



2025 ANNUAL REPORT



Mississippi Department of Information Technology Services
"Technology for tomorrow, delivered today."

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INTRODUCTION

The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of information technology (IT) policy and planning, IT procurement and contracts, and providing the computing and telecommunications infrastructure for all information systems technologies within state government. The Legislature has tasked ITS with providing statewide services that facilitate cost-effective IT and telecommunications solutions that can be shared with all state agencies.

The ITS Board is the governing authority for the agency, made up of two distinct components:

- ❖ Five lay members are appointed by the Governor and confirmed by the Senate to serve five-year, staggered terms.
- ❖ Two non-voting legislative advisors representing each house who are appointed by the Lieutenant Governor and the Speaker of the House.

ITS utilizes a hybrid operating and financial model of general and special funds, consisting of two main categories:

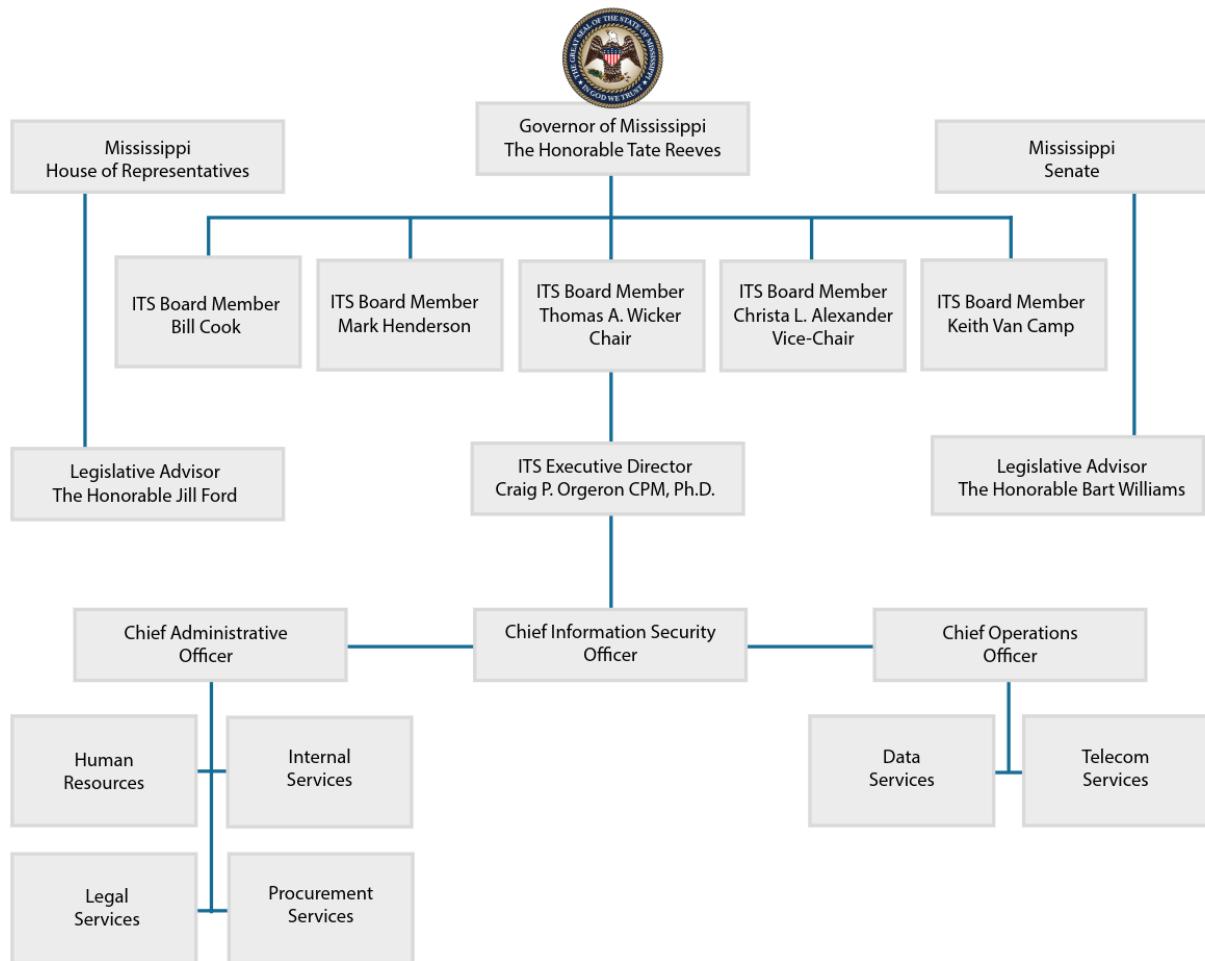
- ❖ Hub Services are funded from the ITS General Fund appropriation and consist of ITS core business functions that develop and manage shared technology services utilized by state agencies and governing authorities across the state.
- ❖ Spoke Services are funded from the ITS Special Fund appropriation. This pass-through fund allows the state to maximize discounts by aggregating volume on shared technology services that are consumed directly by agencies. Due to the decentralized nature of IT in Mississippi, this allows each agency to determine their service needs while leveraging lower rates than they would receive independently.

The ITS Hybrid Operating Model creates significant savings to the general fund by allowing agencies to use all available funding sources - (federal and other special fund dollars) to pay for their specific utilization of IT services provided by ITS. This structure is a direct pass-through model where ITS builds and manages the shared services using core resources that are already funded through the Hub (General Fund), so no additional fees or charges are added.

In FY2019, the first year of implementing this model, ITS focused on the well-established voice and network managed service contract in the Telecommunications Services division. Since then, ITS has expanded the model into the public cloud by establishing and managing enterprise level environments with the two market-leading vendors. These environments allow for a consistent set of security controls and easier access back to on-premises which allow agencies to pay for their consumption of services while taking advantage of cost-saving shared services.

This report reflects the continuing evolution of the ITS mission and the activities conducted by this organization for Fiscal Year 2025 (July 2024 - June 2025).

ITS ORGANIZATION*



* Reflective of the FY2025 organizational structure.

