



# About Executive Office of Technology Services and Security

The Executive Office of Technology Services and Security (EOTSS) seeks to provide secure and quality digital information, services, and tools to customers and constituents when and where they need them.

Information about how EOTSS was founded and is structured as an Organization.

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## Our Mission

The [Executive Office of Technology Services and Security \(EOTSS\) \(/orgs/executive-office-of-technology-services-and-security\)](#) seeks to provide secure and quality digital information, services, and tools to customers and constituents when and where they need them.

As the lead enterprise information technology (IT) and cybersecurity organization for the Executive Branch, EOTSS provides responsive digital and security services that enable taxpayers, motorists,



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businesses, visitors, families, and other citizens to do business with the Commonwealth in a way that makes every interaction with government easier, faster, and more secure. EOTSS also oversees and manages the enterprise technology and digital infrastructure and services for over 125 state agencies and over 43,000 state employees.

## History of EOTSS

The Baker-Polito Administration created EOTSS in 2017 in partnership with the Legislature “to improve data security, safeguard privacy, and promote better service delivery” across the Commonwealth. These goals would be achieved through the modernization of the state’s aging IT and security infrastructure, the development of true enterprise strategies and organization structure, and investments in best-in-class technologies and first-class talent.

EOTSS has broad statutory authority to effectuate the goals prompting IT consolidation in [Chapter 64 of the Acts of 2017](https://malegislature.gov/Laws/SessionLaws/Acts/2017/Chapter64) (<https://malegislature.gov/Laws/SessionLaws/Acts/2017/Chapter64>), as memorialized and articulated in [M.G.L. c. 6A, s.](#)

[7A](https://malegislature.gov/Laws/GeneralLaws/PartI/TitleII/Chapter6a/Section7a) (<https://malegislature.gov/Laws/GeneralLaws/PartI/TitleII/Chapter6a/Section7a>) and [M.G.L. c.](#)

[7D](https://malegislature.gov/Laws/GeneralLaws/PartI/TitleII/Chapter7D) (<https://malegislature.gov/Laws/GeneralLaws/PartI/TitleII/Chapter7D>).

Since its creation, EOTSS has made critical investments in infrastructure resiliency, unifying cybersecurity operations, and deploying a Standard Operating Environment (SOE) and technology architecture across all agencies. The organization has also collaborated with agencies to improve the centralized delivery of digital services for constituents, schools, businesses, government agencies, and municipalities.

## Enterprise Leadership, Expertise, and Economies of Scale

The centralization of IT and cybersecurity under EOTSS enabled the state to manage infrastructure and service delivery more efficiently through enterprise leadership, expertise, and economies of scale.

Additionally, EOTSS delivers value in the following enterprise program areas:

- IT Capital Investment & Related Program Management
- Centralized Contract Management and Enterprise Software License Administration
- Targeted IT Recruiting
- Asset Management



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- Privacy & Risk management

## Agency Business Applications

While EOTSS assumed oversight of core IT and cybersecurity infrastructure and services, management of the business application layer was preserved at the agency and secretariat level – where there resides deep subject matter expertise and knowledge of the business and the application layers, and impact with respect to daily operations and respective constituency

However, agencies continue to work with EOTSS to strategically identify which of their legacy business applications should be kept, replaced, retired, or consolidated. They then collaborate on migration to approved hosting solutions within the EOTSS SOE for those applications that will remain in service.

