Governor's Office of Information Technology

FY 2020-21 Vacancy & Turnover Report

November 1, 2021

Jared Polis
Governor
Anthony Neal-Graves
Executive Director

Detail: OIT FY 2020-21 Vacancy & Turnover

Request: Based on the Department's most recent available record, what is the FTE vacancy and turnover rate: (1) by department; (2) by division; (3) by program for programs with at least 20 FTE; and (4) by occupational class for classes that are located within a larger occupational group containing at least 20 FTE. To what does the Department attribute this turnover/vacancy experience? Do the statewide compensation policies or practices administered by the Department of Personnel help or hinder the department in addressing vacancy or turnover issues?

DPA Classified Turnover Data

The data below comes from the Department of Personnel and Administration annual workforce report that shows total turnover by department in FY 2020-21. This allows for the interpretation of turnover metrics to be consistent across all agencies.

The tables below detail the FTE vacancy and turnover data by division and occupational group for classified staff only.

Summary of OIT Permanent Classified Staff Turnover for FY 2020-21					
OIT Long Bill Division - FY 2020-21	Total Separations	Voluntary	Involuntary	Retire	Turnover Rate
(A) OIT Central Admin	2	1	0	1	N/A
(B) IT Infrastructure	2	0	0	2	N/A
(C) Network	4	2	0	2	N/A
(D) Information Security	0	0	0	0	N/A
(E) Applications	2	2	0	0	N/A
(F) End User Services	0	0	0	0	N/A
Total	10	5	0	5	2.1%

Classified Separations by Occupational Category	
Occupational Category - Description	Number of Separations
Enforcement and Protective Services	0
Health Care Services	0

Labor, Trades, and Crafts	0
Administrative Support and Related	3
Professional Services	3
Physical Science and Engineering	2
Information Technology Services	2
Total	10

Assumptions/Definitions
The assumptions used to calculate the turnover rate are as follows:

Turnover % = Total # of Turnovers / Average Number of Positions

Definition of turnover for employees in the State Personnel System:
- Employee-initiated separations from State employment (voluntary);
- Employer-initiated separations from State employment (involuntary);
- Layoffs;
- Retirements; and
- Deaths.

"Layoffs" and "Deaths" are combined into the involuntary category.

Turnover data excludes employees who transfer from one department to another because they are still considered employees of the State Personnel System.

Turnover data excludes non-classified staff that are not in the State Personnel System.

Summary of OIT Data including Non-Classified Staff

OIT's vacancy data is summarized in total and by division in the tables below and additional FTE data can be found in Schedule 03D.

Summary of OIT Vacancy for FY 2020-21		
Total Budgeted Positions	Total FTE	Vacancy Rate
1026.9	926.6	9.77%

OIT Long Bill Division - FY 2020-21	Total Budgeted Positions	Total FTE	Vacancy Rate
(A) OIT Central Admin	151.0	150.5	0.33%

(B) IT Infrastructure	160.0	131.5	17.81%
(C) Network	108.0	92.2	14.63%
(D) Information Security	53.0	52.1	1.70%
(E) Applications	385.9	341.8	11.43%
(F) End User Services	169.0	158.5	6.21%
Total	1026.9	926.6	9.77%

Additional Responses

To what does the Department attribute this turnover/vacancy experience?

OIT's overall turnover has increased from 6.26% in FY 2019-20 to 9.77% in FY 2020-21. This increase may be attributable to several factors:

- Colorado and the Denver metro area have a strong job market competing for the same pool of IT professionals.
- While nearly 90% of OIT's positions are remote or have hybrid work arrangements, Colorado-based IT professionals have more opportunities to accept work with national and international employers without a location (or relocation) requirement.
- The supply of IT professionals is lower due to candidates not seeking work and disagreement with vaccine and testing requirements.
- There are higher income opportunities in private sector jobs. State hiring constraints often eliminate the ability to offer a higher rate of pay due to the market demand of a skill set or position.
- The COVID-19 pandemic has increased state IT demands and overall workload.

With the unemployment rate among IT professionals historically lower than that of other professions, finding and retaining in-demand IT talent is a challenge, especially in cyber security and emerging technology sectors. Managing this challenge can require methods and forms of staff development such as up-skilling, cross-training, and leadership development. Increased pay for certain technology fields will also ensure OIT is able to keep systems operational and projects on track. The Veterans Transition Program (VTP) in the security office has shown to be a successful pipeline for recruiting and retaining IT security professionals.

Do the statewide compensation policies or practices administered by the Department of Personnel help or hinder the department in addressing vacancy or turnover issues?

With OIT hiring 50% of staff in the non-classified series, the compensation policies and practices administered by the Department of Personnel are minimally applicable to OIT, but are a helpful guideline to emulate with non-classified staff. OIT is excited to collaborate with DPA

on a Human Resource Information System (HRIS) to readily provide data to proactively manage high turnover risk positions. OIT would benefit if the annual workforce study included non-classified employees in addition to classified employees. The salaries of all state employees continue to fall further behind the market, as do benefits offerings including paid time off, retirement options, and tuition assistance. OIT would benefit from the presence of a state-wide employment brand and recruitment strategy.