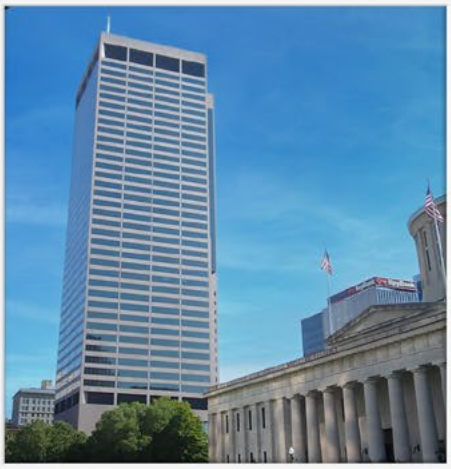
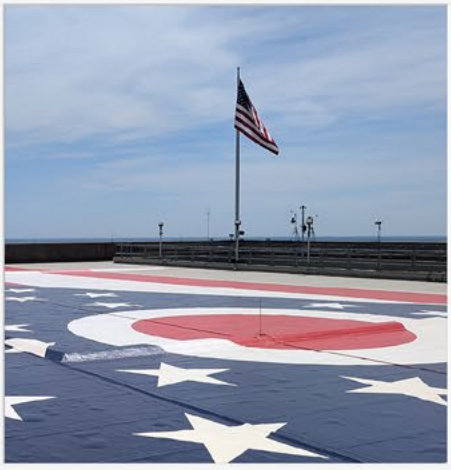










OHIO DEPARTMENT
OF ADMINISTRATIVE SERVICES

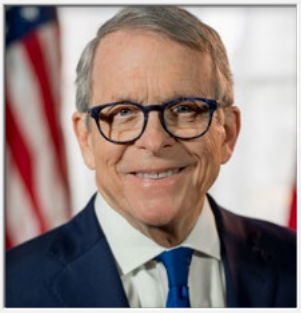
ANNUAL REPORT

FISCAL YEAR 2026

Department of Administrative Services

DAS.Ohio.gov

Ohio Department of Administrative Services



Mike DeWine
Governor



Jim Tressel
Lt. Governor



Kathleen C. Madden
Director



Ryan Garber
Assistant Director



Katrina Flory
State Chief Information Officer/ Assistant Director

Message from DAS Director:

I am pleased to present this report highlighting the work and accomplishments of the Ohio Department of Administrative Services (DAS) during fiscal year 2026. As the engine of state government, DAS sits at the center of the infrastructure that supports daily operations across all state agencies.

We provide essential services, including oversight of statewide information technology, human resources, collective bargaining, and procurement; maintain state-owned facilities, support the work of first responders, and advance data management, among many others that support value and efficiency in state government.

This year brought significant progress across our major service areas. Key achievements include modernizing critical statewide systems to improve reliability and user experience; strengthening cybersecurity protections to safeguard state data and technology resources; streamlining procurement and reducing barriers for businesses engaging with the state; and supporting the critical work of first responders. We also enhanced training and workforce development programs to support agency partners and attract skilled talent to public service.

We are proud to support the priorities of the DeWine–Tressel administration to increase operational efficiency and are committed to innovation, service, and collaboration as we work to strengthen state operations, support economic growth, and enhance the quality of life in communities across the state.

Sincerely,
Kathleen C. Madden, Director

INFORMATION TECHNOLOGY

The Office of Information Technology (OIT) delivers enterprise information technology and telecommunication services as well as IT policy and standards, lifecycle investment planning, and privacy and security management.

OIT accomplishments for fiscal year 2026 included:

