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Governor's Office of
Information Technology

OIT FY24 Annual Performance Report (SMART Act) - [OIT FY24 Annual Performance Plan](#)

WIG #1 - Transform Technology in the State

Measured by increasing the overall agency tech health scores (Grade Point Average, GPA) from 1.38 (C-) to 1.88 (C) by June 30, 2024.

- **Measures:** Baseline = 1.38 (C-), Q1 through Q3 = 1.37 (C-), and Q4 = 1.04 (D+) for overall agency tech health scores.
- **Details:** Goal was not achieved. Several applications were added in FY24, decreasing the statewide tech health score from 1.37 (C-) to 1.04 (D+).

WIG 1 Lead Measures:

- Decrease the number of computing racks located in eFORT Data Center from 83 to 40 racks (50% reduction) by June 30, 2024 by utilizing cloud smart initiatives and relocating physical systems..
 - **Measures:** Baseline = 83, Q1 = 74, Q2 = 61, Q3 = 60, and Q4 = 54.
 - **Details:** Goal was not achieved. The rack count was reduced significantly (to 54) due to successful migrations, and now only five agencies are left to migrate.
- Decrease the number of servers that are out of date (2012 or older) from 779 to 629 by June 30, 2024.
 - **Measures:** Baseline = 779, Q1 = 662, Q2 = 570, Q3 = 461, Q4 = 331.
 - **Details:** Goal was achieved. The target was met in the second quarter, and the number of out-of-date servers was reduced by over 50%.
- Increase the State of Colorado's cybersecurity score (which is measured by a third party) from 620 to 700 by June 30, 2024.
 - **Measures:** Baseline = 620, Q1 and Q2 = 590, Q3 = 600, Q4 = 620.
 - **Details:** Goal was not achieved. The state's security score remained at 620 due to a cyber event; it takes multiple months to recover from a cyber event.
- Decrease the number of Office of the State Auditor (OSA) active audit findings from 72 to 54 (25% reduction) by June 30, 2024.
 - **Measures:** Baseline = 72, Q1 = 68, Q2 = 69, Q3 = 62, Q4 = 60.
 - **Details:** Goal was not achieved. We continue to address the OSA audit findings through multiple projects.



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- Decrease the number of active security configuration exceptions from 70 to 63 (10% reduction) by June 30, 2024 in order to reduce risk.
 - **Measures:** Baseline = 70, Q1 = 54, Q2 = 59, Q3 = 63 and Q4 = 64.
 - **Details: Goal was achieved.** By Q4, the number of active security configuration exceptions was 64 due to several new, approved security exceptions. This number fluctuates as new systems are introduced and findings are continuously remediated.

WIG #2 - Expand Broadband Internet Access

Measured by increasing the percent of Colorado households with access to reliable broadband internet (minimum 100/20 Mbps) from 91.8% to 93.3% by June 30, 2024.

- **Measures:** Baseline through Q2 = 91.8%, Q3 through Q4 = 93.3% of households with internet access.
- **Details: Goal was achieved.** The target was met halfway through the year. The data is updated twice a year based on data collected from Internet Service Providers (ISPs) and the Federal Communications Commission Broadband Data Collection.

WIG 2 Lead Measures:

- Increase broadband access (minimum 100/20) for rural households from 58.1% to 61.1% by June 30, 2024.
 - **Measures:** Baseline = 58.1%, Q1 = 58.1%, Q2 through Q4 = 65.3%.
 - **Details: Goal was achieved.** Connecting rural households is part of addressing the digital divide and ensuring that broadband infrastructure is in place in harder-to-reach areas of the state.
- Increase investment into last mile infrastructure from \$0 to \$60,000,000 by June 30, 2024, on the way to \$162,214,090 by Dec 31, 2024.
 - **Measures:** Baseline through Q3 = \$0, Q4 = \$73.3M.
 - **Details: Goal was achieved.** The Colorado Broadband Office executed eight Capital Project Fund (CPF) grant agreements with awarded subrecipients. \$73,355,513 in funding has been obligated (target met).
- Increase the number of Coloradans participating in the Affordable Connectivity Plan (ACP) from 211,000 to 227,400 by June 30, 2024.
 - **Measures:** Baseline -211,000, Q1 = 223,603, Q2 = 241,002, Q3 and Q4 = 251,506.
 - **Details: Goal was achieved.** The goal was reached in October 2023. A total of 251,506 households enrolled in the ACP before the ACP subsidies ended in May 2024.
- Conduct at least 10 community and industry stakeholder engagements by June 30, 2024.



