

DIR Shared Technology Services

Texas.gov and Managed Security Services for Texas City Governments

August 24, 2022



Agenda



1. **Introductions and STS Overview**
2. **Texas.gov Services**
3. **Managed Security Services**
4. **Learn More and Join Us**

Introduction and STS Overview

Elise McCullough

MSI Outreach and Growth Consultant,
Capgemini



DIR Shared Technology Services Model



Multi-sourcing Services Integrator (MSI)

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

Data Center Services

- Texas Private Cloud
- Public Cloud Manager
- Mainframe Services
- Technology Solution Services
- Print, Mail, & Digitization
- Security Operations

Texas.gov

- Constituent Payment Portal
- Texas by Texas Digital Assistant
- Identity Solutions

Managed Security Services

- Device Monitoring
- Incident Response
- Assessments

Open Data Portal

- Official State Repository of Publicly Available Electronic Data

Texas.gov Services

Erika Whitt

Deloitte

Daniela Rodriguez

Texas NIC



DIR Shared Technology Services: Texas.gov



Multi-sourcing Services Integrator (MSI)

Capgemini

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

Texas.gov Services Deloitte

- Texas by Texas Digital Assistant
- Identity Solutions
- Statewide Internet Portal
- Marketing & Advertising



Texas.gov Payment Texas NIC

- Payment Processing
- PCI Compliance
- State Accounting System Integration

A scenic landscape of a Texas field filled with bluebonnets in the foreground, with a dramatic sunset sky in shades of orange, red, and purple in the background. A white rectangular box with a blue border is centered over the image.

Texas.gov Services

What We Do



We provide ***innovative digital government solutions*** for your agency and your constituents.



Application & Website Development

- human-centered design
- plain language and SEO best practices
- mobile-first responsive design
- accessibility compliance



Digital & Cloud Transformation

- accelerate IT modernization
- architectural simplicity
- open-source innovation
- automated and scalable infrastructure



Maintenance & Operations

- ongoing service/support for hosted apps/websites
- full-scale ITIL-based service management capabilities
- Agile methodologies and best practices