- Implementing a platform in the Office of Information Security and Privacy (OISP) to streamline and enhance the state's ability to manage privacy, third-party relationships, technology risks, and regulatory compliance.
- Coordinating state and local government geographic information system activities, the Ohio Geographically Referenced Information Program within DAS contributed significantly to the A grade Ohio received on the National State Geographic Information Council's 2025 Geospatial Maturity Assessment Report Card.
- Issuing a new IT Supplier Risk Management policy and standard to standardize the evaluation and monitoring of IT supplier risk to mitigate security incidents, protect IT operations, maintain data security, and comply with state and federal regulations.
- Handling 117,740 calls through the Customer Service Center that serves the IT needs of state government.
- Fostering Artificial Intelligence (AI) adoption and upskilling in the state by launching Thrive Thursday hands-on learning opportunities for state staff and issuing an AI request for proposal for agencies to engage vendors in AI-related assessment and strategy development, implementations, and maintenance and support services.
- Expanding use of OHID, which has an average of 17 million logins per month supporting over 8 million users.
- Migrating the InnovateOhio Platform website to the Contentful Content Management System, providing users with a new look, improved site responsiveness, accessibility features, and enhanced search capabilities.
- Launching a new contact center as a direct line for Ohioans experiencing OHID issues.
- Implementing a solution to provide self-service to users who need to reset their Multi-Factor Authentication options.
- Receiving national recognition through the National Association of State Chief Information Officers (NASCIO) 2025 State IT Recognition Awards for work in data management, analytics and visualization, (overdose early warning dashboard); cybersecurity and enterprise technology management.
- Earning a Government Experience Award from the Center for Digital Government for efforts related to fraud detection and reporting.
- Rolling out a unified platform designed to help agencies govern, protect, and manage data across their digital estate, which is especially useful in the era of AI.
- Launching a new Enterprise Geocoding Service, a modernized, standardized statewide solution for accurate and reliable address geocoding for applications.
- Enhancing the security of applications by implementing Multi-Factor Authentication within the Ohio Administrative Knowledge System.
- Continuing rollout of Ohio Learn in partnership with DAS State Human Resources Division (SHRD), onboarding agencies to the Cornerstone platform which has the capacity to manage up to 250,000 active users and track nearly 35,000 courses a year.
- Kicking off the Integrated Talent Management platform project in partnership with SHRD that will use AI technologies to make hiring processes more user-friendly, efficient, and modern across state government.
- Engaging with the Department of Commerce, Division of Real Estate and Professional Licensing to modernize their business license processes and integrate into the enterprise eLicense system to provide a better, faster, online experience for their customers.

HUMAN CAPITAL AND PLANNING

Human Capital and Planning consists of the State Human Resources Division and the Office of Collective Bargaining.

The State Human Resources Division (SHRD) provides centralized human resources services and guidance to state agency HR offices as well as approximately 50,000 State of Ohio employees and their dependents.

SHRD accomplishments for fiscal year 2026 included:

- Partnering with Opportunities for Ohioans with Disabilities to host five skills-based hiring events, supporting Ohio's role as both a skills-based employment leader and a model employer of individuals with disabilities.

- Expanding the state's learning management system to nine additional agencies with large citizen user populations, making it easier for citizens to access all learning relevant to them in one secure place.
- Creating a new communication preferences page to improve employee engagement and self service capabilities, including a new option to receive benefits updates and important notices via text.
- Onboarding two more agencies to the state's timekeeping system, increasing statewide use to nearly 40,000 employees.
- Implementing a new statewide drug testing vendor which allows for electronic scheduling, eliminating the need for a manual paper process.
- Rolling out a new Disease Management Program in less than eight weeks.
- Improving the average resolution time of benefits-related help desk tickets to approximately two days to better support employees and improve service efficiency.
- Advancing a new electronic payment option to allow direct payment of premiums electronically rather than through mail.
- Hosting a conference for more than 300 state agency payroll and benefits professionals to share resources and best practices related to common issues employees and agency personnel often encounter.
- Facilitating monthly Benefits Community Meetings and agency training to support consistent, high quality benefits administration across teams.
- Offering over 200 wellness events to state employees at over 100 locations throughout state government.
- Collaborating with three agencies on the Mental Health Working Group, resulting in more visibility for mobile response training and the creation of HB724 which will allow for behavioral health well checks.
- Completing an extensive mental health parity comparative analysis with the Centers for Medicare and Medicaid with no significant findings.
- Updating the Disability Leave Program policy and offering numerous disability refresher trainings with over 150 agency attendees.

The Office of Collective Bargaining directs the state's labor relations and human resources policy. This includes representing the State of Ohio as the chief labor relations entity in the negotiation of state labor contracts, managing dispute resolution, training state agencies on the labor contracts, and daily contract administration as well as guidance on business continuity plan development, human resources policies, and application of the civil service law.