ITS Vision

Technology for tomorrow, delivered today.

ITS Mission Statement

The mission of the Department of Information Technology Services (ITS) is to provide trusted information technology and telecommunications leadership and services that offer proven, cost-effective solutions to all stakeholders in Mississippi government.

ITS Core Values

FOCUSED LEADERSHIP

- ❖ We are unified in our purpose and vision for success: to collaborate with our partner agencies to use information technology to achieve their business goals.
- ❖ We clearly define and ensure our organizational goals and objectives are in concert with those of our partner agencies. Moreover, our roles and responsibilities are clearly defined within and between work teams and partner agencies.
- ❖ We select relevant metrics to monitor progress and ensure accountability. We communicate clearly and often internally, with our partner agencies, and all other stakeholders.
- ❖ We are disciplined, consistent, and progressive in maximizing and optimizing IT solutions that we provide or facilitate.
- ❖ We work with state agencies and institutions to explore emerging technologies and to set policies, standards, and guidelines.

VALUED RELATIONSHIPS

- ❖ We earn the confidence and trust of employees, customers, and government officials through the competent and timely delivery of IT services and solutions.
- ❖ We demonstrate respect for customers and each other through active listening and attentive follow-through.
- ❖ We communicate effectively on both an executive and technical level to identify potential opportunities for information technology in the state.
- ❖ We collaborate as partners with customers, vendors, and each other to promote an environment that leads to continuous improvement of government services.

- ❖ We communicate decisions clearly and promptly, providing a rationale that reflects both the customer's business need and that of the state to ensure a robust and reliable IT infrastructure.

TECHNICAL EXCELLENCE

- ❖ We provide superior enterprise IT solutions to effectively support the state's business functions.
- ❖ We carefully evaluate, test, and implement cost-effective, state-of-the-art solutions that meet or exceed our customers' expectations.
- ❖ We recruit and develop skilled technical professionals who work comfortably with our customers and across disciplines with their peers.
- ❖ We provide opportunities for continuous learning to our employees and support them in applying the knowledge gained.
- ❖ We create opportunities with customers and vendors to advance learning, improve performance, and promote collaboration in delivering IT to state government

STRATEGIC MASTER PLAN ACTIVITIES

As part of the annual statewide IT Planning process, ITS develops goals and strategies and plans activities for delivering the most effective services to the government entities in Mississippi. This information is published in the State of Mississippi Strategic Master Plan for Information Technology. Based on those goals and strategies, the following technology activities were accomplishments by ITS for Fiscal Year 2025.

Administration

The Administration program includes the organizational and business functions required to manage ITS's executive and administrative responsibilities including finance, human resources, internal LAN team, and compliance with enabling legislation. The objective of the Administrative Program is to provide direction and management to successfully accomplish the agency's statutory and mission objectives, giving administrative support to the various service units to enable them to better serve our partner agencies. This function reduces duplication and streamlines tasks throughout ITS to better serve agency and governing authority customers.

Key Achievements and Efficiencies

- Worked collaboratively with the Legislature and Executive branch to promote awareness of and secure funding for enterprise IT initiatives, with a continued emphasis on strengthening cybersecurity protections, strengthening cloud computing infrastructure, procurement modernization and reform, enhanced digital government services, and advancing artificial intelligence innovation.
- Enhanced ITS management communication and leadership effectiveness through specialized instruction, equipping managers with practical, real-world communication strategies, hands-on application, and increased confidence in professional presentation and idea delivery.
- Implemented significant procurement modernization improvements to drive greater efficiency, transparency, and continuous process enhancement.
- Continued to advance Digital Government initiatives with a focused effort to expand and deliver custom online applications, mobile solutions, and agency websites.
- Maintained and enhanced agency grounds and facilities through proactive maintenance and facility management.
- Initiated efforts to address Americans with Disabilities Act (ADA) compliance for organizational websites. Activities included a review of current accessibility standards, identification of areas requiring improvement, and development of next steps to ensure alignment with both legal obligations and usability requirements.



Technical Operations and Managed Services

The Technical Operations Program includes the critical IT functions and shared services that ITS provides in direct support of the state. These are enterprise services that benefit all of state government and are not directly attributed to a specific agency's usage. This program is funded by the ITS General Fund appropriation with no costs being passed on to the agencies.

The Managed Services Program includes the consumption-based IT functions and services that ITS provides through vendor partners that are directly attributed to a specific agency's usage. This program is funded by the ITS special fund appropriation and the costs are passed on to the agency utilizing the service with no markup.

The divisions supporting those programs are listed below:

Data Services

The Data Services division provides technical and operational support for a variety of enterprise services. These services include mission-critical service offerings to state agencies such as mainframe application hosting, a private cloud environment for virtual compute, a pathway for consumption of public cloud infrastructure, enterprise identity management, web application development, database as a service, and several other shared service offerings. The division also provides internal IT services and technology support for ITS, including hardware and software support of endpoint devices, wired and wireless network connectivity, server and server application support, and administration of Software as a Service (SaaS) applications that support the agency's mission.

Key Technical Operations Achievements and Efficiencies

- Launched the Cloud Center of Excellence (CCoE) to guide statewide adoption of public cloud per House Bill 1491, passed during the 2025 Regular Legislative Session, which established the governance, tools, and operational standards that will improve security, consistency, and cost control as agencies migrate.
- Completed major upgrades to z/OS, DB2, and SUSE Linux for the MAGIC environments, improving stability, performance, and long-term supportability of critical statewide financial and administrative systems.
- Applied essential firmware updates to storage and tape systems supporting MAGIC and SPAHRS.
- Upgraded the SPAHRS disaster recovery platform by replacing the aging z14 with a new z16 mainframe in the secondary data center.
- Expanded mainframe virtual tape library storage capacity in the primary data center to meet rising data backup demands.
- Achieved a full return on investment (ROI) in year two of the new state-owned Private Cloud's five-year lifecycle, replacing the former vendor-managed hybrid environment.
- Modernized the backup architecture by implementing immutable storage, improving protection of virtual machine backups against accidental or malicious changes.
- Maintained ongoing performance and capacity management for an environment hosting more than 1,300 virtual servers serving 36 participating agencies.
- Built a new environment for the shared SQL service, improving redundancy, security, and performance across all supported systems.
- Modernized the internal Acquisition Approval form (CP-1) procurement application and made significant progress on the modernization of an additional internal procurement system.
- Advanced the Microsoft Workplace Modernization initiative, leveraging Microsoft 365 tools to strengthen application and data security while improving day-to-day business efficiency.
- Improved ITS conference facilities to support higher-quality mixed-presence collaboration for both public and private meetings.