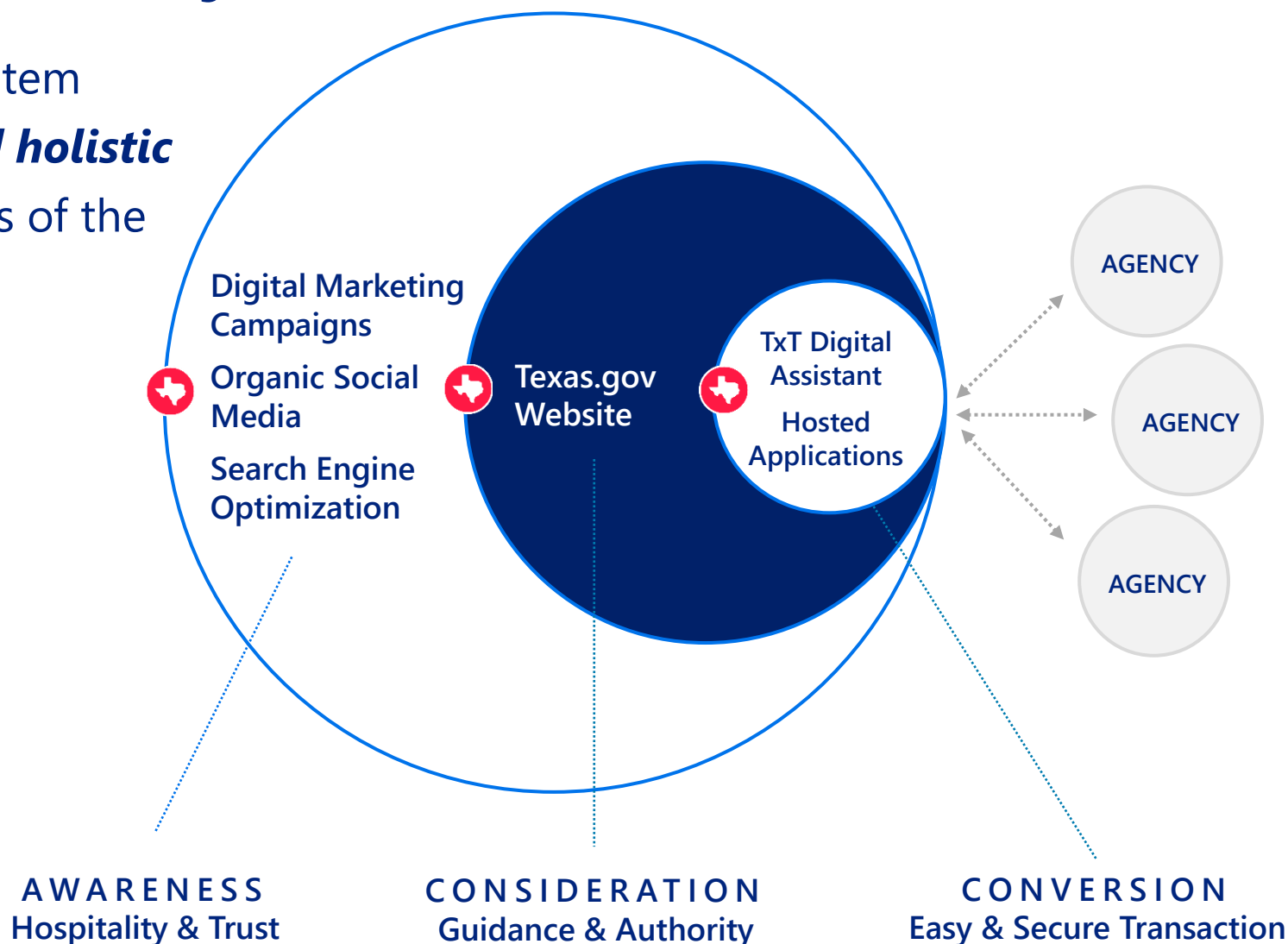
Marketing, Analytics & User Feedback

- targeted campaigns to drive awareness and action
- web analytics to understand behavior and measure performance
- surveys to assess customer satisfaction

Texas.gov Digital Ecosystem



The Texas.gov digital ecosystem provides an ***integrated and holistic experience*** across all phases of the constituent journey.





Texas by Texas (TxT)

TxT is a ***personalized digital assistant*** from Texas.gov that...

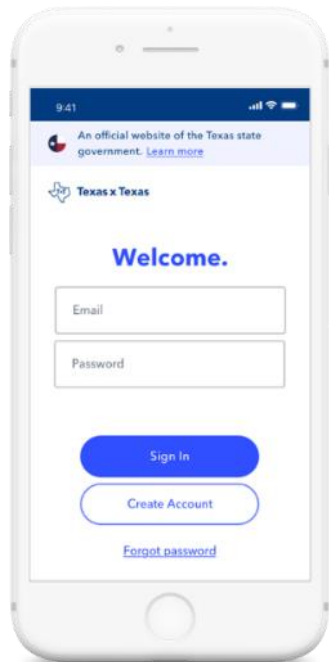
- offers Texans an **easier, faster,** and **more secure** way to take care of government services – anytime, anywhere, and on any device
- enables government agencies to **integrate constituent-facing services** with a centralized, account-based, and trusted platform



