

2025 Year End Report

Georgia Technology Authority
Office of Digital Services and Solutions
Office of Artificial Intelligence
47 Trinity Ave, SW
Atlanta, GA 30334



Our Work

The **Office of Digital Services & Solutions** partners with state agencies and elected officials to deliver information and services to constituents. In 2025, our projects continued to improve access to statewide services, protect important data and information, and support more efficient product delivery.

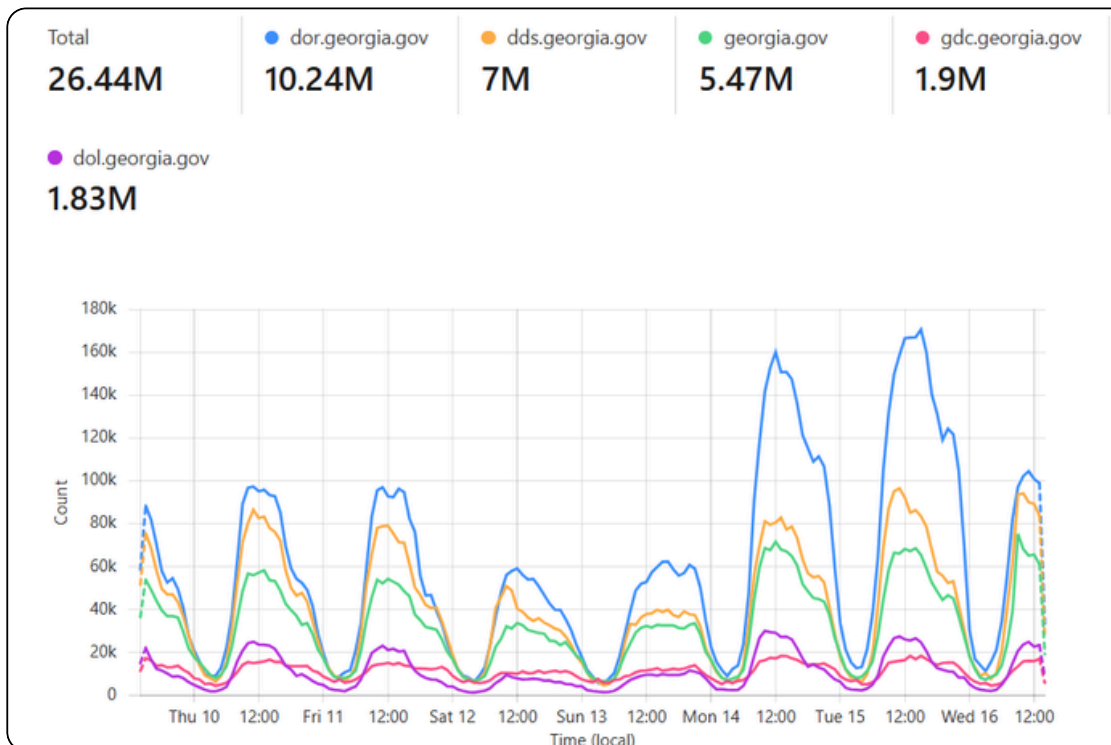


DIGITAL SERVICES AND SOLUTIONS

- GovHub
- Orchard Design System
- Digital Accessibility
- Product Management

GOVHUB STABILITY (DAILY REQUESTS)

GovHub serves an average of **8 million requests** every weekday and scales to reliably handle increased loads, such as on April 15th when 25% more users visited state websites.