## EOTSS Organizational Structure

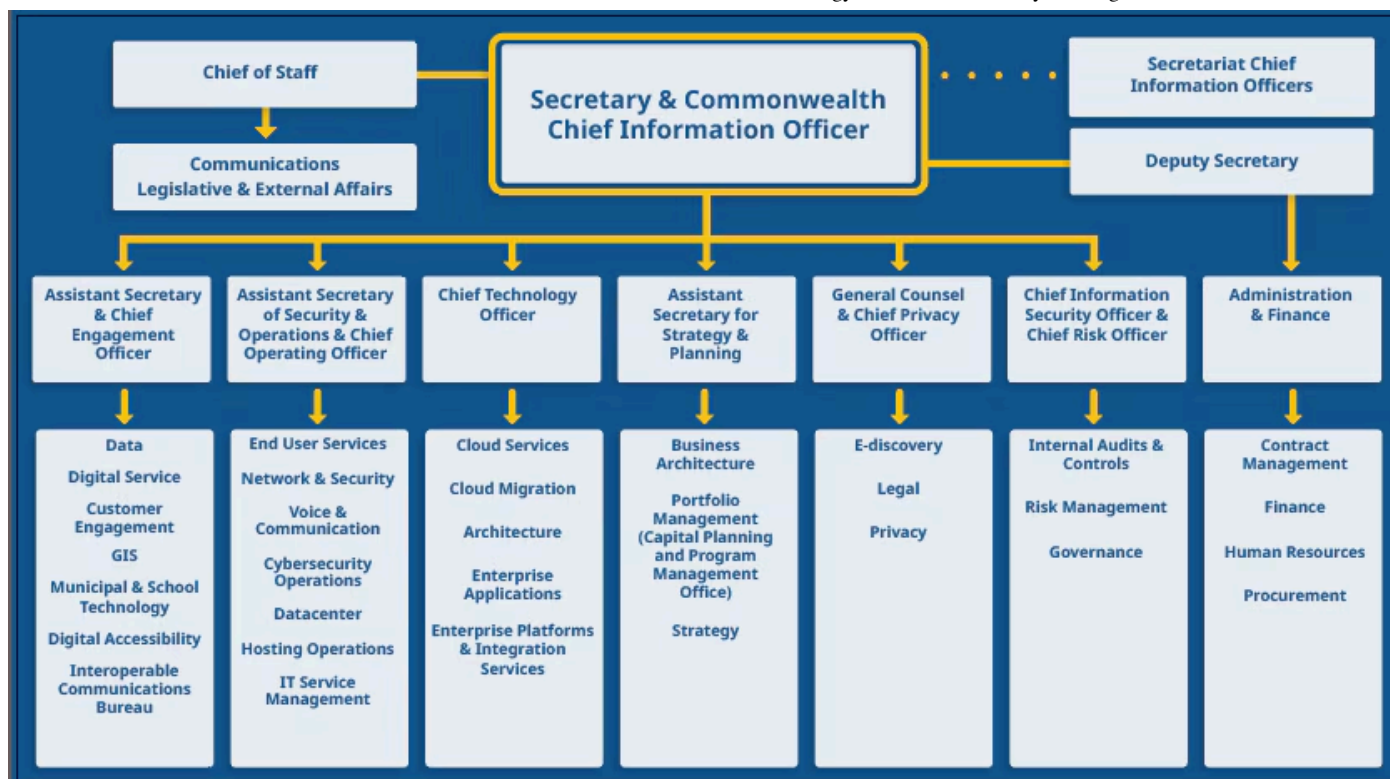
The EOTSS organizational structure has evolved since 2017 to better reflect the management, operational, and staffing needs of a modern enterprise IT and cybersecurity agency.

At a high level, 22 EOTSS Departments report up to the Secretary and Commonwealth CIO through four Assistant Secretaries and the General Counsel.

Secretariat Chief Information Officers (SCIOs) and their respective technology organizations also have a “dotted-line” reporting responsibility to the EOTSS Secretary and Commonwealth CIO.

[View an accessible version of the EOTSS organization chart \(/doc/eotss-organization-chart-1/download\)](/doc/eotss-organization-chart-1/download)





These 22 departments are staffed by 452 full-time employees and 60 staff augmentation contractors working through 18 vendors (via [ITS77 \(/doc/its77/download\)](https://www.mass.gov/doc/its77/download)).