Key Managed Services Achievements and Efficiencies

- Expanded Microsoft Azure adoption, bringing additional agencies onto a shared, well-governed cloud platform and supporting major Department of Finance and Administration (DFA) modernization efforts that reduce legacy system risk and improve service reliability.
- Increased statewide utilization of Amazon Web Services (AWS) by onboarding new agencies, including Department of Medicaid (DOM) and Department Human Services (DHS) modernization projects, enabling more scalable systems and improving long-term operational efficiency.
- Completed all server and storage migrations from the managed hybrid cloud into the new Private Cloud and fully decommissioned the previous hardware.
- Delivered multiple enhancements and new development for agencies using the Licensing and Reporting System (LARS) and the Child Care Payment System (CCPS). These custom eGovernment solutions support 13 agencies, boards, and commissions, helping them modernize business processes and meet evolving state and federal requirements.

Telecommunications Services

The Telecommunications Services division provides voice and data communications, services, and support to state agencies and other public entities throughout Mississippi. These technical services include data networking support for the Capitol Complex, State Data Centers, and Wide Area Network (WAN), voice services for the Capitol Complex, enterprise email filtering, cybersecurity operations, support of a 24x7 network operations center, and various network related services.

The division also provides managed services of a multitude of voice and data communications services including wide area network, analog telephony, hosted voice over IP telephony, toll-free service, long distance, audio and web conferencing, and client and site-to-site virtual private networks.

Key Technical Operations Achievements and Efficiencies

- Provided day-to-day management of the state's voice and data communications infrastructure to provide agencies in the Capitol Complex and across the state with high-quality, reliable communications services.
 - ◆ Processed 4,569 work orders containing 28,063 unique work order items
 - ◆ Supported 18,107 telephone lines statewide with 99.9% availability
 - ◆ Supported 7,519 voice mailboxes
 - ◆ Assigned 1,303 call center agents
 - ◆ Successfully processed 2,233,900 calls
 - ◆ Supported 58 agencies on the Capitol Complex fiber network
 - ◆ Supported 569 physical connections on the Capitol Complex fiber network
- Provided end-to-end technical support and project management for all DFA Bureau of Building, Grounds, and Real Property Management renovations and new-construction projects, ensuring telecommunications infrastructure is integrated correctly from design to completion.
- Developed enterprise standards, procedures, and long-range technology roadmaps to maintain compatibility, standardization, and future-readiness of telecommunications systems across state government.

- Maintained and enhanced the online Mississippi State Government Telephone Directory, delivering accurate, continuously updated listings of state employee extensions and agency contact information.
- Installed and supported enterprise-grade voice and data cabling throughout the Capitol Complex and Jackson metro area to ensure reliable, high-capacity connectivity for state agencies.
- Managed the state's redundant, diversely routed Internet service, delivered through multiple 10 Gbps circuits with over 99% availability, providing resilient and secure online access for agencies statewide.
- Provided dedicated and fully redundant WAN access to statewide data resources running in the State Data Centers to support agency-distributed applications.
- Supported 1,719 active physical network connections within the State Data Center environment.
- Managed the Capitol Complex metropolitan area network, providing agencies on the fiber ring with high-availability connectivity to the Internet, the Primary Data Center, and the Co-Processing Data Center in Starkville. This included supporting 2,362 Ethernet ports on a 40 Gbps backbone for the Capitol Complex network with 99.61% bandwidth availability.
- Coordinated with agencies to move their firewall and server environment into the Primary and Co-Processing Data Centers.
- Performed system remediations to security assessments and updated various systems on a routine basis to remedy identified security issues on equipment.
- Installed a comprehensive network visibility and analytics solution that strengthens the State's ability to monitor, secure, and efficiently manage its digital infrastructure across multiple government agencies.
- Managed the State Data Center network which provides agencies access to the various systems and services hosted in the Primary and Co-Processing Data Centers. This was accomplished by supporting 4,632 ethernet ports between the data centers while providing 99.9% bandwidth availability, via a 60 Gbps backbone network.
- Designed and initiated procurement for a next-generation Session Initiation Protocol (SIP) Voice Network for the Capitol Complex to modernize the state's voice communications infrastructure.
- Completed the migration of all Direct Inward Dial (DID) numbers to SIP trunks within the Capitol Complex Data Centers, modernizing the state's voice infrastructure and enabling a fully IP-based, scalable communications environment.
- Completed 9 building moves on the Capitol Complex to SIP endpoints behind ITS managed switches (Voice Project). The completed work includes 1,800 cables being installed and 1,600 telephone sets.
- Implemented a new enterprise inventory tracking system for telecommunications services, providing real-time visibility into assets, improving lifecycle management, and strengthening accountability across statewide telecom operations.
- Enabled full E911 support for all sites served by the Enterprise Avaya Communication Manager, ensuring accurate location data for emergency responders and enhancing public safety compliance across state facilities.
- Issued Request for Information (RFI) 4660 for a statewide Cloud Security Border solution, receiving 15 vendor responses and conducting in-depth demonstrations with nine finalists to evaluate next-generation protection for cloud workloads and perimeter security.