OCB accomplishments for fiscal year 2026 included:

- Reducing full panel arbitration cases by 11% from the previous year, resulting in a 68% reduction for 2025 and 2026 as a result of successful alternative dispute resolution sessions and "informal" Pre-Arbitration Mediations (PAMs) to resolve cases before they proceeded to arbitration.
- Resolving 91% of the 444 grievances reviewed in PAMs.
- Enrolling 1,130 in the OCB Academy in both the fall 2025 and the spring 2026 sessions. Both sessions offer a total of 12 all day trainings and two online learning courses. Overall training satisfaction was 4.7 on a 5.0 scale.
- Participating in 19 exercises focused on responding to major public safety emergency situations and assisting in the statewide response to Winter Storm Fern in January.
- Launching a continuity of operations course for state and local government in partnership with the Ohio Department of Public Safety Ohio Emergency Management Agency.
- Implementing an interface between the state's web-based, business continuity planning software and OAKS.

GENERAL SERVICES DIVISION

The General Services Division (GSD) is comprised of the following offices: Fleet Management, Procurement Services, Properties and Facilities, Real Estate and Planning, and State Printing and Mail Services. GSD services also include management and sale of assets and state and federal surplus property.

GSD accomplishments for fiscal year 2026 included:

- Selling 2,700 state surplus merchandise items and vehicles for more than $7 million via the GovDeals online marketplace though the State and Federal Surplus Program.

- Releasing more than 30 enhancements to the state e-procurement system OhioBuys to drive major efficiencies.
- Managing a statewide portfolio of 666 Non IT Procurement contracts as well as an IT procurement portfolio of over 600 contracts.
- Reviewing more than 1,300 IT Purchase Requisitions with performance metrics averaging a process time of 1.68 days and reviewing over 440 IT Requests to Purchase with an average completion time of 4.6 days.
- Issuing a multi award solicitation creating a solution for state and local entities to integrate with the statewide Next Generation 911 system.
- Supporting Central State University through awards for a property management contract for campus facilities and a Community Rehabilitation Program contract for janitorial and landscaping services.
- Saving an anticipated $8.5 million through a new presort postage services contract.
- Ordering and mailing 65,724,423 million envelopes with the 988 Suicide Crisis Lifeline logo from State Printing of Mail Services.
- Producing 1,333,186 Team Tressel Fitness Challenge workbooks and managing 7,514 shipments to participating schools.
- Onboarding the Ohio Department of Natural Resources as a managed fleet agency, adding 1,800 vehicles and 1,100 trailers to the assets managed by the Office of Fleet Management.
- Managing the acquisition of a first-of-its-kind charter bus equipped to meet the needs of the Ohio State School for the Blind and the Ohio School for the Deaf (OSSB/OSD) to safely transport students.
- Assisting the Ohio Adjutant General's Office with the purchase of its first managed fleet electric vehicle.
- Working with the Department of Behavioral Health to acquire 100 acres of land to construct a new facility in Montgomery County. The 285,000 square feet of new construction will increase the number of behavioral healthcare beds in the state system by more than 200.
- Renegotiating lease agreements for state entities housed in Youngstown's Voinovich Building, saving eight agencies and elected offices $3.5 million over the next 10 years.
- Saving the state approximately $1.4 million by reusing office furniture planned for disposal.

FIRST RESPONDER COMMUNICATIONS INITIATIVES

The Office of First Responder Communications Initiatives supports the work of first responders to protect citizens and save lives by increasing the state's investments in the Multi-Agency Radio Communication System and transitioning Ohio to Next Generation 9-1-1 which offer advanced communication capabilities when calling for emergency services.

First Responder Communications Initiatives accomplishments for fiscal year 2026 included:

- Successfully launching Next Generation 911 (NG911) in counties across Ohio, bringing the total number of counties utilizing the advanced communications system to 21. Of Ohio's 88 counties, 87 have indicated their intent to join NG911 as the 911 Program Office continues its work to implement the technology statewide.
- Continuing to grow MARCS tower sites across the state, helping three new counties (Lorain, Fulton, and the Austintown-Boardman-Mahoning County Council of Governments) join the MARCS system, along with portions of two other counties (Auglaize and Medina). Two six-tower simulcasts also joined MARCS this fiscal year.
- Working with the Ohio Facilities Construction Commission on the MARCS in Schools Radio Grant to provide over 160 new MIS radios to 16 different counties.
- Developing a portal that helps MARCS subscribers better understand their invoices, track, and activate and deactivate their radios more efficiently.
- Helping to build out and leverage the Emergency Communications Network (ECN), a dedicated network developed by OARnet to carry NG911 and MARCS traffic only. More than 80 sites across the state have migrated to the ECN.