10.9M

REQUESTS SERVED
ON TAX DAY 2025

+25%

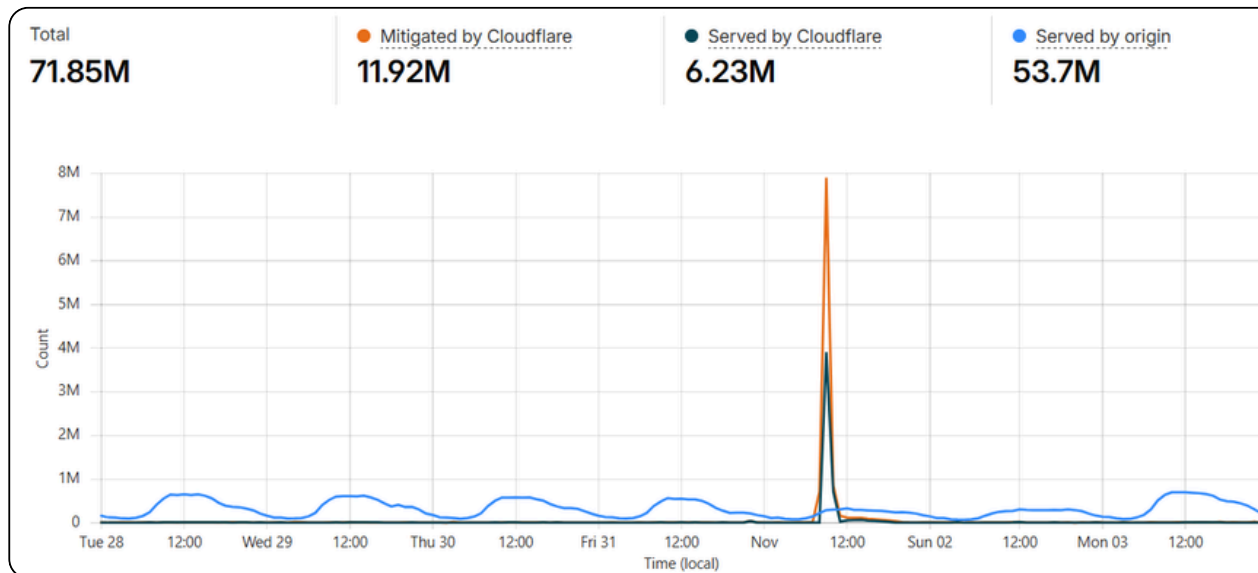
184M

TOTAL
PAGEVIEWS

GovHub Team: Jenna Tollerson, Jasmyne Epps

GOVHUB SECURITY

GovHub includes a **Web Application Firewall (WAF)** that blocks malicious attempts to bring the state's sites down. In the week leading up to the 2025 general election, we saw an attack on November 1st, but experienced no downtime.



450,000
AVERAGE DAILY
BLOCKS

GovHub Team: Jenna Tollerson, Jasmyne Epps

DSGA SUPPORT DESK

490+

HOURS
SUPPORTING
CUSTOMERS

625

TICKETS
RESOLVED

4.9



AVERAGE
SATISFACTION
RATING

57

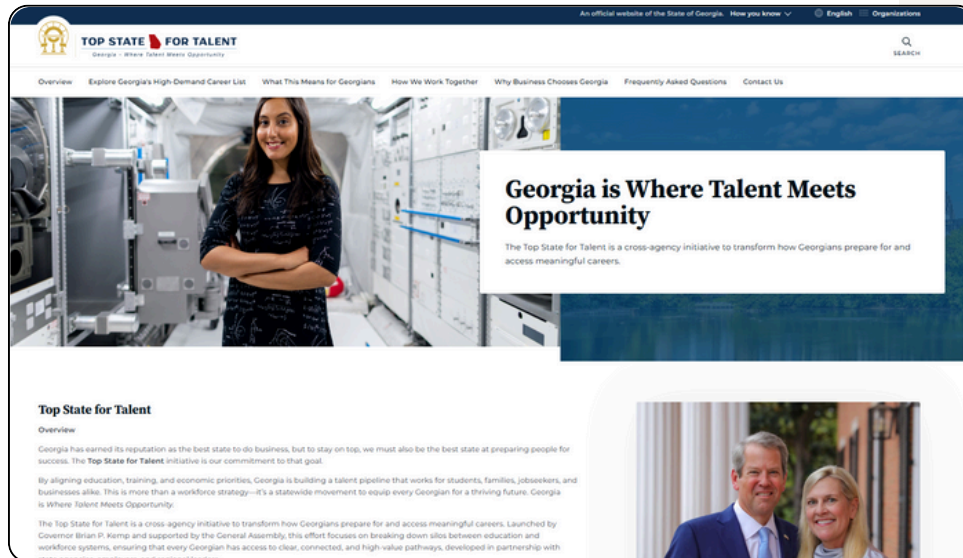
AGENCIES
SUPPORTED

“Five stars all the way, always!”