Key Managed Services Achievements and Efficiencies

- Installed dedicated Equinix circuits for the state's public cloud environments, replacing legacy VPN connectivity with high-capacity, low-latency direct connections that significantly improve performance, reliability, and security for cloud-based systems.
- Maintained contracts for telecommunications services and products to support voice and data communications and access to the statewide backbone and the Internet.
 - ◆ Managed, on a daily basis, hosted voice over IP and analog telephony, for approximately 16,231 users and 1,047 Wide Area Network (WAN) connections across the state
 - ◆ Processed 13,601,574 minutes of long-distance usage
 - ◆ Supported 381 toll-free numbers totaling 7,623,585 in-bound minutes of usage
 - ◆ Supported 1,770 audio/web conference accounts for use within the Capitol Complex
 - ◆ Processed 2,020 locates/markings for the underground cabling infrastructure in the Capitol Complex

Information Security Services

The Mississippi Department of Information Technology Services administers the Enterprise Security Program (ESP) to execute the duties and responsibilities of Mississippi Code Annotated 25-53-201. ITS provides coordinated oversight of the cybersecurity efforts across all state agencies, including cybersecurity systems, services, and development of policies, standards, and guidelines.

Key Achievements and Efficiencies

- Revamped the State of Mississippi Enterprise Security Policy (ESP) to be aligned with:
 - ◆ The National Institute of Standards and Technology (NIST)
 - ◆ Security controls defined in the NIST 800 series of publications
 - ◆ The Center for Internet Security (CIS) Critical Security Controls for Effective Cyber Defense
- Maintained a partnership with a third-party forensic firm capable of assisting ITS resources in reducing the timeframe required to respond in the event of a major cybersecurity incident.
- Established contracts with a pool of qualified vendors to provide security and risk assessment services for the information technology (IT) assets used by ITS and other Mississippi government entities.
- Maintained an attack surface management solution that scans all public-facing assets that may cause security vulnerabilities in the State Network.
- Maintained a vulnerability management program that includes identifying and remediating security vulnerabilities on all ITS managed systems.
- Maintained the Web Application Firewall (WAF) in front of the Statewide Elections Management System (SEMS) to decrease the number of cyberattacks that would negatively impact the State Network.
- Managed enterprise core security operations including perimeter firewall and Intrusion Prevention System (IPS), State Data Centers' firewalls and IPS, secure remote access, authentication systems, enterprise email relay system, reverse proxy application, Secure Sockets Layer (SSL) certificate management, and security incident and event management system.

- ◆ Processed 249 firewall, 3 IPS, 1,651 Virtual Private Network (VPN), 88 email, 172 reverse proxy, and 24 uncategorized requests
- ◆ Processed 51 firewall, 2 IPS, 187 VPN, 52 email, 43 reverse proxy, and 3 uncategorized incidents
- ◆ Supported 3,265 client VPN tunnels and 208 site-to-site VPN tunnels
- ◆ Prevented almost 91 million unexpected or unwanted network packets from entering the Enterprise State Network based on enterprise firewall policies and rules
- ◆ Prevented over 10 million intrusions to and from the Enterprise State Network based on enterprise IPS policies, rules, and signatures
- ◆ Prevented over 4 million intrusions to and from the State Data Centers based on enterprise IPS policies, rules, and signatures
- ◆ Based on policies, rules, signatures, and threat intelligence, 3,180 Mbps of internet traffic to and from the Enterprise State Network was inspected by enterprise perimeter defense systems
- ◆ Based on policies, rules, and signatures, 3,200 Mbps of traffic to and from the State Data Centers inspected by enterprise perimeter defense systems
- ◆ Supported enterprise reverse proxy to provide protection for 1,347 internet facing domains
- ◆ Supported 223 agency email domains by the email relay system
- ◆ Quarantined 139,326,872 emails for suspicious attachments or detected malicious activity
 - ◆ Disseminated 325 potential cybersecurity events to state agencies
- Completed 80 hours of preparation to host two Security Council Meetings with state agency representatives to provide education and awareness, identify cybersecurity-related issues, set future direction for cybersecurity plans and policy, and provide a forum for interagency cybersecurity communications.
- Maintained a security awareness program that includes cyber awareness resources via the ITS website, coordinated awareness training for ITS staff, and provided awareness training opportunities and materials for state agencies. 176 cyber security awareness materials/information disseminated to state agencies.
- Maintained accounts for 107 local and state government entities in an enterprise computer-based cybersecurity awareness and education training solution that includes training, tools, guidance, and support to improve the cybersecurity awareness of state government employees simply and effectively.
- Promoted Cybersecurity Awareness Month throughout state government.
- Maintained cybersecurity-focused relationships with state and federal entities, including:
 - ◆ Federal Bureau of Investigation
 - ◆ Mississippi Office of Homeland Security
 - ◆ Mississippi Fusion Center
 - ◆ Multi-State Information Sharing and Analysis Center (MS-ISAC)
 - ◆ Mississippi Office of the State Auditor
 - ◆ Mississippi National Guard, National Association of Chief Information Officers (NASCIO)
 - ◆ Mississippi Cyber Initiative
 - ◆ U.S. Department of Homeland Security
- Managed enterprise security monitoring and event correlation tools and leveraged internal/external partners for the identification and notification of security incidents impacting state agencies.
- Coordinated cybersecurity assessments for ITS managed systems.

- Performed weekly vulnerability scans on all ITS managed systems.
- Disseminated 175 cybersecurity threat/vulnerability intelligence information to state agencies.

Procurement Services

The Procurement Services Division provides professional IT services to state agencies and public universities by administering and supporting the acquisition of cost-effective IT solutions through the competitive procurement process to meet the business needs of State government while in accordance with State statute. This includes all phases of the procurement process, including assisting agencies with specification development, proposal evaluation, and contract negotiation. This division works with partner agencies and stakeholders to capture and report on technology initiatives.

