



OIT FY 2019-2020 Annual Performance Evaluation (SMART Act)

OIT FY20 Performance Plan

**WIG #1: Increase OIT's organizational efficiency, transparency, and customer satisfaction**

Establish a Net Promoter Score baseline to measure OIT customer service by December 31, 2019 and implement a plan to increase that baseline by June 30, 2020.

**Status:** Complete - 100% of milestone achieved

**Progress:** IT Directors worked with their agencies to develop plans that set a clear path for improved customer service. Work is proceeding on process improvements to increase Net Promoter Score

**Strategy 1:** Assess OIT's scope, capacity, and funding to improve efficiency, transparency, and customer satisfaction. Measured by creating a reform recommendation, obtaining buy-in from the IT Steering Committee and approved by the governor, and taking action by June 30, 2020.

**Status:** Complete

**Progress:** OIT has completed the IT Financial Management data visualization website for improved transparency and reporting, and shared with customers for review and corrections regarding their utilization. The Real-time Billing Working Group meets regularly and is focused on the website, division level data, and establishing a dispute guidance document among other topics.

**Strategy 2:** Improve OIT contracting by implementing a new agile contracting and procurement process resulting in a 'reduction of contract issues with vendors' by 5 percent by June 30, 2020.

**Status:** Complete - Exceeded goal

**Progress:** The fiscal year ended with a 16.67% reduction in contract issues when excluding cybersecurity issues. The largest improvement was in contract processing and negotiation, which had a 75% reduction in issues from the prior year. OIT's heightened reviews of cybersecurity compliance resulted in a large jump in related issues. As we continue to improve contracts, enhance our vendor management program, and scrutinize vendor security practices, the quality of goods and services procured will also improve.

**Strategy 3:** Develop Strategic Workforce Alignment Plan by September 30, 2019. Fully implement plan by June 30, 2020.

**Status:** On Track

**Progress:** The plan was put in place September 27. Work continues on our five workstreams: Workforce Assessment; Leadership Assessment and Practice; Culture and Organization Structure and Processes; Facilities and Flex Policy; and Communications and Training.

**Strategy 4:** Establish a 'project value and performance' measure baseline addressing meeting customer schedule, business outcomes, and budget expectations, and move it from 88% to 91% by June 30, 2020.

**Status:** Complete - Exceeded goal

**Progress:** The cumulative score for FY20 is 96.32%.

**WIG 1 Summary**

Measure	Baseline	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20	1-Year Goal	3-Year Goal
<b>WIG 1:</b> Establish a Net Promoter Score baseline to measure OIT customer service by December 31, 2019 and implement a plan to increase that baseline by June 30, 2020.	N/A	On Track	50%	65%	100%	100%	A
<b>Strategy 1:</b> Assess OIT's scope, capacity, and funding to improve efficiency, transparency, and customer satisfaction. Measured by creating a reform recommendation, obtaining buy-in from the IT steering committee and approved by the	N/A	On Track	On Track	On Track	Complete	--	--



governor, and taking action by June 30, 2020.							
<b>Strategy 2:</b> Improve OIT contracting by implementing a new agile contracting and procurement process resulting in a 'reduction of contract issues with vendors' by 5 percent by June 30, 2020.	0	0	0	19%	16.67 %	5%	15%
<b>Strategy 3:</b> Develop Strategic Workforce Alignment Plan by September 30, 2019. Fully implement plan by June 30, 2020.	N/A	On Track	On Track	Off Track	On Track	--	--
<b>Strategy 4:</b> Establish a 'project value and performance' measure baseline addressing meeting customer schedule, business outcomes, and budget expectations, and move it from 88% to 91% by June 30, 2020.	88%	97%	94.4%	96.14 %	96.32 %	91%	95%

## WIG #2: Ensure a Secure Colorado by evaluating and improving statewide cybersecurity practices

Measured by increasing the State of Colorado's security metric by 26 points for an increase from 51 to 77 by June 30, 2020.

**Status: Complete - Exceeded goal**

**Progress:** We finished FY20 with the security metric at 89!

**Strategy 1:** Enhance the statewide security plan by identifying strengths and vulnerabilities, making necessary modifications, and implementing recommended security controls by June 30, 2020.

**Status: Complete**

**Progress:** The plan was enhanced with strengths and vulnerabilities identified and submitted in July 2019, and recommended security controls implemented.

**Strategy 2:** The BitSight rating will be improved by 50 points for an increase from 550 to 600 by June 30, 2020.

**Status: OnTrack with Challenges**

**Progress:** The fiscal year ended with a BitSight score of 590. While we didn't hit our goal, we came within 10 points and made significant progress and improvements in our external security health.

**Strategy 3:** The McAfee Compliance score will increase from 60% of agencies meeting the minimum compliance threshold to 85% by June 30, 2020.

**Status: Complete - Exceeded goal**

**Progress:** 100% of the agencies are meeting or exceeding the minimum compliance threshold.

**Strategy 4:** 75% of open audit findings as of the beginning of FY20 will be remediated by June 30, 2020.

**Status: Complete - Exceeded goal**

**Progress:** 87% of open OSA and IRS audit findings have been remediated during FY20.

### WIG 2 Summary

Measure	Baseline	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20	1-Year Goal	3-Year Goal
<b>WIG 2:</b> Ensure a Secure Colorado by evaluating and improving statewide cybersecurity practices. Measured by increasing the State of Colorado's security metric by 26 points for an increase from 51 to 77 by June 30, 2020.	51	71	68	81	89	77	90



<b>Strategy 1:</b> Enhance the state-wide security plan by identifying strengths and vulnerabilities, making necessary modifications, and implementing recommended security controls by June 30, 2020.	N/A	On Track	On Track	On Track	Complete	--	--
<b>Strategy 2:</b> The BitSight rating will be improved by 50 points for an increase from 550 to 600 by June 30, 2020.	550	580	580	590	590	600	650
<b>Strategy 3:</b> The McAfee Compliance score will increase from 60% of agencies meeting the minimum compliance threshold to 85% by June 30, 2020.	60%	100%	100%	100%	100%	85%	95%
<b>Strategy 4:</b> 75% of open audit findings as of the beginning of FY20 will be remediated by June 30, 2020.	56%	51%	45%	62%	87%	75%	90%

### WIG #3: Expand virtual access to government services anytime and anywhere

Measured by increasing the number of government services virtually accessible to Coloradans by five no later than June 30, 2020.