Steve Hayes
Director of Communications
State Board of Pardons and Paroles

Support Team: Ericca Rowe, Jenna Tollerson,
Julie Fay, Mary Liebowitz, Amanda de Zayas

NEW GOVHUB SITES



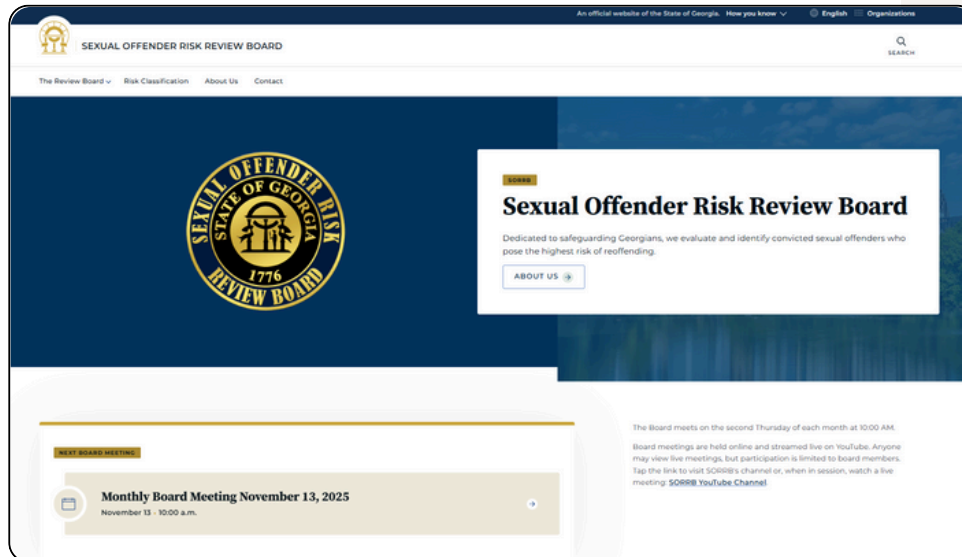
Top State for Talent is a multi-agency initiative, aligning education, training, and economic priorities to build a talent pipeline for students, families, jobseekers, and businesses.

The effort is spearheaded by Office of the Governor, in collaboration with the Office of Planning and Budget, the Governor's Office of Student Achievement, and the Technical College System of Georgia.

We collaborated with this coalition from May 2025 – September 2025.

Project Team: Orok Edem, Amanda de Zayas, Ericca Rowe, Jenna Tollerson, Jasmyne Epps