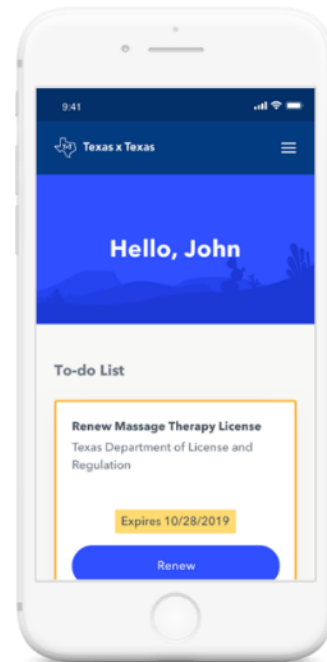


TxT Key Features

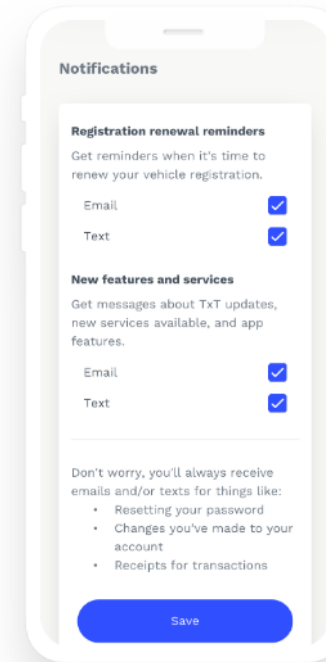
Create a single, secure, and *multi-factor authenticated* **user account** and **link services** (DL/ID, vehicle, etc.)



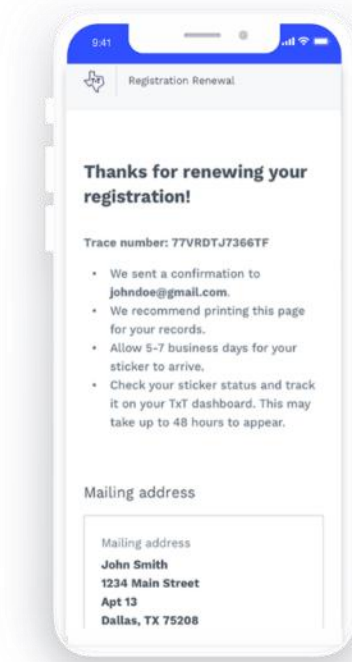
Access a **personalized dashboard** with upcoming to-dos, stored payment info, transaction history, etc.



Establish **notification preferences** to receive proactive alerts and reminders



Complete **agency transactions*** in just a few taps anytime, anywhere, from any device



**TxT integrates with Texas.gov Payment Services (NIC) to provide secure, PCI-compliant, USAS-integrated payment processing.*



TxT Integrations and Success to Date

TDLR

- massage therapist license renewal
- massage therapy instructor license renewal

TxDMV

- vehicle registration renewal

DPS

- driver license, ID, and CDL renewal and replacement
- change of address
- emergency contact updates



iOS and **Android** mobile apps
now available in Apple and Google Play stores

KEY SUCCESS METRICS (as of 3/7/2022)



830,159

Accounts Created



880,808

Services Linked



1,034,684

Transactions

Learn more &
create your own
TxT account!

