approve both minutes. Scott Smith seconded. No discussion. Motion passed.

3. ITA Policy P5010 – Web Publishing — Presented by Tyler Jackson, Information Technology Services

Discussion: Mr. Jackson reviewed the changes to the policy: added ITA Standard S5120 as a reference, changed language around embedding content, updated web reference for template files, and removed references to duplicative web standards. Mr. Bennett suggested “web pages” be changed to “websites” and removing the phrase “discovery of” throughout the policy.

Committee Action: Scott Smith made a motion to approve P5010 with the suggested changes made. Justin Collins seconded. No further discussion. Motion passed.

4. Other Business

5. Standard S5120 – Web Publishing — Presented by Brigitte Teets, Information Technology Services

- Brigitte informed the committee members of the updates made to Standard S5120 including: adding the Authority, Abstract, and Definitions to sections to align with the ITA document layout, moved definitions to G105 glossary, changed the title of Approved Standard(s) to Standards, changed the title of Style Standards to Accessibility, updated the accessibility-related requirements, moved remaining Style Standard(s) to the Content (standards) section, added the Privacy and Metadata sections, and created a new Additional Resources section to include links to WCAG, Federal Register, and ITS-provided resources.

6. Guideline G310 – Web Publishing — Presented by Brigitte Teets, Information Technology Services

- Brigitte informed the committee members of the updates made to Guideline G310 including adding the Authority, Abstract, and Definitions sections to align with the ITA document layout, moved definitions to G105 glossary, removed Rationale, removed sections that are addressed in P5010 or S5120, renamed the Web Hosting section to Hosting and Development Guidelines, updated the section to address both websites and web applications as well as current processes, and removed Other Centralized Services.

7. Artificial Intelligence Governance — Presented by Jacob Crisp, Information Technology Services Contractor

- Mr. Crisp provided an AI update. An AI survey was sent out across 45 government agencies late last year, receiving 2800+ responses.
- Potential GenAI uses considered the following:
 - Content creation
 - Process automation
 - Chatbots and virtual assistants
 - Predictive analysis
 - Decision support
- Concerns using GenAI include:
 - Data privacy
 - Ethical concerns
 - Regulatory and compliance issues
 - Lack of skilled workforce
 - Budget
- Type of support agencies need to advance GenAI use:
 - Technical training
 - Ethical framework and guidelines
 - Regulatory and legal guidance
 - Funding and budget assistance
 - Collaboration with other agencies or external experts
- Based on the survey results, ITS created a comprehensive AI governance framework to develop and deploy AI capabilities across mission sets. This framework will be useful to agencies no matter what they do with citizens or what they're delivering on their mission. This AI governance framework is divided into the following five key areas:
 - Idaho's AI vision, strategic objectives, principles, and alignment with ITS priorities
 - Proposed governance structure, including risk-based oversight, decision processes, and stakeholder engagement
 - Responsible implementation including ethics, privacy, security, risk management, and standards alignment.
 - Strategic roadmap and specific implementation plan for 0-36 months
 - Path forward and Idaho's leadership opportunity
- Planning to present to the AI committee by early July to launch an updated AI usage policy, standard, and guideline for the workforce to help establish clear guardrails for responsible AI use in Idaho state government.
- Senator Cook asked the question of how do we increase the use of AI in agencies going forward? Mr. Crisp spoke to how much our governor loves innovation, as he sees the outcomes, the innovation, the sort of fraud detection, the efficiencies it will build. We will continue to provide agencies AI highlights through ITS's Communications team.
- Mr. Tolman asked how we look at this responsibly from both a usage standpoint and a cost and taxpayer impact to implement this appropriately? Mr. Chair explained that our EA team will continue to research cost pricing but ultimately it will be up to the agency. Mr. Crisp mentioned spending time during our education and awareness

campaign around the cost of this and trying to provide some guidance or planning for these agencies who do what to invest, whether they do it on prem or in the cloud.

8. Operation Cyber Idaho Update — Presented by Jerred Edgar, Information Technology Services

- Mr. Edgar provided the following Cyber Idaho update: Operation Cyber Idaho's Mission - Enhance Idaho's cyber resilience through Idaho Readiness Training, Cyber Infrastructure Services, and Collective Defense.
 - \$2.23M investments directed towards Idaho.
 - Hiring up to 31 paid apprenticeships – 6 located at ITS and 25 out in the field.
 - Current focus: risk assessment, remediation, and early warning.
- Engagement with Eastern Idaho Public Health, Idaho State Police, Idaho Department of Liquor, Idaho Historical Society, and Washington County. We send a team to these locations, a mix of ITS employees and other agencies that have volunteered their cyber staff for workforce development, national guard members, and a few college students.
- ITS is hosting a regional cyber exercise in June. This will be two weeks of stress testing on either resilience. 76 confirmed participants, more than half of them will be coming to attack the state and the other staff will be augmenting ITS to help defend the state.
- Cyber Discovery 2025 Focus: Detection, Protection, and Response.
 - Maneuver
 - Identity Compromise
 - Vulnerabilities
 - Data exfiltration