**Status:** Complete - Exceeded goal with increase of eight (8) virtual services!

**Progress:** Eight virtual services that include new virtual channels for existing services, were implemented: myColorado with Digital ID, myColorado help desk (via voice and email), myColorado Chat, myColorado virtual call centers, myDMV integration,, DNR/CPW, CDPS/State Patrol, and COVID-19. We continue to build and deploy virtually accessible solutions. Digital Transformation remains a key focus as collaboration with state agencies drives innovation.

**Strategy 1:** Rollout of Release 1 of myColorado Mobile App to include Colorado Digital ID this fall and other capabilities by June 30, 2020.

**Status:** Exceeded goal!

**Progress:** Integrated with three new agency services, CDPS pilot starting in July. Two minor releases deployed in April, including the new DL/ID personalization look and other enhancements and integrations with support agencies such as CDPHE and HCPF. Many new features were added as a result of COVID-19. .

**Strategy 2:** Increase broadband access for rural households from 83% to 92% by June 30, 2020.

**Status:** Off Track

**Progress:** The current measure is 87% (Nov. 2019), which represents a one point improvement from May 2019. Cycle-to-cycle, the measure has never improved more than three points. The FY20 goal was estimated in March 2019 based on the last recorded measure of 83% (Nov. 2018) with the assumption that over an 18-month period and previous trends, we could anticipate an average increase of two to three points cycle-to-cycle. As of Nov. 2019, we are not achieving the estimated trend line.

**Strategy 3:** Develop and implement phase one of a Digital Transformation Plan that encompasses emerging technologies, system modernization efforts, and multi-modal unified collaboration strategies (including, as appropriate, data, voice, chat, video, visuals, etc.) to enhance the experience of OIT customers and Coloradans by June 30, 2020. This goal encompasses the increase of virtual access and use of emerging technology to reduce costs, improve consistency and efficiency, and lower energy consumption.

**Status:** Off Track

**Progress:** The Digital Transformation Plan is delayed due to COVID-19. Due to spending cuts and the SB-251 requirement to use a vendor to support this work, we have put this item on hold and are realigning the work with internal resources as part of IT Transformation in FY21.

**Strategy 4:** Evaluate the landscape of legacy applications and transition 5 systems to modern architecture that meets mobile, API-driven, cloud, accessibility, and other standards by June 30, 2020.

**Status:** Complete - Exceeded goal

**Progress:** Ten (10) applications that have been deployed include Blue Team (CDPS), CaseConnect (DORA), ClearView (HCPF), IAPro (enterprise-wide), LEDClerk (OIT), Offender Lab Modernization (DOC), PowerDMS (DOR), Sales Tax



Analysis (DOR), SharePoint (CDA-Animal Health Labs), and TaxWebForm (DOR). These activities were completed pre-COVID-19.

**Strategy 5:** Develop an incubator group to focus on innovation with a goal of at least one pilot innovation project in collaboration with an agency partner completed with a case study by June 30, 2020.

**Status:** Complete - Exceeded goal

**Progress:** Pilot innovations projects included implementing a cloud-based IVR for myColorado; virtual call centers for DNR-CPW, CDPS/ State Patrol, and CDPHE's COVID-19 helpline; Google Chromebooks for the Governor's Office and DOR; and more. Our participation in the ETHDenver Blockchain developer conference generated five potential starts for state blockchain solutions

**WIG 3 Summary**

Measure	Baseline	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20	1-Year Goal	3-Year Goal
<b>WIG 3:</b> Expand virtual access to government services anytime and anywhere. Measured by increasing the number of government services virtually accessible to Coloradans by five no later than June 30, 2020.	0	0	2	5	8	5	15
<b>Strategy 1:</b> Rollout of Release 1 of myColorado Mobile App to include digital Real ID and other capabilities by June 30, 2020.	N/A	On track	On track	On track	Complete	Rollout of digital Real ID	Add'l functionality
Strategy 2: Increase broadband access for rural households* from 83% to 92% by June 30, 2020.	83%	86%	87%	87%	87%	92%	100%**
<b>Strategy 3:</b> Develop and implement phase one of a Digital Transformation Plan that encompasses emerging technologies, system modernization efforts, and multi-modal unified collaboration strategies (including, as appropriate, data, voice, chat, video, visuals, etc.) to enhance the experience of OIT customers and Coloradans by June 30, 2020.	N/A	On track	On track	Off track	Off track	--	--
<b>Strategy 4:</b> Evaluate the landscape of legacy applications and transition 5 systems to modern architecture that meets mobile, API-driven, cloud, accessibility, and other standards by June 30, 2020.	0	0	6	10	10	5	15
<b>Strategy 5:</b> Develop an incubator group to focus on innovation with a goal of at least one pilot innovation project in collaboration with an agency partner completed with a case study by June 30, 2020.	0	0	0	5	8	1	5

\*Represents the best estimate of rural household coverage based on the quality of the data available.

\*\*The state has set an aggressive goal of 100% of rural household access.