Strategic Policy Initiatives

The Governor's Office of Information Technology (OIT) has identified several strategic policy initiatives for FY 2015-16 and beyond. For this performance evaluation, the Office has updated progress on the initiatives identified in the FY2016 Performance Plan that capture the Office's strategic and operational priorities, and reflect the overall direction as identified by Office leadership. The updates reflect data as of October 1, 2015. Additional detail for these, and other, strategic policy initiatives is available in the Office's Performance Plan which may be accessed [here](#).

SPI 1

Building on Basics with Cutting Edge Technology for Our Customers

15% increase in Service Excellence Rating by June 30, 2016

Our primary goal is to meet the needs of our customers. Our agency customers must have a solid IT foundation in order to deliver government services to Coloradans. We are committed to being a strong backbone of support and service for our customers, from delivering on the basics to implementing the most advanced technologies. To assess customers' loyalty and satisfaction, OIT uses a widely adopted best practice measurement called the Net Promoter Score (NPS). Every six months we ask 2,000 randomized customers "*How likely is it that you would recommend OIT to a friend or colleague?*"

SPI 2

Securing Colorado Through Innovation

10% reduction in the state's enterprise Risk Score by June 30, 2016

As the technology landscape expands and the state becomes increasingly dependent on information systems, the need for information security intensifies. OIT's Office of Information Security is the single state source for cybersecurity readiness and awareness and is responsible for reducing the state's exposure to data breaches and related cyber attacks. Our team is enhancing oversight and alignment with agency needs, providing risk reporting and mitigation strategies, improving security event visibility and responses, and implementing and maturing best practice controls for effective cyber defense.

SPI 3

Empowering, Engaging and Energizing Employees

4% increase in OIT's Employee Engagement Score by June 30, 2016

Working for the state means having pride in giving back to the community, helping others, and finding creative solutions to complex problems. Employee engagement is critical to the success of any organization. We want to foster a culture that centers on giving employees a voice, allowing them to deliver service with organizational integrity, and contribute to meaningful accomplishments. The more aligned our team members are, the more unified and impactful our results will be. The Employee Engagement Survey is administered by a third-party source in the fall of every year. This survey is sent to the entire state by the Department of Personnel & Administration (DPA) every other year, and in off years is sent to OIT's employees by our HR team.

SPI 4

Strengthening Colorado's Technology Landscape

1,000 additional technology jobs in Colorado by June 30, 2016

In addition to providing support to state agencies, OIT is also responsible for driving IT economic development efforts in the state of Colorado. We strive to promote a robust IT ecosystem throughout the state. We contribute to growing IT economic development by partnering with local communities and broadband providers to cultivate more robust broadband coverage for residents and businesses, attracting new tech companies to our community, and fostering relationships with local technology companies to strengthen their commitment to the state.

Operational Measures

<div align="center">

Describe SPI 1
Building on Basics with Cutting Edge Technology for Our Customers
Process - Definition

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Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	1-Year Goal	3-Year Goal
15% increase in Service Excellence Rating by June 30, 2016	N/A	N/A	N/A	25%	--	15%	30% Increase over 3 years
95% of Service Desk experience rated satisfactory or higher	N/A	N/A	N/A	95%	96%	95%	95%
DeskSide Experience with a performance of 95%	N/A	N/A	N/A	--	98%	95%	95%
% projects on-time and meet satisfaction - TBD	N/A	N/A	N/A	--	0%	10%	10% (Annual)

Service Excellence rating is measured every six months; we will have an update at the end of 2nd Quarter. Our FY 2015 and 2016 Performance Plans include new metrics that were not measured in previous years.

<div align="center">

Describe SPI 2
Securing Colorado Through Innovation
Process - To drive the State's security risk down, we are enhancing the way we respond to security incidents, improving statewide information security training, and architecting increasingly secure solutions.

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Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	1-Year Goal	3-Year Goal
10% reduction in the State's enterprise Risk Score by	N/A	N/A	N/A	16%	-3%	10%	10% (Annual)

June 30, 2016							
95% of all new systems evaluated/monitored in real time	N/A	N/A	N/A	--	96%	95%	95%
92% of all state employees with Cyber Security Awareness Training	N/A	N/A	N/A	91.7%	4%	92%	92%
All High Risk Audit to have mitigation plans or be remediated within required timeframe	N/A	N/A	N/A	--	0%	100%	100%

Review of accounts for correct level of access is in the planning phase and is projected to be complete by end of FY2016. All High Risk Audit findings have been remediated or an Action Plan developed. Future remediation and plan development will occur prior to 90 days for all high risk audit findings. Our FY 2015 and 2016 Performance Plans include new metrics that were not measured in previous years.

Describe SPI 3
Empowering, Engaging and Energizing Employees

Process - We aim to empower, engage, and energize our employees by spreading a unified positive culture that resonates across all work locations. This means providing employees with more opportunities for growth and development and working more closely with new employees to build lasting relationships. An organization rich in diversity of IT professionals, OIT seeks to retain and develop our talent to compete in a field where turnover is high.

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	1-Year Goal	3-Year Goal
Achieve a 4% increase in Employee Engagement Score	N/A	N/A	N/A	11%	0% Increase	4%	4% (Annual)
5% increase in retention of employees with less than 3 years of service	N/A	N/A	N/A	--	0% Increase	5%	5% (Annual)
% of Growth and Development dimension in Employee	N/A	N/A	N/A	38%	38%	40%	40%

Engagement Survey							
Survey of Cross Functional Collaboration	N/A	N/A	N/A	--	0% Increase	10%	10% (Annual)
% Employees engaged in OIT	N/A	N/A	N/A	--	62%	64.5%	70%

Under a strategy to review our Performance goals to align to our customers, the performance metrics included in this plan started in FY2015.

Describe SPI 4
Strengthening Colorado's Technology Landscape

Process - We are stimulating the Colorado technology landscape by working with broadband providers and community members to map coverage and drive grant opportunities, and supporting county and regional representatives in developing active broadband plans. Bolstering broadband coverage across the state will provide our rural areas with improved opportunities to conduct business online. We are also working directly with Colorado companies and prospective Colorado companies to provide them with resources and connections that make it easier for them to do business in the state.

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	1-Year Goal	3-Year Goal
1,000 additional technology jobs in Colorado by June 30, 2016	8011	5933	5555	4843	1795	1000	3000
50% increase in Broadband Map utilization	N/A	N/A	N/A	--	--	50%	50% (Annual)
Amount of funds ($) allocated to State Broadband projects	N/A	N/A	N/A	--	$33,000,000	$50,000000	50 Million Annually
48 new IT Economic Development Advocates	N/A	N/A	N/A	---	3	48	144

Increase in Broadband Map utilization is tracked yearly and will have a measurement by end of FY2016. Our FY 2015 and 2016 Performance Plans include new metrics that were not measured in previous years.