NEW GOVHUB SITES

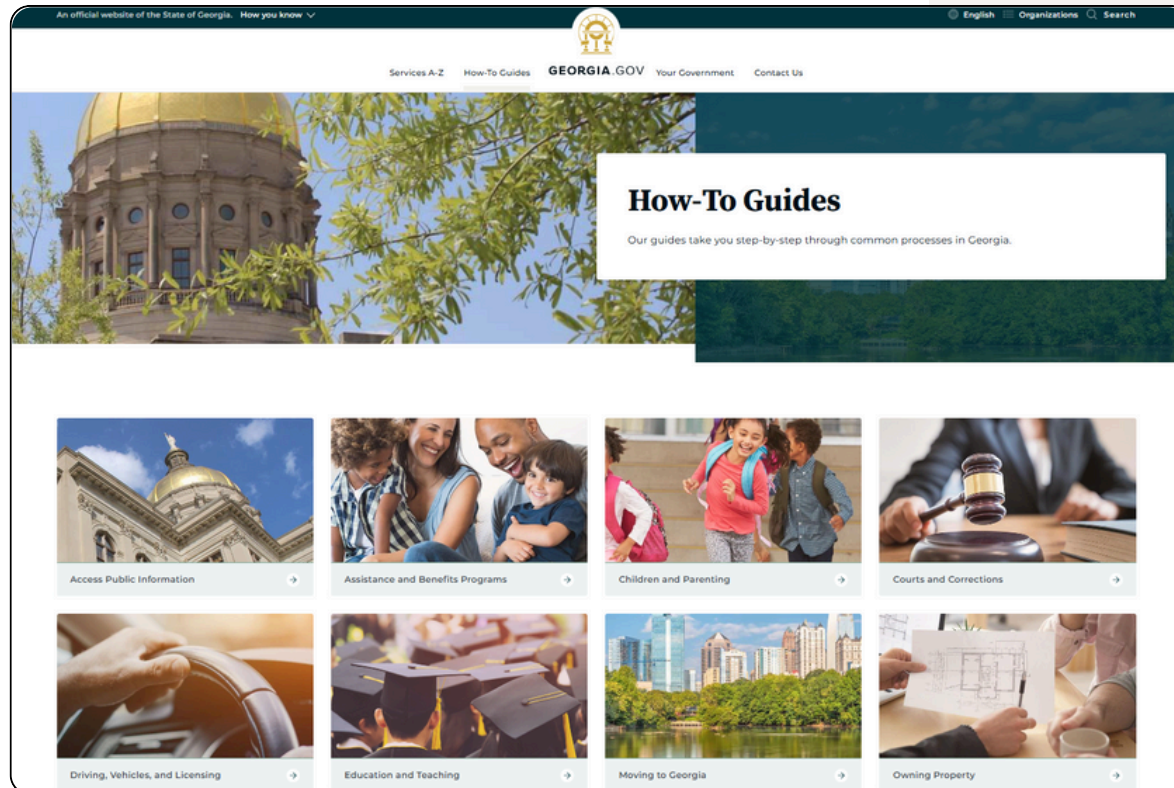


The **Sexual Offender Risk Review Board** safeguards Georgians and our communities by evaluating and identifying convicted sexual offenders who pose the highest risk of reoffending.

The new SORRB site launched in February 2025.

Project Team: Donna Summer, Mary Liebowitz, Will Alford, Orok Edem, Jenna Tollerson