Key Achievements and Efficiencies

- Provided technically skilled technology consultants to assist state agencies and public universities with IT projects.
- Filled key roles in multiple innovative and mission-critical technology projects for state government. Examples include:
 - ◆ Coordinated the implementation of next generation of eGovernment services
 - ◆ Maintained a procurement vehicle for temporary technology consulting services available for use by state agencies, public universities, and other governmental entities
 - ◆ Procured technology support for cabling, telecommunications, and computer equipment for approximately 27 construction projects under the coordination of the Department of Finance and Administration Bureau of Building, Grounds and Real Property Management
- Produced multi-use procurement instruments for routine technology acquisitions, resulting in savings of time and money for both customers and technology vendors:
 - ◆ Express Products Lists (EPLs) are multi-award contracts that meet Mississippi requirements for legal purchases. ITS worked with major software companies to negotiate license agreements that provide access to the best pricing by leveraging the total purchase volume for the state. EPLs available for use in FY2025:
 - Hardware
 - 2-Way Radios
 - Microsoft
 - Cabling Materials and Labor
 - E-911 Public Safety Answering Point Equipment
 - Security Assessment Services
 - ◆ General RFPs are issued for frequently needed hardware, software, and services that cost more, are more complex, or are more specialized than those on the EPLs. General RFPs for FY2025:
 - Inside-Outside Cabling
 - Computer Hardware and Software
 - IT Professional Services
 - ◆ Other Multi-Use Awards available in FY2025:
 - NASPO ValuePoint Value Added Reseller Software

- Cloud X – Cloud Services Preferred Vendor
- Public Safety Video and Communications Systems
- Assisted agencies, boards, and commissions with the entry of IT projects for their legislatively mandated, Long Range IT Plan submissions.
- Developed publications and service offering information available through social media posts and the ITS website.
- Provided professional services to supplement agency information technology staff in the following roles:
 - ◆ Project management for application and web development
 - ◆ Project management for technology procurements
- Produced the following competitive procurements:
 - ◆ Developed and advertised 12 RFPs
 - ◆ Developed and sent 10 Requests for Quotes (RFQ)
 - ◆ Developed and sent 6 Invitations for Bids (IFB)
 - ◆ Developed and sent 9 Letters of Configuration (LOC) to General RFP and EPL vendors for the purchase of technology products and services
- Produced 508 procurement approval documents (CP-1s) for the purchase of technology products and services:
 - ◆ Processed 54 requests requiring ITS Board approval
 - ◆ Processed 454 requests approved by the ITS Executive Director
- Published 10 EPLs and 2 Multi-Use Awards with reported purchases totaling more than \$98.5 million.
- Administered the Statewide Cellular Master Agreement for purchases by state agencies, public universities, and local government entities, totaling \$10.1 million.
- Administered the Managed Service Provider Program for IT consulting services and contingent labor purchases by state agencies, public universities, and local government entities, totaling \$35.8 million.
- Negotiated and executed 340 technology contracts and contract amendments.
- Received and approved 78 Long Range Plans, representing 100% of the entities requested to submit their plan.
- Completed the 2024 Digital States Survey (DSS) with collaboration from state agencies that subsequently resulted in the state receiving an A-, up from the B+ received on the 2022 DSS.
- Entered 883 social media posts promoting ITS services and activities.

Managed Services Provider

The Procurement Services Division provides program management for the Managed Service Provider Program offering staff augmentation and deliverables-based Statement of Work procurements for ITS customers.

Key Achievements and Efficiencies

- Total invoiced on behalf of Mississippi government entities – \$37,940,546.
- 50 staff augmentation positions filled, bringing the total headcount to 233 employed by 120 vendors.
- 39 Statement of Work (SOW) projects awarded.

- Maintained agreements with 319 staff augmentation vendors with 59% participating in the solicitation process.

Digital Services | eGovernment

The Procurement Services Division provides program management for eGovernment services offered to state and local government through a competitively bid, outsourced business model, including delivery of citizen-facing applications and collection of the associated fees.

Key Achievements and Efficiencies

- Continued to streamline and enhance Mississippi's official website, MS.GOV.
- Developed custom online applications, mobile applications, and websites in FY2025:
 - ◆ Online Applications
 - Department of Banking and Consumer Finance - Online Bank Assessment Invoicing Application and Payment
 - East Mississippi State Hospital - Medical Records Request
 - Department of Mental Health - Certification Portal Application and Payment
 - Department of Agriculture and Commerce - Agriculture Museum General Store Online Shopping Cart and Payment
 - ◆ Artificial Intelligence (AI) AI Chatbot
 - MISSI Resident Assistant (MS.GOV)
 - ◆ Payment Services for State-Owned Online Applications
 - Autism Board - Licensing Payment Processing
 - Mississippi Supreme Court - Continuing Education Online Payment Processing
 - Department of Agriculture and Commerce - Market Bulletin Payment Processing
 - Department of Agriculture and Commerce - Seed Registration Payment Processing
 - Board of Dental Examiners - Payment Processing
 - ◆ Website Launches/Redesigns
 - Board of Physical Therapy Website
 - Office of the State Auditor Website
 - Mississippi Emergency Management Agency Website
 - Town of Mayersville, MS Website
 - Institutions of Higher Learning Website
 - Auctioneer Commission Website
 - MS.GOV 13.0
- The Mississippi eGovernment program received the following awards in FY2025:
 - ◆ dotCOMM Awards:
 - Platinum Winner– Mississippi Access to Maternal Assistance (MAMA) Website
 - Platinum Winner– Mississippi Emergency Management Agency Mobile App
 - Gold Winner – Pearl River Valley Water Supply District Website
 - Honorable Mention – Department of Corrections Website
 - ◆ W3 Awards:
 - Silver Winner– Department of Corrections Website
 - ◆ Center for Digital Government, Government Experience:
 - 4th Place Win – Overall Government Experience – MS.GOV
 - ◆ MarCom Awards:

- Gold Winner– Board of Pharmacy Prescription Monitoring Program (PMP) Website
- Gold Winner– Office of the State Auditor Website
- Honorable Mention – Department of Rehabilitation Services Website
- Honorable Mention – MS.GOV Connect Mobile App
- ◆ Davey Awards:
 - Gold Winner– Department of Corrections Website
 - Gold Winner– MS.GOV
 - Silver Winner– Pearl River Valley Water Supply District Website
- ◆ Horizon Awards:
 - Gold Winner – MS.GOV
 - Gold Winner – MS.GOV Connect Mobile App
 - Silver Winner – Office of the State Auditor Website
- Processed more than 1.65 million electronic payments for Mississippi government entities using the state's Enterprise Payment Portal.
- Launched 21 digital government services, bringing the total to 438 over the program's life.
- Enhanced the protection of citizen and government data. The state's eGovernment partner completed several audits and application scans across 6 categories of risk, including:
 - ◆ Electronic threats and vulnerabilities
 - ◆ Malicious code
 - ◆ Privacy issues
 - ◆ Human factors
 - ◆ Physical environment
 - ◆ Downtime issues
- Enhanced the protection of citizen's personal information with powerful privacy and security safeguards during online transactions through the following technologies:
 - ◆ Disaster recovery procedures
 - ◆ Multi-tiered environments
 - ◆ Intrusion detection hardware
 - ◆ Secure Sockets Layer (SSL) 256-bit encryption
 - ◆ Application firewalls and traffic monitoring
 - ◆ CyberTrust certification
 - ◆ Payment Card Industry Data Security Standard (PCI DSS) certification

ORGANIZATIONS, COUNCILS, SERVICES, & COMMITTEES

ITS is committed to both our employees and our partner agencies providing continuing education to our staff. This commitment is pertinent to both the managerial requirements and the technical aspects of the responsibilities of ITS. The following are the professional organizations in which ITS continues to be an active member.

Advance. Grow. Accelerate.

Advance Grow Accelerate (AGA) is an association that connects and empowers government financial management professionals. Through training and events, professional certification, publications, and ongoing education, AGA helps members build their skills and advance their careers. AGA is committed to increasing government accountability and transparency and has been instrumental in assisting with the development of accounting and auditing standards and in generating new concepts for the effective organization and administration of government financial management. AGA is the only association supporting more than 14,000 professionals working in federal, state, and local governments as well as the private, nonprofit, and academic sectors. Senior ITS staff members have served as past Presidents and Secretary of the Jackson chapter.

AI Workforce Readiness Council

As a part of Governor Reeves' Mississippi AI Talent Accelerator Program (MAI-TAP) launched June 12, 2025, the AI Workforce Readiness Council coordinates statewide efforts to strengthen Mississippi's AI talent pipeline by aligning education, industry, and workforce needs. Three interdisciplinary teams Curriculum Alignment, Business and Industry Alignment, and AI Framework Adoption are developing deliverables that include an AI Learning Progression Map, a Workforce AI Needs Report, and a draft Mississippi AI Competency Framework. ITS staff are proud to serve as active participants on all their teams. These work products will define what students should learn from K-12 through postsecondary education, articulate the AI skills employers need now and in the future, and establish statewide AI competency expectations.

American Academy of Certified Public Managers and the Mississippi Society of Certified Public Managers

ITS is a strong supporter and participant in the Mississippi Society of Certified Public Manager (MSCPM) program to provide and encourage continued development of staff members in supervisory, managerial, or project management roles. Participants and graduates of the CPM Program are encouraged to join the MSCPM, which is Mississippi's society arm of the American Academy of Certified Public Managers (AACPM). The AACPM is a national organization that holds an annual conference for additional training and educational programs as well as providing opportunities to share governmental experiences with members from other states. ITS

has a strong representation in the MSCPM and utilizes the society's programs to provide continuing managerial education.

Building Industry Consulting Services International

Building Industry Consulting Services International (BICSI) is a professional association supporting the advancement of information and communications technology (ICT) professionals with information, education, and knowledge assessment for individuals and companies. BICSI serves more than 26,000 members, including designers, installers, and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety, and automation systems. Through courses, conferences, publications, and professional registration programs, BICSI staff and volunteers assist ICT professionals in delivering critical products and services, as well as offering opportunities for continual improvement and enhanced professional stature.

Chief Information Officer (CIO) Council

The Mississippi Legislature passed Senate Bill 2267 during the 2025 Regular Session, creating the Mississippi Statewide Data Exchange Act. The Act charges the Mississippi Department of Information Technology Services with leading the development of a statewide, cloud-based data exchange platform that will: Facilitate secure and efficient data sharing among state agencies and other authorized entities, while ensuring appropriate access controls and data privacy safeguards; Enable a centralized data repository and interoperability framework, allowing agencies to cross-reference and validate existing state-provided programs to improve service delivery, reduce redundancy and enhance decision-making processes; Implement data governance and security best practices in alignment with state and federal laws and regulations to safeguard sensitive and confidential information.

eGovernment Oversight Committee

Senate Bill 2975 passed during the 2011 Regular Legislative Session established the eGovernment Oversight Committee (EOC) to oversee the implementation and management of eGovernment and related technology initiatives. The goal of this partnership is to enable government entities to create program efficiencies, meet legislative service deadlines, and establish a citizen-centric website, as well as an enhanced social media presence. Other responsibilities include addressing policy issues such as privacy, security, costs, and accessibility. The committee promotes economic development and efficient delivery of government services by encouraging governmental and private sector entities to conduct their business and transactions using electronic media. As defined in Senate Bill 2975, from the 2011 Regular Legislative Session the Committee members (or official designee) are the Executive Director of ITS, the State Auditor, the State Treasurer, the Secretary of State, the Executive Director of the Department of Finance and Administration, the Commissioner of Public Safety, and the Commissioner of the Department of Revenue. House Bill 1074 was passed during the 2025 Regular Legislative Session, adding the Department of Wildlife, Fisheries, and Parks and the Department of Archives and History as voting members of the committee. ITS staff provides administrative support for the committee.

Gartner Group Services

ITS subscribes to consulting services from Gartner, a leading supplier of tactical and strategic analysis and data in the information technology industry. Services provided include research, strategic planning, and consulting services. Research materials provide a brief analysis of companies, technologies, planning issues, and future innovations.