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- **Measures:** Baseline = 0, Q1 = 2, Q2 = 11, Q3 & Q4 = 22.
- **Details:** Goal was achieved. The Colorado Broadband Office conducted 22 regional, local and statewide stakeholder engagements during the fiscal year, including the annual roadshow.

WIG #3 - Advance Digital Government Services

Measured by increasing the percentage of Digital Government Strategic Plan that is completed from 20% to 32% by June 30, 2024.

- **Measures:** Baseline = 20%, Q1 = 20%, Q2 = 25%, Q3 = 26%, Q4 = 33% of the digital government plan completed
- **Details:** Goal was achieved. The Digital Government Strategic Plan is at 33% completion. Activities completed include implementing an updated Customer Portal, hiring a person to focus on the digital government plan, improving operational demand management, creating an omnichannel product roadmap, implementing a data cataloging system, expanding the data interoperability framework, and maturing the Data Office data governance processes.

WIG 3 Lead Measure:

- Increase the number of people using the myColorado application from 1,170,000 to 2,000,000 by June 30, 2024.
 - **Measures:** Baseline = 1.17M, Q1 = 1.24M, Q2 = 1.30M, Q3 = 1.36M, Q4 = 1.45M people using the myColorado application.
 - **Details:** Goal was not achieved. Growth in the use of the myColorado application has been steady all year. There are 1.45M registered users with anticipated continued growth.
- Increase the number of state services using an omnichannel approach (an approach that provides a seamless and unified customer experience regardless of the technology behind the service) from 15 to 24 by June 30, 2024.
 - **Measures:** Baseline = 15, Q1 = 16, Q2 = 17, Q3 = 18, Q4 = 19
 - **Details:** Goal was not achieved. There were four new instances of agencies using omnichannel capabilities this past year, and work continues to add additional services.
- Increase the percentage of Application Programming Interfaces (APIs; a software interface that allow applications to communicate) that conform to governance standards from 35% to 59% by June 30, 2024.
 - **Measures:** Baseline = 35%, Q1 = 60%, Q2 = 59%, Q3 = 61%, Q4 = 64%



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- **Details:** Goal was achieved. Goal was not achieved. Though the metric fluctuated a bit as new systems were added, we met the target in March 2024..
- Increase the percent of OIT technical standards that have been updated or reviewed annually to 100% by June 30, 2024.
 - **Measures:** Baseline = 13%, Q1 = 13%, Q2 = 29%, Q3 = 65%, Q4 = 68%
 - **Details:** Goal was not achieved. The percentage of technical standards that were updated rose considerably this past year, and improved processes have been put in place to update and maintain the standards moving forward.

WIG #4 - Improve Technology Accessibility

Measured by Increasing the percent of IT Accessibility Adoption Plans completed across the consolidated agencies to operationalize accessibility, from 37% to 80% by June 30, 2024

- **Measures:** Baseline = 37%, Q1 = 46%, Q2 = 56%, Q3 = 63.6%, Q4 = 85% of IT accessibility adoption Plans completed.
- **Details:** Goal was achieved, There has been significant improvement across all agencies implementing their IT Accessibility Adoption Plans, with completion ranging from 52% to 92% across the consolidated agencies.