GEORGIA.GOV



23.2M
PAGEVIEWS

MOST VISITED PAGES

1. Find an Offender
2. State Organizations
3. Georgia Gateway

Project Team: Amanda de Zayas, Mary Liebowitz, Will Alford

CHATBOT

130,000+
CONVERSATIONS

TOP TOPIC CLUSTERS

**SPEAK TO
A PERSON**

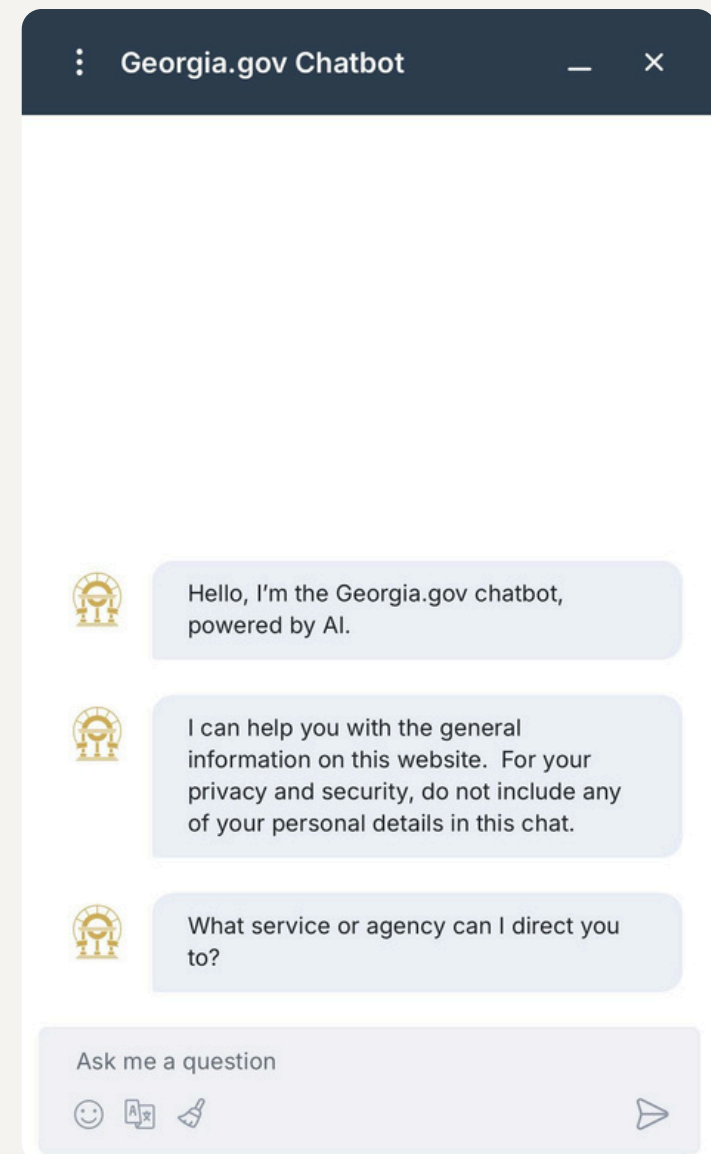
**APPLY FOR
ASSISTANCE**

**CHANGE
MY ADDRESS**

**EMAIL THE
GOVERNOR**

**HELP WITH
MEDICAID**

**RENEW MY
LICENSE**



Project Team: Amanda de Zayas, Mary Liebowitz, Will Alford

AWARD-WINNING DESIGN



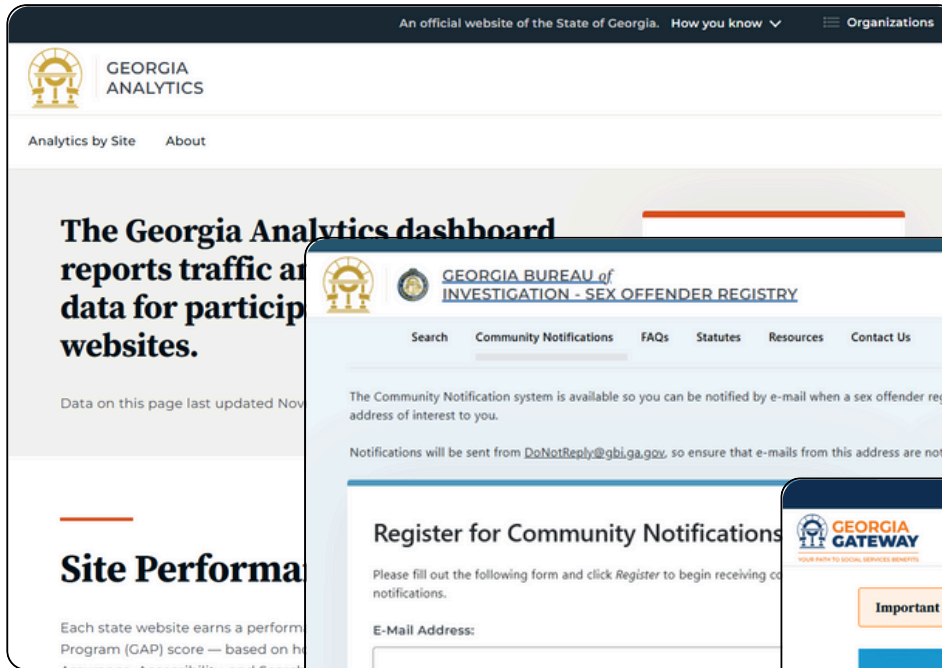
Orchard Design System Wins State IT Innovation of the Year

Recognized by the **2025 StateScoop 50 Awards**, the Orchard Design System makes it easy to quickly build an accessible, mobile-friendly and uniform digital experience.