9. Americans with Disabilities Act (ADA) & Digital Accessibility Requirements — Presented by Taylor Bothke, Information Technology Services

- Ms. Bothke provided the following ADA update: the ADA was enacted in 1990 to combat discrimination faced by individuals with disabilities across various sectors. Title II applies specifically to State and Local Government and several amendments have occurred since the enactment.
- 2024 amendment: Title II Web and Mobile Accessibility Final Rule – updates Title II of the ADA to promulgate enforceable technical standards applicable to all state and local governments, as well as third parties performing on behalf of government.
- ADA compliance is essential for minimizing risk. In 2023 there was a 40% increase in web accessibility lawsuits.
- 13.8% of Idaho residents live with a disability, surpassing the United States at 13%.
- Websites, applications, and content must be ADA-compliant and meet Web Content Accessibility Guidelines (WCAG) 2.1, level AA standards by compliance date of April 24, 2026.
- ITS provides information and guidelines about digital accessibility.
- Exceptions include archived web content, preexisting conventional electronic documents, content posted by a third party where the third party is not posting due to contractual, licensing, or other arrangements with a public entity, individualized documents that are password protected, and preexisting Social Media posts.
- Best practices for being compliant: regular accessibility audits, staff training, and user feedback mechanisms.
- ITS will be offering training on 6/12/2025 from 2-3pm.

- Senator Cook asked if ITS would be purchasing software to verify all websites/ITS hosted sites are meeting all standards? Mr. Chair replied yes, this software will provide agencies with a scorecard once their site is scanned.

10. Privacy — Presented by Taylor Bothke, Information Technology Services

- Ms. Bothke provided the committee an update on the importance of the State of Idaho Privacy Program. The vision is to cultivate an environment where privacy is not simply a legal requirement, but an ethical obligation that serves as a catalyst for data governance and trust in government. Public agencies hold on to the following types of sensitive resident data: Biometrics, drivers license number, immigration or citizenship, justice information, social security number, education information, finance, billing, or account information, medical information, and address.
- Current priorities are data classification and labeling, standard operating procedures, and Microsoft purview testing and configuration.
- Services offered include privacy guidelines and consultation, privacy impact assessments and procurement related reviews, and service owner of Varonis and Purview.

11. Legislative Update — Presented by Alberto Gonzalez, Chair

- Mr. Chair spoke to HB35 (MFA). A lot of changes were to this bill as far as the authority we had to direct and control network security and firewall – lots of responsibility added to us in this bill with some language changes. The last remaining agency for MFA is being rolled out in 2-3 weeks.
- ITS Fingerprint background checks have been consolidated to the highest-level background check we do. This is an FBI national nationwide criminal background check, but it reduces doing multiple per employee.

12. Citizen Engagement Update — Presented by Chris Carlisle, Information Technology Services

- Mr. Carlisle provided the following update: Citizen Engagement efforts evolved from a 25+ year agreement with Tyler Idaho. The transition involved forming contracts with multiple vendors, Tyler Idaho, and Paylt and a dedicated fund was established for digital engagement. The following high-level services are offered by ITS –
 - Tailored web services to various agencies.
 - Business requirements are gathered to ensure effective solutions.
 - Statements of Work (SOW) detail project expectations and deliverables.
 - ITS evaluates project timelines to optimize service delivery.
 - When necessary, requests are forwarded to vendors for quotes.
 - Assistance is available for applying for Citizen Engagement funds.
- The following projects have been completed –
 - ADM: involved a comprehensive website rebuild.
 - EIPH: updated the Power BI dashboard and improved plugins.
 - SPD: delivered a brand-new website for better engagement.
 - OGI: successful website rebuilt.
 - DHR: website improvements and integrated a chatbot.
- Projects in progress –
 - DFM: Admin Rules Improvement by In Time Tec.
 - ODP: website improvements provided by Tyler Idaho.
 - Aging: website improvements and accessibility provided by ITS.
 - CDHH: website improvements and accessibility provided by ITS.

- OAH: website rebuild provided by ITS.
- 9 projects currenting in the queue for funding.
- Total balance in the Citizen Engagement Fund prior to April distribution: \$811,517.63
- Sustainability of this program is crucial for ongoing web services, compliance support with web accessibility standards, chatbot implementation for improved engagement, digital identity initiatives enhance user experience, and additional staff training is underway for better service delivery.

13. Proxy Change to Bylaws — Presented by Alberto Gonzalez, Chair

- Mr. Chair would like to ask designated directors to assign 2 proxies.
- A formal request for approval for this will be made at the next meeting.

14. Phase 5 Update — Presented by Alberto Gonzalez, Chair

- ITS is onboarding Idaho State Police and Juvenile Corrections.
- Had 22 open positions, offered 18 job offers – some promotional, some lateral and a few demotions. Tyler Jackson has been leading the efforts with his team around onboarding these new agencies.

15. Adjourn

Mr. Collins made a motion to adjourn the meeting. Mr. Smith seconded.

Meeting was adjourned at 3:17 pm M.T

Next Meeting: TBD