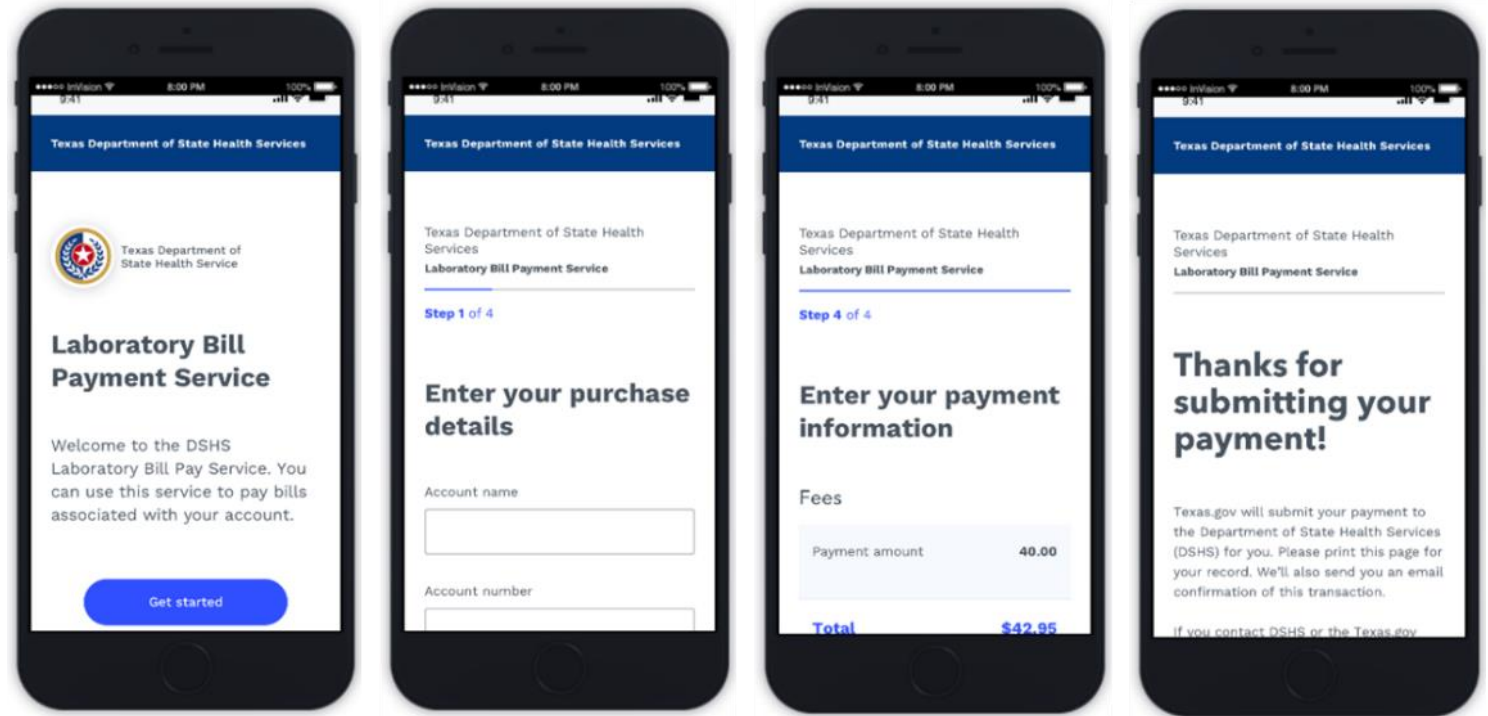
www.texas.gov/TxT

Fee Pay



Fee Pay is a product-based application framework that...

- Lets government entities collect PCI-compliant credit card/ACH payments*
- Allows users to make payments quickly and securely
- Ideal use cases: Regulatory Fees/Fines, Donations, Bill/Program Payments, etc.