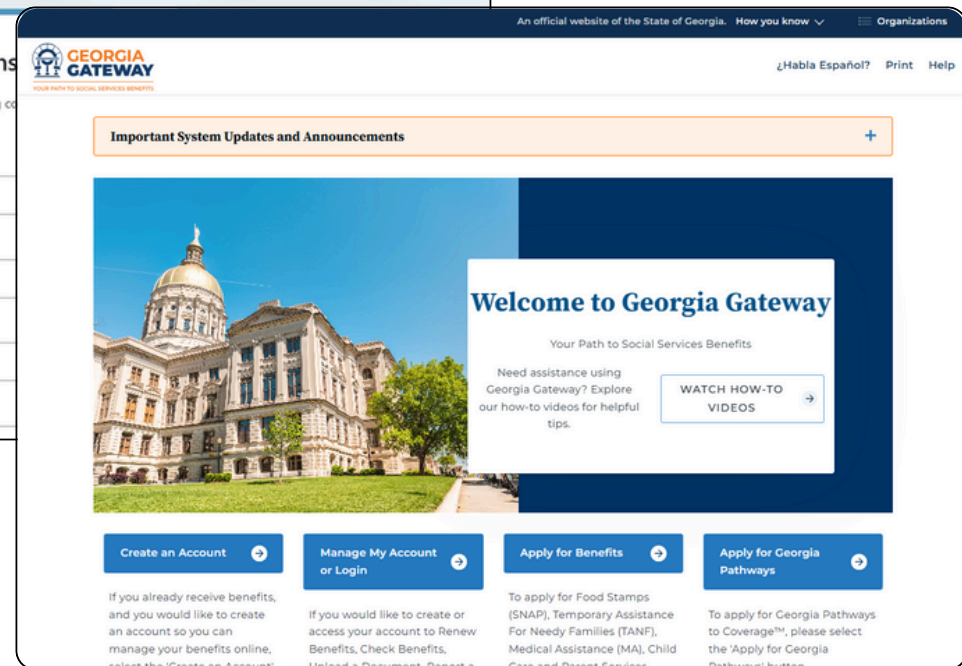
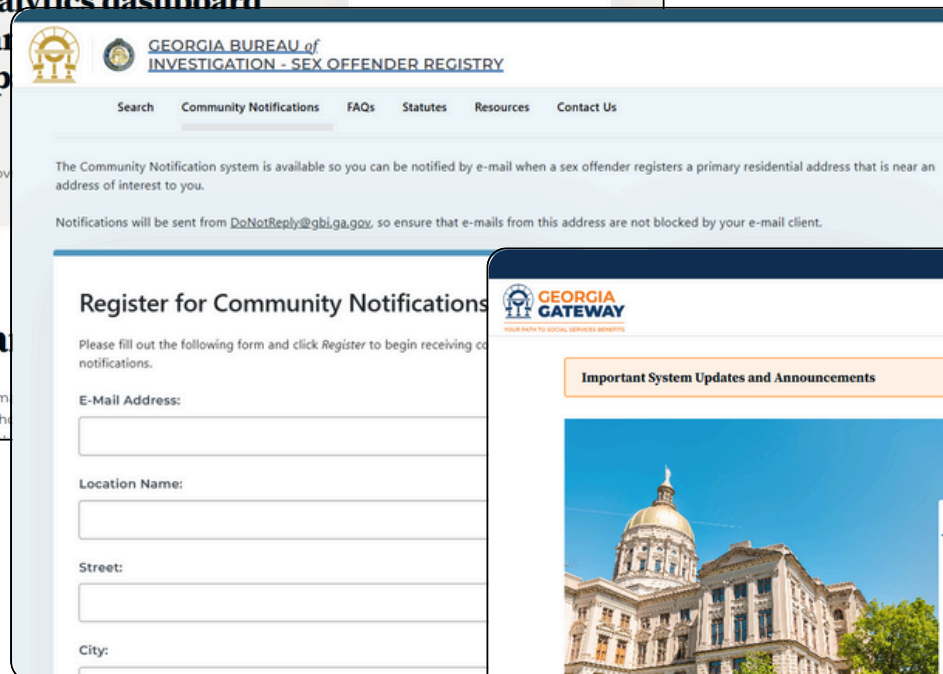
Orchard is one of the first state-level web design systems. This comprehensive and easy-to-implement system ensures brand consistency across all digital platforms. Components can be assembled to build a variety of applications, meeting accessibility requirements and promoting a common look and feel.

Project Team: Kat Marino, Jasmyne Epps, Jenna Tollerson

ORCHARD IN USE



Orchard is used by the **Georgia Analytics Program**, **GBI's Sex Offender Registry**, and **Georgia Gateway**, providing modern and accessible user interfaces.



ACCESSIBILITY-FIRST COMMUNITY

“I appreciate all of you and I feel like you're truly a customer service-oriented agency.”

Fran Putney
Communications Manager
Georgia Commission on the Holocaust

With an April 2026 deadline to comply with the **ADA Title II** update on the horizon, we have led monthly working group meetings to address digital accessibility requirements, as well as directly assisting state agencies with site consultations, PDF recommendations, and vendor referrals.

18
STATE
AGENCIES
ASSISTED

45+
REGULAR
ATTENDEES

Project Team: Mary Liebowitz, Ericca Rowe, Will Alford, Yen Tang

GOVTALKS: DIGITAL ACCESSIBILITY

“I found all of the topics helpful and engaging, especially as a first-time attendee with a significant task ahead of us.”