Information Security Council

House Bill 999 passed during the 2017 Regular Legislative Session formally established the Mississippi Enterprise Security Program and tasked ITS to provide centralized management and coordination of state policies for the security of data and IT resources. ITS formed the Information Security Council to foster collaboration throughout state government to plan, develop, and implement enterprise security objectives. Information Security Officers from each state agency are members of the Information Security Council. ITS schedules Council meetings to provide education and awareness, identify cybersecurity-related issues, set the future direction for cybersecurity plans and policy, and provide a forum for inter-agency communications regarding cybersecurity.

Mississippi AI Innovation Hub

The Mississippi AI Innovation Hub is a statewide collaboration between the Mississippi Department of Information Technology Services (ITS), Amazon Web Services (AWS), and the Mississippi Artificial Intelligence Network (MAIN) that accelerates responsible and innovative AI adoption across state government. The Hub connects agency needs with interdisciplinary university student teams to develop rapid, low-risk proof-of-concept solutions, supported by standardized governance and repeatable engagement processes to address high-impact government challenges while cultivating a future-ready AI workforce. By aligning government, higher education, and industry expertise, the Hub strengthens statewide capacity for secure, ethical, and scalable AI deployment.

Mississippi Association of Governmental Purchasing and Property Agents

The Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA) brings together governmental purchasing, property, and materials management experts to improve the efficiency and effectiveness of government through education and knowledge transfer. MAGPPA is part of the national purchasing association, the National Institute of Governmental Purchasing, Inc. (NIGP). ITS employees are currently involved in the local and national organization and have previously served as officers and committee chairs.

Mississippi Association of Personnel Administrators

The Mississippi Association of Personnel Administrators (MAPA) provides a means for the improvement of public personnel administration through networking, sharing information, and providing professional, educational and development opportunities. The membership is composed of individuals in state, county, or municipal government with responsibilities for personnel, payroll, and/or training functions. ITS staff have served as officers and board members and were active in both the quarterly meetings and the annual conference.

Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems

The Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems (GIS) is responsible for the coordination of remote sensing and GIS activities in the establishment and enforcement of standards that will make it easier for users to share data and to facilitate cost-sharing arrangements to reduce data acquisition costs. The Council provides direction to ITS for the operation and maintenance of the GIS data warehouse known as the Mississippi Geospatial Clearinghouse. The Council also provides oversight to the Department of Environmental Quality for the management, procurement, development, and maintenance of the Mississippi Digital Earth Model (MDEM), which includes seven core data layers of a digital, land-based computer model of the State of Mississippi.

Mississippi Telecommunications Management Association

The Mississippi Telecommunications Management Association (MTMA) is a nonprofit organization that enhances and develops the telecommunications management function by providing a forum where major users of telecommunications facilities and services can readily exchange information, experience, and concepts to the mutual benefit of the individual members and their organizations. Membership is comprised of Mississippi-based organizations that are users of telecommunications technology or entities that are predominantly engaged in the production, sale, or rental of telecommunications equipment and consulting services.

Mississippi Wireless Communication Commission

The Mississippi Wireless Communication Commission (WCC) is a 16-member commission comprised of representatives from state and local governmental entities. The WCC is charged with making recommendations and developing strategies for achieving interoperability to ensure effective communications services are available in emergencies. The Mississippi Wireless Information Network (MSWIN) was fully operational statewide in March 2013, providing a ninety-seven percent coverage area, via multiple sites for P-25 700 MHz land mobile radio wireless communications. Currently, MSWIN is the only statewide interoperable emergency communication voice and data network available for use by both state and local public safety entities and available to over 99% public safety subscribers. The ITS Executive Director, or designee, serves as a member of the WCC in compliance with MS Code 25-53-171.

Additionally, ITS provides administrative and financial support and oversight of the WCC work and staff.

Multi-State Information Sharing and Analysis Center

The Multi-State Information Sharing and Analysis Center (MS-ISAC) is a voluntary and collaborative effort based on a strong partnership with the National Cyber Security Division within the U.S. Department of Homeland Security (DHS). MS-ISAC has been designated by DHS as the key resource for cyber threat prevention, protection, response, and recovery for the nation's state, local, territorial, and tribal (SLTT) governments. Through its state-of-the-art 24/7 Security Operations Center, the MS-ISAC serves as a central resource for situational awareness and incident response for SLTT governments. Senior ITS staff members are actively involved with MS-ISAC.

National Association of State Chief Information Officers

The National Association of State Chief Information Officers (NASCIO) represents information resource executives and managers from the 50 states, the United States territories, and the District of Columbia. Representatives from federal, municipal, and foreign governments participate in the organization as associate members. Corporate members representing the top hardware, software, and consulting firms are also a vital part of NASCIO. Opportunities provided for sharing information through NASCIO membership are significant. The state has benefited from researching information systems developed by other states that are available for transfer to Mississippi at little or no cost. Senior ITS executive staff are actively involved in NASCIO serving on various committees and workgroups.

National Association of State Technology Directors

The National Association of State Technology Directors (NASTD) consists of telecommunications and technology professionals from all 50 states, the District of Columbia, and the United States territories. Various members of the ITS staff have served in leadership positions in the organization including Southern Regional President, National Executive Board Member, Chair of the Corporate Relations Committee, Coordinator of the eGovernment Special Interest Group, Chair of the E-Rate/Rural Health Committee, and Regional Meeting Host State Coordinator. ITS staff has also participated on several other committees and special interest groups including: The Regulatory Action Committee, Security Special Interest Group, Network Management Special Interest Group, and the IP Telephony Special Interest Group. Agency staff also actively participate in the NASTD listserv by posting requests for information as well as responding to requests for information posted by other members.

Procurement Modernization Advisory Council (PMAC)

The Procurement Modernization Advisory Council (PMAC) is a multi-agency advisory group established by the Mississippi Department of Information Technology Services (ITS), as permitted by Mississippi Code § 25-53-1 et seq., in December 2024. The Council was formed to

unite stakeholders from across state government to collaboratively develop and advance strategies that streamline procurement practices, promote enterprise-wide efficiencies, and maximize the value of every dollar spent. Over thirty agencies have engaged in monthly working sessions for current-state assessments, benchmarking, strategic priority identification, and roadmap development. Input, work, and guidance provided by the PMAC has proven beneficial and continues with strong support from both the ITS Board and the Legislature.