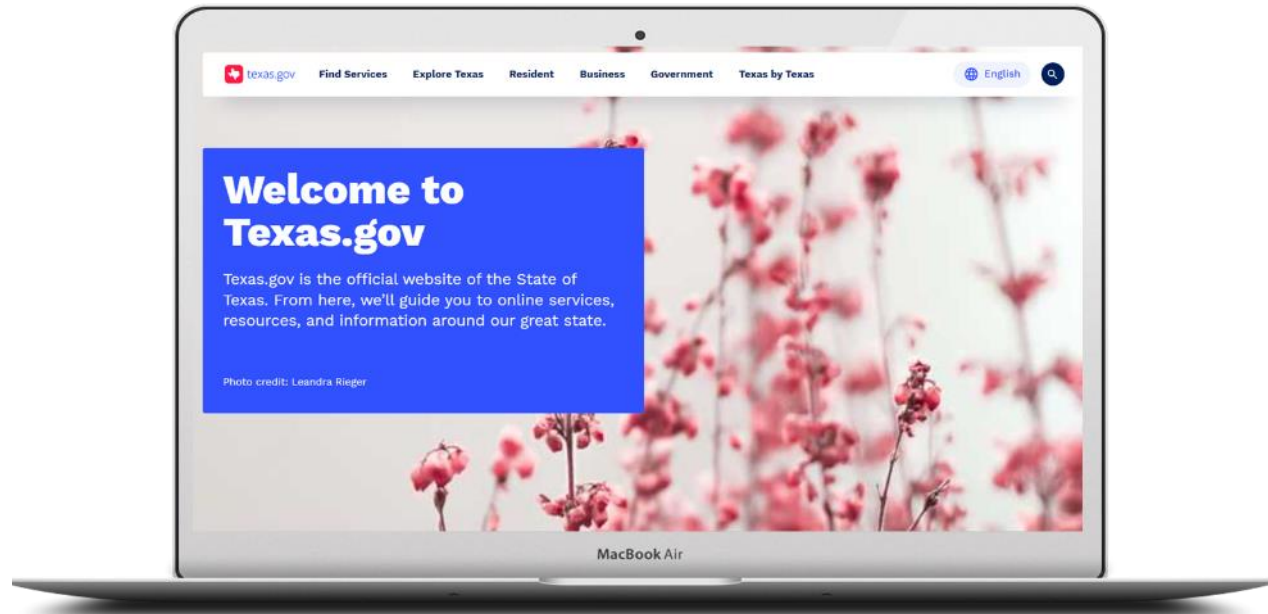


**TxT integrates with Texas.gov Payment Services (NIC) to provide secure, PCI-compliant, USAS-integrated payment processing.*

Website Redesign



We also design and develop award-winning websites...



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Texas.gov Payment Services

Texas.gov Payment Services

Payment Processing Designed for Government!



2022	12.4 Million Transactions Worth \$1B for FY22*
2021	21.0 Million Transactions Worth \$1.7B in FY21
2020	20.8 Million Transactions Worth \$1.9B in FY20
2019	20.8 Million Transactions Worth \$1.7B in FY19