2025 GOV Talks Attendee

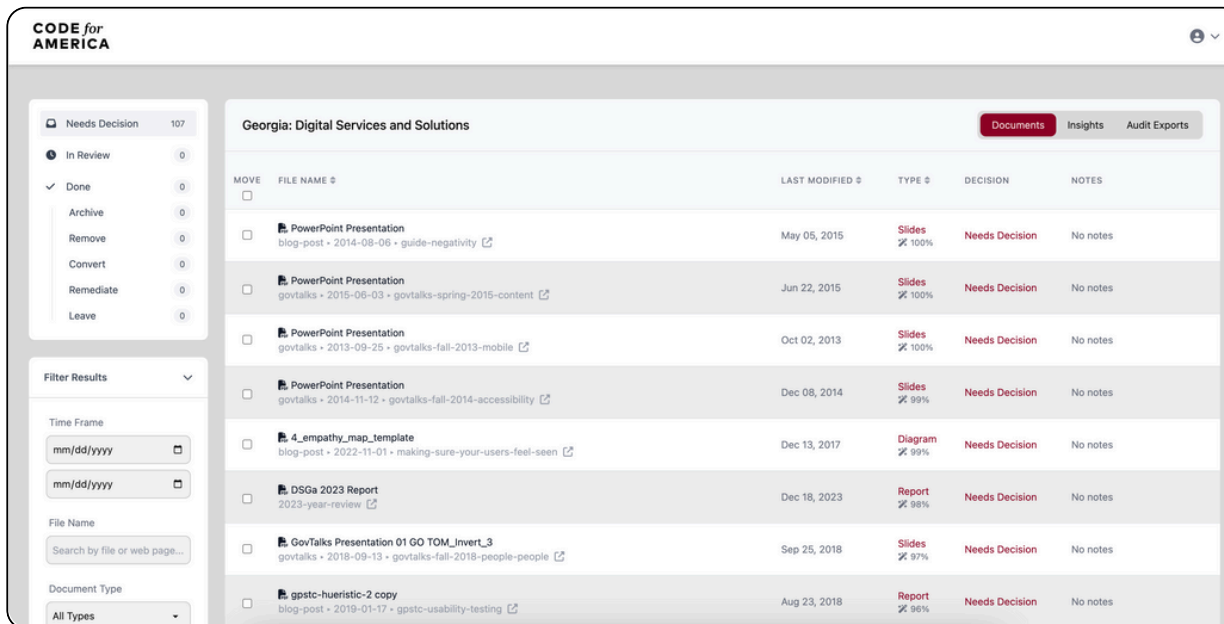
23
AGENCIES
REPRESENTED



Project Team: Everyone!

AI-POWERED ACCESSIBILITY AUDITS

We partnered with **Code for America** to help government agencies manage the widespread issue of inaccessible PDFs on public sector websites. The tool uses AI to scan government websites, identify all downloadable documents, and provide key information like titles, page counts, and recommended actions.



The screenshot displays the CODE for AMERICA web application interface. On the left, there is a sidebar with a 'Needs Decision' filter set to 107, and a 'Filter Results' section with options for Time Frame, File Name, and Document Type. The main content area is titled 'Georgia: Digital Services and Solutions' and features a table of audit results. The table has columns for MOVE, FILE NAME, LAST MODIFIED, TYPE, DECISION, and NOTES. The documents listed include various PowerPoint presentations, a 4 empathy map template, a DSGa 2023 Report, and a gpstc-hueristic-2 copy, all marked as 'Needs Decision'.

MOVE	FILE NAME	LAST MODIFIED	TYPE	DECISION	NOTES
<input type="checkbox"/>	PowerPoint Presentation blog-post • 2014-08-06 • guide-negativity	May 05, 2015	Slides 100%	Needs Decision	No notes
<input type="checkbox"/>	PowerPoint Presentation govtalks • 2015-06-03 • govtalks-spring-2015-content	Jun 22, 2015	Slides 100%	Needs Decision	No notes
<input type="checkbox"/>	PowerPoint Presentation govtalks • 2013-09-25 • govtalks-fall-2013-mobile	Oct 02, 2013	Slides 100%	Needs Decision	No notes
<input type="checkbox"/>	PowerPoint Presentation govtalks • 2014-11-12 • govtalks-fall-2014-accessibility	Dec 08, 2014	Slides 99%	Needs Decision	No notes
<input type="checkbox"/>	4_empathy_map_template blog-post • 2022-11-01 • making-sure-your-users-feel-seen	Dec 13, 2017	Diagram 99%	Needs Decision	No notes
<input type="checkbox"/>	DSGa 2023 Report 2023-year-review	Dec 18, 2023	Report 98%	Needs Decision	No notes
<input type="checkbox"/>	GovTalks Presentation 01 GO TOM_Invert_3 govtalks • 2018-09-13 • govtalks-fall-2018-people-people	Sep 25, 2018	Slides 97%	Needs Decision	No notes
<input type="checkbox"/>	gpstc-hueristic-2 copy blog-post • 2019-01-17 • gpstc-usability-testing	Aug 23, 2018	Report 96%	Needs Decision	No notes