OFFICE OF DATA AND EFFICIENCY

The Office of Data and Efficiency (ODE) oversees the Innovate Ohio Platform Data Analytics, Data Governance, the Data Analytics Learning Center, and LeanOhio. Together, these programs position data as a strategic asset, enabling more efficient operations and decision-making across state government.

ODE accomplishments for fiscal year 2026 included:

- Upgrading Innovate Ohio Platform data analytics to an advanced cloud-based, AI capable service ecosystem by migrating more than 700 databases from 34 agencies and programs and training 280 employees on the new tools and capabilities.
- Enhancing the nationally recognized RecoveryOhio Overdose Early Warning Dashboard by adding more comprehensive datasets from multiple sources for deeper insights.
- Facilitating the launch of the interactive Ohio Aging Compass in partnership with the Ohio Department of Aging to link Ohioans to trusted aging-related resources and information.
- Introducing the Ohio Department of Health's OneSource dashboard, an interactive tool on the DataOhio Portal that streamlines access to healthcare and public health information into a single searchable experience.
- Establishing a Statewide Data Sharing Compact, a unified document framework that enables state agencies to securely and lawfully share data in support of public service and statutory responsibilities.
- Onboarding 15 state agencies to the Enterprise Data Catalog and developing a comprehensive guide for business and technical users.
- Hosting nearly 500 data professionals at the spring learning forum to share statewide priorities and learn how peer agencies are using data to improve outcomes.
- Hosting the Data Leadership Conference for 130 state participants focused on AI, data governance, and enterprise technology maturation.
- Launching the Ohio Data Community of Practice to provide a structured environment for ongoing, cross-agency collaboration.
- Developing the CDO Playbook, an interactive resource that guides agency CDOs in adopting best practices and building successful data maturation strategies.
- Conducting six LeanOhio Boot Camp training events with 95 state agency participants and relaunching the Green Belt program, training 54 state employees from 25 agencies.
- Leading six Kaizen events, LeanOhio facilitated a 52.4% average reduction in process steps and a 49.3% average reduction in process lead time.
- Earning recognition from Results for America the Leading Example among states in data leadership.
- Increasing the skills and capabilities of the state's workforce, more than 100 employees completed capstone projects to receive certification through the data professionals and Lean Six Sigma training programs.

AGENCY OPERATIONS

Agency Operations includes the Director's Office, which oversees approximately 700 full-time employees and every division and program throughout DAS, and the Administrative Support Division (ASD), which manages the agency's business and support functions.

ASD accomplishments for fiscal year 2026 included:

- Working to support agency customers, nearly 95% of 79 billed DAS rates for FY2026 services decreased or remained flat. The average rate decreased by 2.2%.
- Reviewing 141 of 234 administrative rules through the Office of Legal Services and reducing the total count by 30%.
- Partnering with the Ohio Dr. Martin Luther King, Jr. Holiday Commission to host its annual Oratorical Contest that featured 28 youth orators from throughout Ohio.
- Reviewing and concluding over 1,000 legal matters during the fiscal year, as well as 400 matters opened in the prior year, with an average 50 calendar day turnaround, and resolving nearly 1,200 public records requests.
- Supporting career technical education (CTE) in Ohio by partnering with CTE centers to employ high school seniors and graduates in information technology career fields.
- Hosting state agency directors and subject matter experts for five Perspectives Series events, sit-down conversations about topics highlighting programs or initiatives of partner agencies.
- Completing LeanOhio Bootcamp, five Office of Employee Services team members are working to improve processes throughout DAS.
- Supporting continued professional development by facilitating the "Building Your Leadership Legacy: A Supervisor's Guide to Coaching and Career Development" workshop for supervisors.