WIG 4 Lead Measures:

- Increase the average score for all OIT websites (using Siteimprove) from 90 to 96.5 (which is the industry benchmark) by June 30, 2024.
 - **Measures:** Baseline = 90, Q1 = 88.1, Q2 = 89.2, Q3 = 87.2, Q4 = 88.7
 - **Details:** Goal was not achieved. Regular meetings with web administrators are ongoing to address accessibility issues, and website remediation is taking place. While the 88.7 score does not meet the industry standard (96.5), it is above the government standard of 86.4.
- Increase the percent of OIT websites that have completed manual testing from 0 to 100% by June 30, 2024.
 - **Measures:** Baseline through Q1 = 0%, Q2 = 30%, Q3 and Q4 = 100%.
 - **Details:** Goal was achieved. All OIT websites have been manually tested, and web administrators are working to remediate issues found during testing.



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- Increase the percent of OIT high priority (high use and critical need) applications that have been manually tested from 0% to 100% by June 30, 2024.
 - **Measures:** Baseline through Q1 = 0%, Q2 and Q3 = 1%, Q4 = 2%
 - **Details:** Goal was not achieved. Remediation testing did not hit the target as there were delays with the process to determine the high priority applications. Though vendors are engaged to begin manual testing of applications, the work will not be fully completed by the end of the fiscal year.
- Increase the percent of OIT high priority (high use and critical need) applications that have completed accessibility remediation from 0% to 80% by June 30, 2024..
 - **Measures:** Baseline through Q4 = 0%.
 - **Details:** Goal was not achieved. Applications will be remediated after the manual testing, which is scheduled to be completed in early FY25.
- Increase the percent of OIT's IT Accessibility Adoption Plan completed from 30% to 80% by June 30, 2024.
 - **Measures:** Baseline = 30%, Q1 = 30%, Q2 = 36%, Q3 = 41.5%, Q4 = 85%.
 - **Details:** Goal was achieved. After an impressive year, work continues to complete OIT's IT Accessibility Adoption Plan from 30 to 85% completion. Work continues with training, the accessibility statement and accommodations process, and website and application remediation.

WIG #5 - Increase Employee Engagement [OIT Internal WIG]

Measured by Increasing OIT's Employee Engagement Index from 75% in 2021 to 76% by June 30, 2024

- **Measures:** Baseline through Q4 = 75%
- **Details:** Goal was not achieved, OIT's Employee Engagement Index is measured via a biannual survey, which was deployed in May 2024. Updated data will not be available this fiscal year.

WIG 5 Lead Measures:

- Increase the percentage of staff who have cumulatively completed at least 36 hours of employee development from 10% to 50% by June 30, 2024.
 - **Measures:** Baseline = 10%, Q1 = 3%, Q2 = 11%, Q3 = 18%, Q4 = 31%



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- **Details: Goal was not achieved.** Though OIT has promoted and funded employee training to support professional and personal development, only one-quarter of the staff met the target goal.
- Use 95% of the SEED (Skills Enhancement and Employee Development) program funding by June 30, 2024.
 - **Measures:** Baseline = 0%, Q1 = 5%, Q2 = 18%, Q3 = 36%, Q4 = 67%
 - **Details: Goal was not achieved.** The SEED funding was new for FY24, and though we did not achieve our target, more than half of OIT's employees (500+) took advantage of the unique training funds.
- Increase the percentage of OIT's seven Offices that have at least 20% of their people leaders attend the inclusive leadership coaching each quarter to 100%.
 - **Measures:** Baseline = 0%, Q1 and Q2 = 0%, Q3 = 29%, Q4 = 29%.
 - **Details: Goal was not achieved.** The EDI Team worked with experts from Maktub Limitless to provide training on implicit bias in performance evaluations. 60 OIT managers attended this training. Attendance in the leadership coaching sessions continues to be a focus as new coaching opportunities are offered each quarter.
- Increase the percent of OIT employees recognized each month (as part of the HR employee recognition program) from 24.1% to 30% by June 30, 2024.
 - **Measures:** Baseline = 24.1%, Q1 = 17%, Q2 = 25%, Q3 = 17%, Q4 = 12%.
 - **Details: Goal was not achieved.** The percentage of employees recognized varied during the fiscal year from a high of 34% to a low of 12%. Employee recognition is a key part of employee engagement and satisfaction and is encouraged across OIT.