



EXECUTIVE SUMMARY

In 2008, the Ohio Attorney General's Information Technology Organization (AGITO) declared independence from expensive software vendors and saved Ohio tax payers almost \$4 million through strategic hiring, increased productivity, and a drive to cut costs and become more self-reliant. This report details this and other AGITO 2008¹ accomplishments and previews 2009 AGITO objectives.

In summary, 2008 was a year of continual and sometimes wrenching transition during which we

- Became the first state in the nation to implement the Adam Walsh Act provisions within Ohio's Electronic Sexual Offender Registration Notification system
- Improved constituent service and cut response time 75% by establishing the AG4Ohio Help Center
- Played an important role in the AGO's most notable successes including collecting over \$344,000,000 in debt owed the state
- Served over 8,500,000 criminal history inquiries via the web and processed over 1,000,000 civilian and criminal background checks
- Served more than 12,000 law enforcement officials from 1300 Ohio agencies requesting over 3,000,000 Ohio Law Enforcement Gateway searches
- Collected \$18 million for WebCheck background checks
- Took over the orphaned Ohio Local Law Enforcement Information Sharing Network
- Used software technology to help the antitrust section electronically sift through millions of documents in preparing important cases
- Replaced 25% of the agency's PCs and provided a new flat-panel monitor for 100% of AGO staff members
- Developed over 30 software products and web services
- Addressed over 37,000 IT Help Desk tickets
- Recruited world-class talent via attrition and added 9 masters degrees, 11 bachelors degrees and over 250 years of professional technical experience to our staff without increasing costs
- Served the diverse IT needs of fifty distinct AGO organizations and 1500 staff members spread throughout the state, each with unique needs
- Operated a reliable IT infrastructure including data networking, email services, internet access, and file storage
- Laid the foundation for a more sustainable, productive and innovative IT organization by re-engineering our internal work processes and using innovative technology

In 2009, we plan to extend and consolidate these gains while providing innovative technology to increase staff productivity within the Attorney General's Office.

¹ This report is based on the fiscal year 2008 (FY2008) but also contains information from the last quarter of FY2007 when Marc Polster became Chief Information Officer of the Ohio Attorney General's Office.