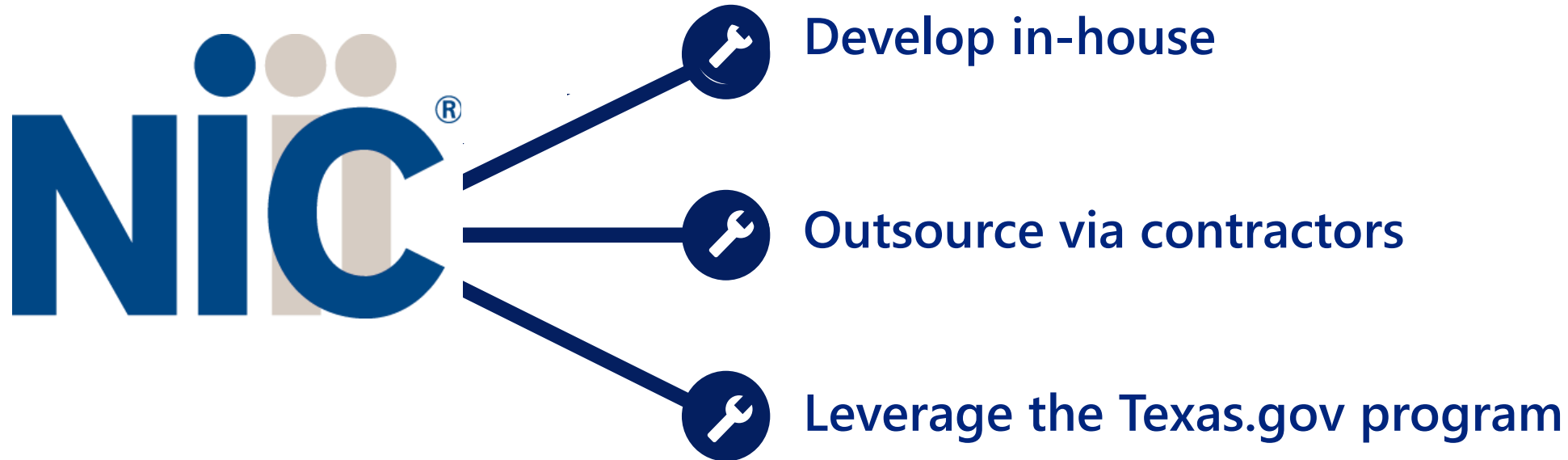


NIC securely processes thousands of transactions daily for Texas totaling \$5.69 billion dollars since 2018.

*To date.

Texas.gov: Payment Services

Integration Options



Our e-commerce and in-person low code solutions are easy to integrate via API's available to your developers.

Card-Present: In person, at the agency, offices

Security: PCI compliance risk mitigation options

Texas Focus: Government-focused SaaS-based platforms for state government with USAS requirements in mind



Texas.gov Payment Services

Simple, powerful, comprehensive



Constituent

Agency

TCPA

Options

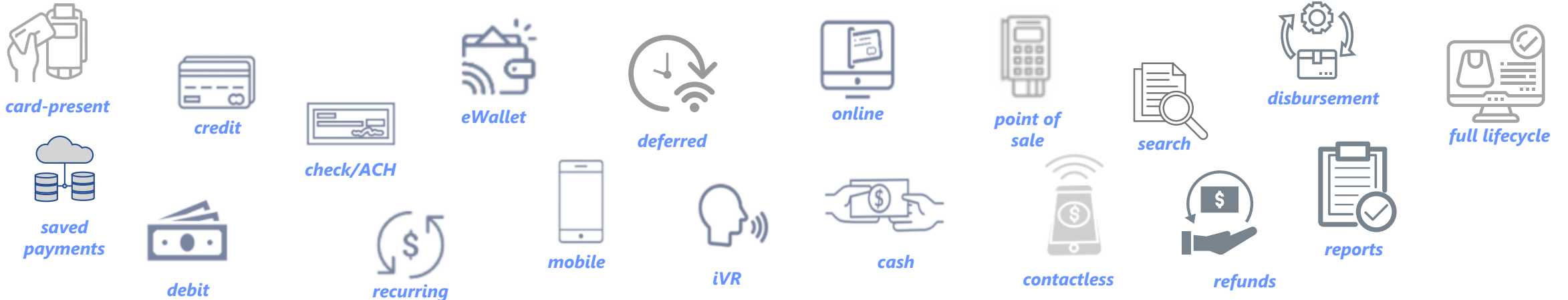
All payment types.

Connections

All payment channels.

Management

USAS and TPO29 files.



Texas.gov Payment Services

Future-proofing



Customized and fully integrated payment services designed to meet the needs of all Texans.

AUTOMATION

USAS and TPO29
funding reconciliation
support

TPE customization to
prevent duplicate
entries

USAS and CAPPS
refund processing

SECURITY

Level 1 PCI service
provider, SSAE 18 SOC2
Type II reporting

Provider of encrypted
technology KBE and
HID credit card swipe
devices

MODERNIZATION

Custom features into the
NIC eWallet API for
mobile applications

Powering payments
through NIC eWallet and
iFrame
micro-services

Texas.gov Payment Services

Products



CCP – Common Checkout Page: Allows the agency-side application to capture and send transaction data to NIC's interface.



TPE – Transaction Processing Engine: Integrates an agency's checkout screens directly with NIC's gateway.



eWallet: Integrates to TPE and stores data in a PCI/PII compliant vault for added security.



OnTheGo Pay: Allows an app to collect on- and offline payments for credit cards or checks.