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AGENCIES
ONBOARDED

Project Team: Mary Liebowitz, Ericca Rowe, Will Alford, Yen Tang

SERVICE CATALOG

We **ensure comprehensive coverage** across the GTA Service portfolio by providing information on features offered, pricing, and the fulfillment process.

We also published new service offerings to the GTA website for the Office of Information Security, **expanding visibility of key services**.

In July, the AWS Order Form Automation launched, providing a **fully automated Service Catalog option** that replaced the manual email request process.



88
**SERVICE
DESCRIPTIONS**

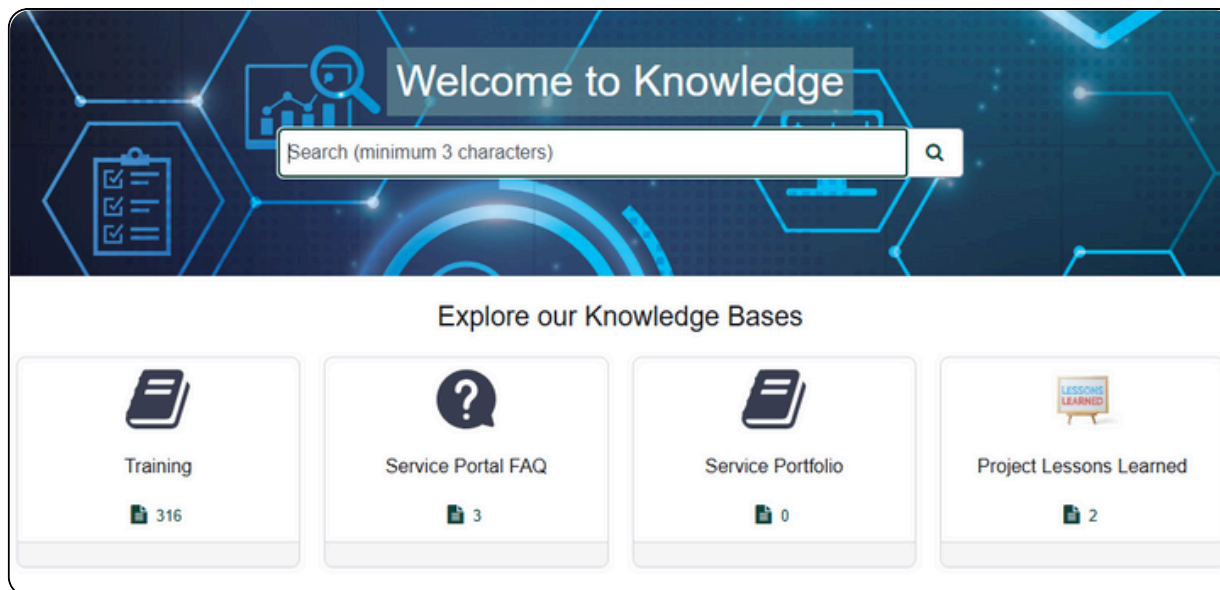
*“Extremely helpful
and amazing
customer service in
helping me resolve
my issue in a timely
fashion!”*

Christina Frazier
Operations and Communications Coordinator II
Council of Accountability Court Judges of Georgia

Product Team: Veronica Morez, Rita Figaro

GTA KNOWLEDGE BASE

The GTA Knowledge Base launched in February and provides **centralized access** to service descriptions, process documentation, billing Information, FAQs, and training resources.



35
**KNOWLEDGE
ARTICLES**

Product Team: Veronica Morez, Rita Figaro