

# Office of Information Technology Operations (OITO)

## SUMMARY:

In today's digital age, IT infrastructure forms the backbone of the Environmental Protection Agency (EPA). Persistent cyber threats continue to threaten the very IT infrastructure we rely on to execute the EPA mission to protect human health and the environment. The Office of Information Technology Operations (OITO) works assiduously to thwart the threats that will impede the execution of mission-related activities. This infrastructure encompasses all the hardware, software, networks, and facilities required to manage and deliver IT services. Given the critical nature of the EPA's mission, a robust and secure IT infrastructure is paramount.

The OITO is committed to defending against cyber threats by implementing comprehensive security measures such as:

- **Endpoint Security:** Protecting individual devices (computers, smartphones, etc.) from malicious activities. This involves using antivirus software, patching, firewalls, and intrusion detection systems to monitor and defend endpoints.
- **Network Security:** Ensuring the integrity and confidentiality of data as it travels across networks. This includes using encryption, secure access controls, and monitoring for suspicious activities.
- **Disaster Recovery:** Maintaining operational environment redundancies to ensure business continuity in case of major incidents.
- **IT Service Desk Operations:** Providing support and resolving issues for end-users through a centralized service desk for the enterprise.
- **Change Management:** Managing changes to the IT environment to minimize disruptions and ensure compliance with policies.
- **Application Deployment/Hosting:** Ensuring the reliability, scalability, and availability of the enterprise hosting environments to meet programmatic requirements for the agency.

## BACKGROUND:

The Office of Information Technology Operations (OITO) supports 13 National Programs and 10 regions across the United States. We oversee major IT initiatives for a \$300M+ Working Capital Fund portfolio comprised of 35 Service Offerings and over 200 products and are responsible for programs and activities related to the policy and management and implementation of enterprise information technology and infrastructure operations. The OITO is not just about keeping the lights on; we play a strategic role in enabling business innovation and growth. By ensuring that IT systems are reliable, secure, and scalable, the OITO supports the agency's ability to respond to the launch new products and improve customer experiences.

IT Operations continue to evolve with emerging technologies and advanced analytics. The focus will increasingly be on proactive management, predictive maintenance, leveraging data to drive decision-making, and continuous improvement. To stay abreast of emergent technology, the OITO has implemented a 3-year IT strategic plan where we not only align key program initiatives to information technology goals, CIO mandates and Executive orders, but have identified key initiatives that drive innovation, function as a critical business enabler, and play a pivotal role in digital transformation.

Below are a few examples and their corresponding timelines:

Initiatives	CY2025											
	Q1			Q2			Q3			Q4		
Implement Next Generation Voice												
Operational Support of AI (MS Azure Gov Chat)												
API for ARC GIS Indoors												
Isolated offline Lab Infrastructure (Sandbox)												
Develop Installed Software Management and Software Registry												
Lab Device modernization												
Chromebook VDI initiative												

#### KEY EXTERNAL STAKEHOLDERS:

- ☒ Congress
 ☐ Industry
 ☒ States
 ☒ Tribes
 ☐ Media
 ☐ Other Federal Agency  
☐ NGO
 ☐ Local Government
 ☐ Other (name of stakeholder) \_\_\_\_\_