DAS FY 2026 *Spending*

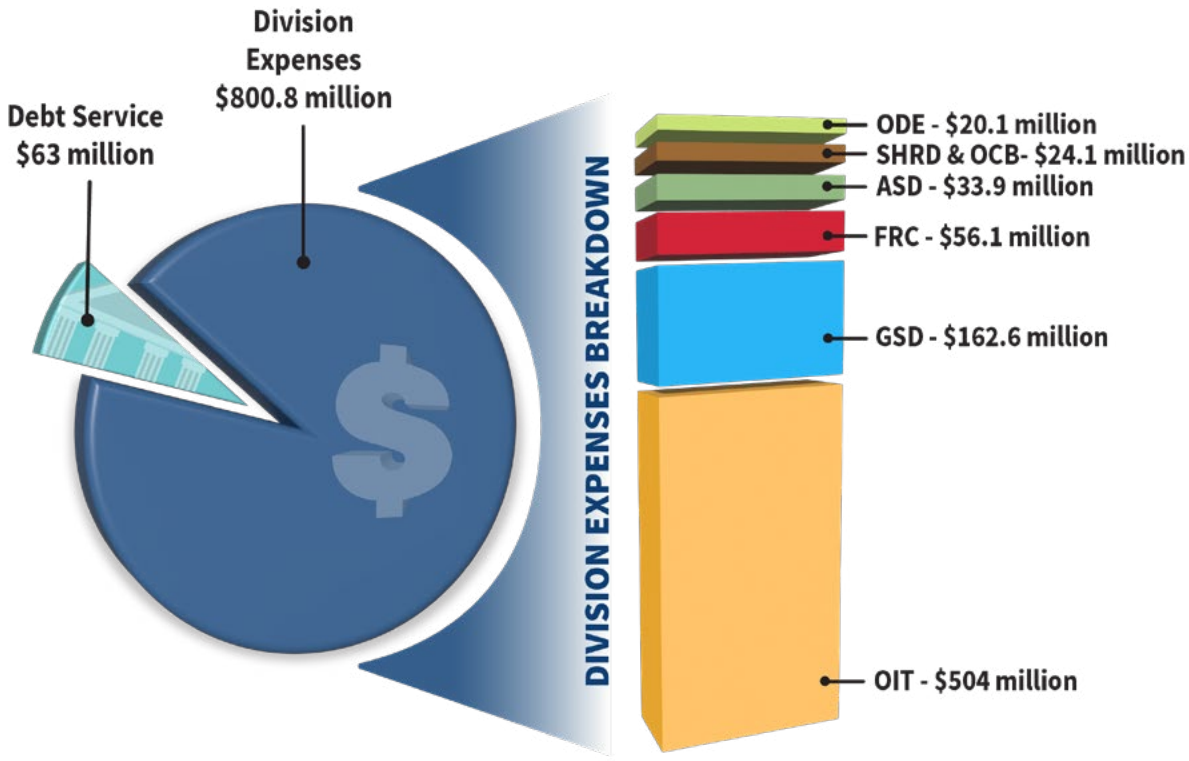
The disbursements of the Ohio Department of Administrative Services during Fiscal Year 2026 totaled $863.8 million.

Disbursements included debt service of $63 million, which equaled approximately 7.3% of the total DAS disbursements for the year. The remaining disbursements were the expenses of the DAS divisions, which totaled $800.8 million.

The expenses of the divisions included personnel services, supplies, maintenance, equipment, and certain pass-through and transfer payments. The individual expenses of the divisions within DAS were as follows: General Services Division, $162.6 million; Administrative Support Division, $33.9 million; First Responder Communications Initiatives, $56.1 million; Office of Data and Efficiency, $20.1 million; State Human Resources Division (including the Office of Collective Bargaining), $24.1 million; and Office of Information Technology, $504 million.

Of the total division expenses, only 5.3% ($42.1 million) was funded through the state's General Revenue Fund.

The following chart illustrates the distribution of the disbursements:



KEY

ASD – Administrative Support Division
SHRD – State Human Resources Division
OCB – Office of Collective Bargaining
ODE – Office of Data and Efficiency
FRC – Office of First Responder Communications Initiatives
GSD – General Services Division
OIT – Office of Information Technology



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