



COLORADO

Governor's Office of
Information Technology

OIT FY21 Annual Performance Report (Smart Act) | [OIT FY21 Performance Plan](#)

WIG #1 - Transform the delivery of IT in the State

Measured by 50% implementation of IT Transformation plan resulting in efficiency, transparency, and customer satisfaction by June 30, 2021

Progress				Status			
Overall, the program has completed 100% of the measure to transform the delivery of IT in the State, and engaged more than 100 agency collaborators to date.				Achieved			
Measure	Baseline	Q1	Q2	Q3	Q4	1-Year Goal	3-Year Goal
Implement 50% of IT Transformation plan	50%	0%	54.5%	92%	100%	50% Achieved	100%
Efficiency: Invest in structured improvement of OIT processes							
Launch 50% of IT Service Management process improvements	50%	0%	8.7%	30%	51.86%	50% Achieved	100%
Reduce the OIT review and approval time on executive branch IT contracts by 25% from 20 days to 15 days by June 30, 2021	20 Days	12.33	20	13	14.67	15 Achieved	--
30% of OIT workforce with established and completed training plans in the Learning Management System based on skills assessed against industry standard competencies by June 30, 2021	0%	0%	0%	37%	66%	30% Achieved	--
Customer Satisfaction: Expand agency accountability and ownership of IT							
Improve customer satisfaction as measured by increasing the Net Promoter Score from -3 to greater than zero (0) by June 30, 2021	-3	10	10	10	-6	>0 Not Achieved	--
Increase the number of NASPO participating addendums and enterprise agreements available to agencies by 10% by June 30, 2021	4.4 ¹ (10%)	0	0	0	21	4.4 Achieved	--
Continue to deliver 'project value and performance' regarding on time, on budget, on scope delivery at a 95% or greater level	95%	95.8%	94.4%	95.2%	95.30%	95% Achieved	95%
¹ 4.4 is 10% of total NASPO addendums and enterprise agreements (EAs) available to agencies (24 NASPO + 20 EAs = 44)							
Transparency: Increase the role and voice of agencies in statewide IT direction by establishing governance							



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<i>bodies</i>							
Costs avoided through effective IT governance oversight and/or amount of duplicate spending prevented by effective oversight (cost avoidance). Achieve cost savings/cost avoidance of \$1,000,000 by June 30, 2021	\$1M	\$0	\$0	\$3.6 M	\$1.4 M	\$1M Achieved	--
30% of IT projects are evaluated as part of an improved portfolio management process to manage risks, prioritization, and shared opportunities in the State by June 30, 2021	0%	0%	0%	39%	100%	30% Achieved	--

WIG #2 - Ensure a secure Colorado

Measured by increasing the State of Colorado's security metric from 0 to 90 by June 30, 2021

Progress				Status			
The security metric is at 111, exceeding our target by 18%.				Achieved			
Measure	Baseline	Q1	Q2	Q3	Q4	1-Year Goal	3-Year Goal
Increase the State of Colorado's security metric from 0 to 90 by June 30, 2021	0	57	67	95	111	90 Achieved	--
The internal security score will increase from 7% of agency servers meeting the minimum threshold to 75% by June 30, 2021	7%	44%	55%	80%	90%	75% Achieved	--
Enhance the statewide security plan by identifying strengths / vulnerabilities, making modifications, and recommending security controls to be implemented by June 30, 2021	0	100%	100%	100%	100%	100% Achieved	--
60% of open audit findings will be remediated by June 30, 2021	0%	29%	38%	47%	47%	60% Not Achieved	--
Implement FY21 security projects by June 30, 2021	0%	26%	37%	66%	89%	-- ²	--



²This measure did not have a 1-year goal

WIG #3 - Expand digital access to government services anytime and anywhere

Measured by diverting at least 100,000 new in-person interactions to digital services by June 30, 2021

Progress				Status			
<p>We changed mid-stream to a more aggressive goal with many dependencies, moving from 25,000 digital interactions to 100,000. Due to tracking a small set of new services, we have surpassed our goal with more than 148,000 diverted transactions as of June 30, 2021.</p>				Achieved			
Measure	Baseline	Q1	Q2	Q3	Q4	1-Year Goal	3-Year Goal
Divert at least 100,000 in-person interactions to digital services by June 30, 2021	0	16,034	45,444	96,877	148,618	100K Achieved	--
Better deploy state broadband grant resources by obtaining accurate data from 5 of the top 15 broadband providers in the state by June 30, 2021	5	0	0	2	2	5 Not Achieved	--
Establish the Digital Transformation strategy & implement at least 10% of the strategy by June 30, 2021	0	3%	13%	13%	13%	10% Achieved	--