



# COLORADO

## Governor's Office of Information Technology

OIT FY22 Annual Performance Report (SMART Act) | [OIT FY22 Annual Performance Plan](#)

### WIG #1 - Transforming Technology in the State

<i>Measured by increasing the percentage of the state's current IT spending in shared tools, services &amp; platforms from 48% to 55% by June 30, 2022 to help accelerate technology transformation</i>					Achieved		
Measure	Baseline	Q1	Q2	Q3	Q4	1-Year Goal	3-Year Goal
Increase the percent of the state's current IT spending in shared tools, services and platforms from 48% to 55% by June 30, 2022 to help accelerate technology transformation.	48%	75%	72%	73%	73%	55% (Achieved)	--
Utilizing quarterly pulse surveys, increase customer satisfaction scores from September 2021 baseline by 3% by June 30, 2022.	68%	68%	68%	71%*	65%	71%* (Not Achieved)	--
Increase on-time agency monthly payments from 0% to 90% by June 30, 2022.	0%	56%	91%	95%	100%	90% (Achieved)	--
Increase the completeness of the required and recommended data within the ITAM system from 0% to 75% by June 30, 2022.	0%	72%	86%	90%	91%	75% (Achieved)	--
Increase the number of views of the OIT Service Catalog from 1727 to 8635 (400%) by June 30, 2022.	1,727	9,284	12,664	16,191	20,536	8,635 (Achieved)	--

\*The Customer Satisfaction pulse survey sent in April 2022 was a subset of the initial survey questions and was sent to a high-utilization group of customers. The survey results are not directly comparable.

### WIG #2 - Advancing Digital Government Services

<i>Measured by decreasing the percentage of government services that are only offered in-person or via paper (no online option) from 30% to 25% by June 30, 2022</i>					On Track with Challenges		
Measure	Baseline	Q1	Q2	Q3	Q4	1-Year Goal	3-Year Goal
Decrease the percent of government services that are only offered in-person/manual (no digital service option available) from 30% to 25% by June 30, 2022.	30%	28%	28%	27%	28%	25% (Not Achieved)	18%
Decrease the percent of systems that are on extended support or out of support (called legacy systems) for the on-premise hosting environment, from 70% to 0% by June 30th, 2022.	70%	70%	32%	24%	0%	0% (Achieved)	--



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Drive reduction of technology debt by increasing the percent of agencies for whom tech debt decommission plans have been developed from 0% to 75% (12 of 16 total agencies) by June 30, 2022.	0%	10%	22%	57%	87%	75% (Achieved)	--
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### WIG #3 - Delivering IT Projects Effectively

<i>Measured by increasing the percentage of all projects in compliance with the OIT PMO Governance process from 70% to 90% by June 30, 2022</i>						Achieved	
Measure	Baseline	Q1	Q2	Q3	Q4	1-Year Goal	3-Year Goal
Increase the percentage of all projects in compliance with the OIT Project Management Office (PMO) Governance process from 70% to 90% by June 30, 2022.	70%	70%	70%	70%	92%	90% (Achieved)	95%
Maintain delivery of projects to stakeholders being on time, on budget, and on scope for 95% or greater of projects by June 30th, 2022.	95%	93%	100%	97.78%	100%	95% (Achieved)	--
Increase the percent of projects using the agile framework and tools from 5% to 20% by June 30th, 2022.	5%	6%	10%	64%	69%	20% (Achieved)	--
Increase the percent of projects with validated business cases from 75% to 90% by June 30th, 2022.	75%	80%	81%	84%	91%	90% (Achieved)	--
Increase the percent of projects with project success criteria identified from 40% to 60% by June 30th, 2022.	40%	40%	61%	73%	85%	60% (Achieved)	--
Increase the percent of projects with funding secured from 50% to 70% by June 30, 2022.	50%	50%	50%	51%	70%	70% (Achieved)	--

### WIG #4 - Expanding Broadband Access

<i>Measured by partnering with internet service providers to improve internet service data accuracy from 2 of the top 15 broadband providers in Colorado to 5 by June 30, 2022</i>						Achieved	
Measure	Baseline	Q1	Q2	Q3	Q4	1-Year Goal	3-Year Goal
Improve internet service data accuracy from 2 to 5 of the top 15 broadband providers in Colorado by June 30, 2022	2	--	10	--	12	5 (Achieved)	9



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Increase investment into last mile infrastructure through the Broadband Deployment Board from \$2.5 million to \$3.5 million by June 30, 2022.	\$2.5M	--	\$10.1M	\$18.9M	\$33.9M	\$3.5M (Achieved)	--
Increase the number of households connected from 2,000 to 3,500 through the 2021-2022 Broadband Deployment Board grant application process to help households across the state to connect to broadband service plans by June 30, 2022	2000	--	1,618	3,933	3,933	3,500 (Achieved)	--
Increase broadband coverage for rural households from 90% (April 2021) to 93% by June 20, 2022.	90%	--	93.1%	--	93.1%	93% (Achieved)	--
Invest in the State's economic development areas by supporting the timely deployment of \$14.5 million of federal broadband ReConnect and Rural Digital Opportunity Fund (RDOF) dollars by internet providers by June 30, 2022.	\$0	--	\$0	--	\$0	\$14.5M (Off-track)	--

\*The Broadband metrics are measured semi-annually- in the months of October and April.

<b>WIG #5 - Securing the State (OIT Internal WIG)</b>							
<i>Measured by the percent of the State of Colorado's three-year security strategy implemented from 33% to 67% by June 30, 2022</i>					<b>Achieved</b>		
<b>Measure</b>	<b>Baseline</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>1-Year Goal</b>	<b>3-Year Goal</b>
Increase the State of Colorado's three-year IT security strategy from 33% implemented to 67% implemented by June 30, 2022.	33%	55%	66%	69%	75%	67% (Achieved)	--
Increase the State of Colorado's CIS Benchmark Compliance for servers from 75% meeting the minimum threshold to 85% by June 30, 2022.	75%	90%	95%	95%	95%	85% (Achieved)	--
Increase from 0 to 40 the number of Security Assessments conducted for agency Critical and Essential applications by June 30, 2022.	0	6	29	60	60	40 (Achieved)	--
Increase from 0 to 30 the number of Vendor Risk Assessments conducted for OIT and agency services by June 30, 2022.	0	7	24	30	42	30 (Achieved)	--