Office of Information Technology
April 2015 Performance Evaluation

Strategic Policy Initiatives

The Office of Information Technology identified several strategic policy initiatives for FY 2014-15 and beyond. For this performance evaluation, the Office has updated progress on the selected initiatives used in the November 3, 2014 Annual Performance Report that best capture some of the Office's strategic and operational priorities, and reflect the overall direction as identified by Office leadership. The updates reflect data as of March 31, 2015.

Additional detail for these, and other, strategic policy initiatives is available in the Office's Performance Plan, which may be accessed here.

Back to Basics – Achieve Service Excellence rating increase from 56 to 73 (30 percent increase) by close of FY 2014-15.

OIT is a service organization that supports Colorado State agencies and offices, and as such, we want to grade our performance on whether our customers feel that their needs are being met. This measure is based on a management tool called the Net Promoter Score (NPS), which is used to gauge customer loyalty and satisfaction. We intend to increase our customers' satisfaction by 30 percent in FY 2014-15. Although this is a very significant jump, we continue to make efforts to center OIT's focus on the customer, and we have seen considerable improvements in this metric over the last year.

Protect State Assets & Data – Reduce information security risk for Colorado agencies from 18.4 to 16.6 (10 percent reduction) by close of FY 2014-15.

OIT's Chief Information Security Officer is responsible for all information security initiatives in the state of Colorado. As our work becomes more and more digital, we face new threats in keeping state data and assets safe. OIT used MacAfee Risk Advisor to determine a quantifiable representation of the security risks that the state faces. OIT intends to reduce the state's overall risk score by 10 percent in FY 2014-15, by evaluating and monitoring state systems in real time, addressing security audit findings, more thoroughly training state employees on cyber-security, and reviewing all new systems to ensure they are security and data privacy compliant.

IT Job Growth – Increase the number of IT jobs in Colorado from 100,503 to 101,503 (1,000) by close of FY 2014-15.

OIT's Executive Director wears two hats: Secretary of Technology and Chief Information Officer. The role of Secretary of Technology is to drive IT economic development for the state by promoting Colorado as a headquarters location for technology companies, attracting technology companies to relocate/expand here, and foster relationships with technology companies already in Colorado to strengthen their commitment to our state. We expect to help support the attraction of at least 1,000 new IT jobs to Colorado in FY 2014-15.

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Operational Measures

Major Program Area – "Back to Basics"
Processes Supported – Service Desk Support; Access Control; Desk Side Support

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Achieve ≥ 80 percent Service Desk Customer Satisfaction each month	78.0%	89.0%	92.0%	95.0%	≥ 80.0%	≥ 80.0%

OIT tracks Service Desk customer satisfaction through short surveys that are emailed to employees whose Service Desk tickets were just closed. OIT tracks this metric because Service Desk is one of our main touch points with our agency customers, and as a service organization, our highest priority is providing quality care.

Processes Supported – Enterprise Applications

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Achieve ≥ 99.75 percent uptime for all critical and essential applications	N/A	99.74%	99.83%	99.98%	≥ 99.75%	≥ 99.75%

High uptime for critical and essential applications means that agencies' key applications are functioning reliably and are available consistently. This metric is measured by evaluating the percentage of time that a state application determined as critical to core business operations has unplanned downtime.

Critical and essential application availability has exceeded the performance goal of 99.75 percent for each month of the quarter with an average performance of 99.98 percent.

Major Program Area – "Protect State Assets and Data"
Process Supported - Information Security Office; Security Operations

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Percentage of systems actively managed by the Information Security Team	N/A	71.0%	99.0%	92.0%	≥ 95.0%	≥ 95.0%

OIT is responsible for ensuring that systems (servers, desktops, and laptops) are secure, but the Information Security Team cannot ensure that a device is secure if we are not actively managing the system. This metric is measured by taking the total number of systems reporting into the McAfee Security System divided by the total number of systems we estimate exist in the state (which is roughly 29,000).

Currently, systems are accurately monitored at 92 percent. However, this number reflects ongoing discovery measures of additional systems in the environment. The enterprise and Information Security team believes efforts are on track to meet expected goals.

Process Supported - Information Security Office; Security Operations

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Reduce overdue security-related audit finding by 5 percent every quarter	56.0%	23.0%	64.0%	20.0%	5.0% reduction	5.0% reduction

External audit findings are the result of a comprehensive review of OIT's adherence to regulatory guidelines. Audits allow an organization to better understand where there are gaps where we can make improvements and reduce risk. External audits have due dates assigned to them by which time we are asked to remediate. We want to get audits remediated on time, and reduce the number that are overdue, to ensure that data is secure, appropriate policies are in place, and that financial services is accountable.

The overall Overdue Security findings have been reduced to 20 percent from 31 percent at the beginning of the quarter. This exceeds the target goal of 5 percent reduction.

Major Program Area – "IT Job Growth"
Process Supported – IT Economic Development

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Send out at least five correspondence campaign letters each month (metrics reflect the total number of letters per fiscal year)	N/A	54	100	75	60	60

OIT is responsible for helping attract technology jobs to Colorado. One way that we do that is by keeping a rapport with IT companies active in the state. We send correspondence letters to IT companies that have announced they are adding new Colorado jobs, moving their headquarters here, and companies that have recently won awards. OIT aims to introduce our organization as an asset and a partner who is here to offer assistance.

Process Supported – IT Economic Development

Measure	FY12 Actual	FY13 Actual	FY14 Actual	03/31/2015	1-Year Goal	3-Year Goal
Meet with at least four IT companies each month (metrics reflect the total number of IT companies met with each fiscal year)	79	85	84	74	48	48

Another way that OIT promotes the Colorado technology industry is by meeting with IT companies to develop relationships, introduce them to others in the IT community, and raise awareness about why Colorado is the right state for their company to do business.