Managed Security Services

John Ford and Mark Hooper

AT&T



DIR Shared Technology Services: Managed Security Services

Multi-sourcing Services Integrator (MSI)

Capgemini

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

Security Monitoring & Device Management

AT&T

- End Point Device Management
- Intrusion Detection/Prevention
- Malware Detection/Prevention
- Managed Firewalls
- Security Operations Centers

Risk & Compliance

AT&T

- Penetration Testing Service
- Vulnerability Assessments
- Security Risk Assessments
- Industry Focus Assessment

Incident Response

AT&T

- Security Incident and Response Management
- Digital Forensics
- Response Preparedness



Managed Security Services (MSS)

What We Do



We provide *comprehensive IT security services* for Texas agencies and DIR customers in three functional areas, each containing multiple services to meet modern security needs.



**Security Monitoring &
Device Management (SMDM)**



Risk & Compliance (R&C)



Incident Response (IR)

MSS offerings are **billed and branded as DIR solutions** – AT&T is the service provider complemented by technology from select vendors.



Popular Service Offerings by Category



Security Monitoring

- ❖ Security Information & Event Management (SIEM)
- ❖ 24x7 Security Operations Center (SOC)
- ❖ Darknet Intelligence Monitoring
- ❖ Targeted Threat Research
- ❖ Managed Security Essentials

Device Management

- ❖ Managed Endpoint Detection and Response (EDR)
- ❖ Intrusion Detection/Prevention Services (IDS/IPS)
- ❖ Malware Detection and Prevention
- ❖ Managed Next-Gen Firewall Service
- ❖ Managed Web Application Firewall Services
- ❖ Managed Secure Sensor

Risk & Compliance

- ❖ Texas Cybersecurity Framework Assessment (TCFA)
- ❖ Penetration Testing Services (Pen-Test)
- ❖ Risk and Cloud Compliance Assessment
- ❖ Vulnerability and Web Application Scanning Services
- ❖ Industry Focused Assessment (IFA)
- ❖ Industry Risk Assessments
- ❖ Election System Assessments

Incident Response

- ❖ Security Incident and Response: (IR)
- ❖ Digital Forensics
- ❖ IR Preparedness - Cybersecurity Incident Response Plan (CIRP)
- ❖ IR Preparedness - Ransomware Table-Top Exercise (TTX)

Learn More and Join Us

Elise McCullough

MSI Outreach and Growth Consultant,
Capgemini



STS External Portal

<https://dirsharedservices.service-now.com/dir>

- Designed for prospective STS customers, including governance (city, county, and state) and higher education
- STS Service Offerings catalog with high-level views and drill-down details
- Publications page featuring previous webinars and other helpful articles
- Eligibility details and sample agreements



The screenshot shows the homepage of the STS External Portal. At the top, there is a banner image of a field of blue flowers with the text "Welcome to Shared Technology Services". Below the banner, on the left, is a paragraph about the mission of the Texas Department of Information Resources (DIR). To the right of this paragraph is a search bar. Below the mission paragraph, there are four blue buttons stacked vertically: "Data Center Services (DCS)", "Texas.gov", "Managed Security Services (MSS)", and "Open Data Portal (ODP)". Below these buttons, there is a section titled "What is STS?" followed by a paragraph about the objective of the program. Below that is a section titled "STS Values" with a bulleted list of four points. At the bottom of the page, there is a footer area with the text "Disaster Recovery Webinar" and a video player thumbnail for "DIR Shared Technology Services" with a "Share" button.

Welcome to Shared Technology Services

The mission of the [Texas Department of Information Resources](#) (DIR) is to serve Texas government by leading the state's technology strategy, protecting state technology infrastructure, and offering innovative and cost-effective solutions for all levels of government. You can use the buttons, to the right or below, to gather more information about some of our service offerings such as Data Center Services or Managed Security Services.

Search

Data Center Services (DCS)

Texas.gov

Managed Security Services (MSS)

Open Data Portal (ODP)

What is STS?