Project Management Institute

To ensure that state resources are managed as effectively as possible, several agency staff members carry the credential of Project Management Professional (PMP) administered by the Project Management Institute (PMI). PMI is a not-for-profit professional organization for the project management profession with the purpose of advancing project management through the development of standards, research, education, publication, and networking-opportunities in local chapters.

Travel

2025 Board Meeting Travel

Board Member	Per Diem	Travel Expenses
Bill Cook	0.00	0.00
Mark E. Henderson	80.00	442.20
J. Keith Van Camp	440.00	37.52
Christa L. Alexander	320.00	189.30
Thomas A. Wicker	520.00	1,355.42
Total Board Member Travel	\$1360.00	\$2,024.44

2025 Employee In-State Travel

Employee	Destination	Travel Expenses
Chris Thornton	Statewide MS	5,098.10
Craig Orgeron	Statewide MS	973.00
Foster Fowler	Statewide MS	235.20
Hailey Tucker	Statewide MS	164.82
Jasmine Keys	Statewide MS	166.16
Jon McIntosh	Statewide MS	30.67
Khelli Reed	Statewide MS	121.59
Lance Layton	Statewide MS	255.22
Leah Kathryn Anzenberger	Clinton, MS	7.27

Employee	Destination	Travel Expenses
Michelle Walker	Statewide MS	107.00
Nita Caylor	Tupelo, MS	536.73
Roshunda Mitchell	Statewide MS	220.33
Suzanne Biggers	Statewide MS	83.38
Tammie Johnson	Statewide MS	193.39
Total In-State Employee Travel		\$8,192.86

2025 Employee Out-of-State Travel

Employee	Destination	Travel Expenses
Craig Orgeron	NASCIO 2025 Midyear Conference	391.73
Aden Parker	MS-ISAC Security Conference	2,075.42
Craig Orgeron	Beyond the Beltway 2025	589.26
Lisa Kuyrkendall	NASTD 2024 Annual Conference	1,897.14
LaTonya Kirkland	Tyler Connected States Leadership Forum	1,834.77
Craig Orgeron	Gartner CIO Leadership Forum	1,265.57
Leah Kathryn Anzenberger	NASCIO 2024 CPO Leadership Summit	127.06
Lawrence McCaleb	2024 Future of Tape Workshop	1,060.88
Betsy Ward	NASTD 2024 Annual Conference	1,924.67
Greg Thomas	Pass Data Community Summit 2024	963.48
Lisa Kuyrkendall	NASTD 2025 South-West Seminar	2,631.19
Dawon Rhodes	Cisco Live	2,635.67

Employee	Destination	Travel Expenses
Brian Norwood	Digital States Annual Summit	934.7
Hailey Tucker	NASCIO Annual Conference	1,280.66
Jasmine Keys	2024 Future of Tape Workshop	1,218.67
Craig Orgeron	Cisco Live	2,463.17
Nick Castleberry	Avaya Public Sector Journeys	1,582.03
Tabatha Baum	Evision: State and Local Govt IT Summit	641.19
Kimyia Youngblood	MS-ISAC Security Conference	2,278.81
Tabatha Baum	NASCIO Annual Conference	872.5
Craig Orgeron	AI4 2025	1,495.00
Stephanie Hedgepeth	NASCIO 2025 Midyear Conference	588.01
Stephen Patterson	Tyler Connected States Leadership Forum	1,686.63
Holly Savorgnan	NASCIO Annual Conference	852.48
Timika Franklin	IAUG Louisiana Chapter Meeting	171.52
Betsy Ward	MS-ISAC Security Conference	2,599.61
Stephen Patterson	Gartner Symposium Xpo 2024	2,232.12
Renee Murray	Tyler Connected States Leadership Forum	2,448.65
Timika Franklin	IAUG Board Meeting	493.31
Stephen Patterson	NASCIO Annual Conference	908.12
Leah Kathryn Anzenberger	NASCIO 2025 Midyear Conference	297.12
Craig Orgeron	CIO Roundtable - Center for Technology	578.85
Dax Ward	Cisco Live	2,590.67

Employee	Destination	Travel Expenses
Renee Murray	NASTD 2025 South-West Seminar	1,070.93
Stephen Patterson	NASTD 2025 South-West Seminar	1,628.56
Brian Norwood	AWS Imagine	1,387.19
Stephanie Hedgepeth	NASCIO 2024 CPO Leadership Summit	68.3
Lisa Kuyrkendall	NASCIO Annual Conference	1,371.60
Craig Orgeron	Evision: State and Local Govt IT Summit	861.53
Tori McElhenney	Cisco Live	3,690.41
Stephanie Hedgepeth	Next Generation CIO Academy	575.26
Brian Norwood	NASCIO Annual Conference	-
Stephanie Hedgepeth	NASCIO Annual Conference	373.54
Brian Norwood	NASCIO 2025 Midyear Conference	-
Kem Johnson	Cisco Live	3,840.81
Craig Orgeron	NASCIO CIO Conference	98.82
Craig Orgeron	CIO Roundtable - Center for Technology	988.3
Preston Foster	IBM Tech Xchange	1,669.18
Zach Goss	MS-ISAC Security Conference	2,664.23
Craig Orgeron	AI Summit 2024	650.59
Napoleon Miller	Vertiv/Leibert Factory Training Class	3,354.57
Nicholas Castleberry	IAUG Converge	1,350.00
Stephen Patterson	NASTD 2024 Annual Conference	2,069.89
Jeffrey Thames	MS-ISAC Security Conference	2,267.69

<i>Employee</i>	<i>Destination</i>	<i>Travel Expenses</i>
Craig Orgeron	NASCIO Annual Conference	-
Holly Savorgnan	NASCIO 2024 CPO Leadership Summit	114.21
	<i>Total Out-of-State Employee Travel</i>	<i>\$75,706.27</i>

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