Strategic Policy Initiatives

The Governor's Office of Information Technology 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 January 1, 2016.

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 need to have a solid IT foundation in order to deliver government services to Coloradans. We are committed to being the reliable backbone of support and service for our customers, from the basics to the most pioneering 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 continues to intensify. OIT's Office of Information Security is the single state source for cyber security 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 participating in finding creative solutions to complex problems. Employee engagement is critical to the success of any organization and the outcomes it desires to achieve. We want to foster a culture that centers on giving employees a voice, delivering with organizational integrity, and contributes to meaningful accomplishments. The more tuned in our team members are, the more unified and impactful our results will be. The Employee Engagement Survey is administered by a third-party source around the fall of every year. This

survey is deployed to the entire state by the Department of Personnel and Administration (DPA) every other year, and off years it is deployed by OIT's HR team to only employees of OIT.

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 leading Colorado's IT economic development efforts. 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

Building on Basics with Cutting Edge Technology for Our Customers

Process – Our primary goal is to deliver our high quality services and 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 the basics to the most pioneering 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 random customers, "How likely are you to recommend OIT's services to a colleague or another agency?"

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	Q2 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%	15% (Annual)
Service Desk Experience with a performance of 90%	N/A	N/A	N/A	95%	96%	96%	95%	95%
DeskSide Experience with a performance of 95%	N/A	N/A	N/A	--	98%	99%	95%	95%
90% projects on-time and meet satisfaction	N/A	N/A	N/A	--	--	--	90%	90% (Annual)

Status: (On track) The next survey will go out this month. A variety of elements and metrics are tracked to enable ongoing improvement in service excellence, including ongoing customer check-ins. All customer service related Playbook-level initiatives are considered "on track" at this time.

Projects on-time and meet satisfaction is measured via a survey. The survey and delivery method is being reevaluated to increase response rate to achieve statistical significance in data results.

Empowering, Engaging and Energizing Employees

Process - We aim to empower, engage, and energize employees by spreading a unified positive culture that resonates across all employees at 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. As an organization rich in the 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	Q2 FY16	1-Year Goal	3-Year Goal
Achieve an Employee Engagement Score increase from 62% to 64.5%	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	4%	5%	5% (Annual)
% of Growth and Development dimension in Employee Engagement Survey	N/A	N/A	N/A	38%	38%	38%	40%	40%
Survey of Cross Functional Collaboration	N/A	N/A	N/A	--	0% Increase	--	10%	10% (Annual)

Status: (On track) Waiting for results from Statewide Employee Engagement Survey regarding OIT's score on employee engagement section. According to DPA, agency-specific results will be available in early February 2016 after a presentation to Cabinet in January.

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Describe SPI 3

Securing Colorado Through Innovation

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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.

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	Q2 FY16	1-Year Goal	3-Year Goal
10% reduction in the State's enterprise Risk Score by June 30, 2016	N/A	N/A	N/A	16%	-3%	1%	10%	10% (Annual)
95% of all new systems evaluated/monitored in real-tie	N/A	N/A	N/A	--	96%	96%	95%	95%
Review 50% of All accounts for correct access level	N/A	N/A	N/A	--	0%	--	50%	50%
92% of all State Employees with Cyber Security Awareness Training	N/A	N/A	N/A	91.7%	4%	65%	92%	92%
All High Risk Audit to have mitigation plans or be remediated within required time frame	N/A	N/A	N/A	--	0%	N/A	100%	100%

Status: (On track with challenges) The risk index fluctuates as the environment changes (e.g., systems are taken offline, systems are deployed without the McAfee toolset), and we remain below where we started in July. Actions planned will continue to reduce the risk index. Review of accounts for correct level of access is in the planning phase; it is projected to be complete by end of FY2016 and will not be reported until Q1 FY2017. All High Risk Audits performance is N/A due to no new audits requiring remediation for Q2 FY2016.

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Describe SPI 4

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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 state's 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	Q2 FY16	1-Year Goal	3-Year Goal
1,000 additional technology jobs in Colorado by June 30, 2016	8011	5933	5555	4843	1795	4588	1000	3000
50% Increase in Broadband Map utilization	N/A	N/A	N/A	--	--	77%	50%	50% (Annual)
# of funds allocated to State Broadband - TBD	N/A	N/A	N/A	--	33,000,000	$36,000,000	$50,000000	50 Million Annually
48 new IT Economic Development Advocates	N/A	N/A	N/A	---	3	3	48	144

Status: (On track) The Economic Development team will be training 29 additional advocates this month for a total of 32 trained advocates. This will place the team close to meeting the goal by the end of Q3 and on track to exceeding the target goal for the year. Quarterly numbers were announced this month for new technology jobs in Colorado, bringing the total for FY2016 Q2 to 2,793 and 4,588 for the fiscal year to date.