The objective of DIR's Shared Technology Services Program is to supply access to managed IT as a Shared Service, allowing Customers to focus on supporting their mission and business functions rather than directly managing IT services.

STS Values

- Diverse Technology Solutions - Meeting customer needs today while anticipating future demands through proven industry best practices and research.
- Assurance - Services are competitively procured with secure, reliable, and scalable solutions provided by private sector industry leaders and designed to meet customer requirements.
- Customer Support - From procurement through operations, STS solutions offer flexibility, accountability, and agility to meet evolving business needs, while minimizing risk and maintaining business continuity. The STS program provides customers with technical expertise and responsive support using a single platform and enterprise governance structure.

Disaster Recovery Webinar

DIR Shared Technology Services

Share

STS Service Offerings Catalog



Data Center Services (DCS)

Texas.gov

Managed Security Services
(MSS)

Open Data Portal (ODP)

Categories

STS Service Offerings Catalog

Data Center Services (DCS)

Texas.gov

Managed Security Services (MS...)

Open Data Portal (ODP)

STS Service Offerings Catalog

Welcome to the Catalog of DIR Service Offerings. Here, you will find information about the Programs offered by DIR Shared Technology Services. Use the tiles below to navigate through our Services and their Offerings.

Active Threat Identification

Identifying threats to protect our environment

View Details

App Management and St...

Maintain and enhance existing applications or augment your team

View Details

Compute and Storage

An enterprise approach to technology infrastructure

View Details

Darknet Intelligence Asse...

Broad-scale assessment of your brand and infrastructure on the

View Details

Digital Forensics

Detailed analysis of Security Incidents

View Details

Endpoint Detection Resp...

Monitoring platforms and devices for health, performance and activity

View Details

Incident Command Respo...

Ready to respond to security events

View Details

Industry Focused Security...

Security Assessments focused on Local Governments, School Districts and Utilities

View Details

Information Security Polic...

Establishing a framework to keep data safe

View Details

9 of 49

Show More

Want More Information?

- Prospective Customers: Submit our interest form on any offerings page to be contacted by our team.
 - Select all STS Programs or Services of interest.
 - Provide additional information about your needs to help get your request to the right person faster.
- Current Customers: Submit a Request For Solution (RFS) via the Service Catalog or engage your MSI Customer Relationship Manager.

Shared Technology Services Interest Form

Name

Phone number

Email

Title

Organization/Company

* Select all Programs and Services of interest, and we will be in touch!

☐ DCS Texas Private Cloud

☐ DCS Public Cloud Manager

☐ DCS Print, Mail, and Digitization

☐ DCS Mainframe

☐ Texas.gov Payment Services

☐ Texas.gov Application Services

☐ Managed Security Services

☐ Texas Open Data Portal

☐ Please provide any known deadlines or requirements below.

Submit Save Cancel





Eligibility and Contract Requirements

Prior to receiving Shared Technology Services from DIR, all customers must sign either an Inter-Agency Contract (IAC) or an Inter-Local Contract (ILC). In addition, each Program has Terms and Conditions that must be accepted.

Who is eligible?

- State Agencies
- Public Institutions of Higher Ed
- Local Governments
- Public School Districts
- LCRA

Note: Public community colleges are eligible to participate only in Managed Security Services (MSS) and Texas.gov.

Contract Document Previews

- [Shared Technology Services IAC](#)
- [Shared Technology Services ILC](#)
- [Data Center Services Terms and Conditions](#)
- [Texas.gov Terms and Conditions](#)
- [Managed Security Services Terms and Conditions](#)
- [Open Data Portal Terms and Conditions](#)

(Find these on the External Portal's Eligibility page.)

Contact Us

Outreach and Growth Team

outreach.dirsharedservices.nar@capgemini.com





STS is powered by the
following providers:

Atos

Capgemini 

rackspace
technology

 Socrata

xerox™

 **AT&T**

Deloitte.

SAIC
Redefining Ingenuity

TEXAS  **NIC**