EOTSS full-time employees, contractors, and vendors primarily support the enterprise in the following areas:

- Enterprise Cybersecurity & Risk Management – EOTSS maintains operational responsibility for securing the Commonwealth’s infrastructure, networks, data, and systems through the development and maintenance of enterprise security policies and strategies; security operations; incident reporting and response; risk management; and information governance.
- Infrastructure & Network Services – These services include voice and data networks; enterprise systems and services; mainframe and various hardware environments; architectural and infrastructure hosting services for cloud and other environments, as well as enterprise application maintenance and business support.
- [End-User Support & IT Services \(/eotss-end-user-support-services\)](https://www.mass.gov/eotss-end-user-support-services) – These teams provide software, hardware, voice, and connectivity support for Commonwealth agencies and IT organizations; they manage the [Service Desk \(/how-to/request-it-services\)](https://www.mass.gov/how-to/request-it-services) and IT Side Services.
- Digital & Data Services – These teams have responsibility for overall strategy and management of the Mass.gov environment, while also providing leadership and direction to agencies in the delivery of digital services to our residents, visitors, and businesses. The Data Office more



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specifically establishes data standards and assists with data analysis, visualization, and business intelligence efforts.

- Strategy Management & Consulting Services – The [Office of Strategy Management \(OSM\)](#) (/eotss-strategy-consulting-service) is a business engagement team offering agencies expertise in planning and performance management, project management, business strategy, and research and analysis. They seek to increase the efficiency and responsiveness of state agencies by improving service delivery and adopting new technology-enabled business solutions.

Additionally, the following EOTSS Departments perform niche functions within the organization and for our partners in state and local government:

- [Office Of Municipal and School Technology \(OMST\)](#) (/orgs/office-of-municipal-and-school-technology) – This Office supports local government efforts to effectively serve their residents, students, and employees through the use of technology. It serves cities, towns, and school districts across the Commonwealth by providing technical assistance to position communities for successful technology initiatives, promoting state resources that can improve local government operations, and administering and providing information about available IT and security grant opportunities.
- [Bureau of Geographic Information Services \(MassGIS\)](#) (/orgs/massgis-bureau-of-geographic-information) – MassGIS is the state's one-stop-shop for interactive maps and associated descriptive information. The team coordinates GIS activities in state and local government and sets GIS data standards. MassGIS supports emergency response, real-estate research, environmental planning and management, transportation planning, economic development, and engineering services.
- [Interoperable Communications Bureau](#) (/orgs/interoperable-communications-bureau) – This Division provides infrastructure planning project management, grant administration and support to promote interoperable communications amongst first responders, public safety, public health, and other government services across a growing spectrum of communications platforms to include the statewide public safety radio network and public safety wireless broadband network(s).
- IT Capital Investment Management – The Secretary and [EOTSS Office of Capital Planning](#) (/eotss-office-of-capital-planning) oversee the IT capital investment program management. This team works in partnership with the [Executive Office for Administration and Finance \(A&F\)](#) (/orgs/executive-office-for-administration-and-finance) and the [IT Investment Advisory Board](#) (/info-details/it-investment-advisory-board-iiab) to develop and administer the [annual Capital Investment Plan \(CIP\)](#) (/info-details/it-capital-planning-process) with the Governor's Office.



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- **Office of the General Counsel & Legal Services** – This Office, along with the Commonwealth's first Chief Privacy Officer (CPO), oversees the development of policies regarding the appropriate sharing of sensitive data and ensures compliance with federal and state laws concerning the collection, retention, sharing, and disposal of data. It also manages the enterprise e-Discovery team that provides executive branch agencies with technical services for record preservation and e-mail and file extractions.
- **Administration & Finance** – Divisions reporting to the Chief Administrative Officer include Human Resources, IT Recruiting, the Fiscal Office, the Procurement team, Contract Management & Software Licensing; and IT Accessibility.
- **[Policy & Planning \(/eotss-enterprise-technology-policy-planning\)](/eotss-enterprise-technology-policy-planning)** – This Division is responsible for establishing an enterprise IT strategic planning framework; development of a statewide IT roadmap; maintaining enterprise policies, standards, and guidance; and overseeing Executive Office communications, legislative and external affairs.

EOTSS is also associated with [multiple Boards, Task Forces, and Government partners \(/info-details/eotss-boards-task-forces-and-government-partners\)](/info-details/eotss-boards-task-forces-and-government-partners).



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