



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 FY16 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 April 1, 2016.

Additional detail for these and other strategic policy initiatives are 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, 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 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 and the outcomes it desires to achieve. We want to foster a culture that gives employees a voice, allows them to deliver with organizational integrity, and lets them contribute to meaningful accomplishments. 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 & Administration (DPA) every other year, and in off years it is deployed by OIT's HR team only to 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

Describe SPI 1

Building on Basics with Cutting Edge Technology for Our Customers

Process - Our primary goal is to deliver high quality services to meet our customers' IT needs. 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, from basic needs 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	Q3 FY16	1-Year Goal	3-Year Goal
15% increase in Service Excellence Rating by June 30, 2016	N/A	N/A	N/A	25%	--	--	33%	15%	15% (Annual)
Service Desk Experience with a performance of 90%	N/A	N/A	N/A	95%	96%	96%	95%	95%	95%
Deskside Experience with a performance of 95%	N/A	N/A	N/A	--	98%	99%	99%	95%	95%
90% projects on-time and meet satisfaction	N/A	N/A	N/A	--	--	--	--	90%	90% (Annual)

Status: (Achieved) We are proud to announce we are exceeding our Service Excellence rating with a 33% increase over last year's performance. 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.



Describe SPI 2

Empowering, Engaging and Energizing Employees

Process - We aim to empower, engage, and energize employees by spreading a unified positive culture that resonates for all employees across all work locations. This means providing employees more opportunities for growth and development, and working more closely with new employees to build lasting relationships. As 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	Q2 FY16	Q3 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	--	8%	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%	6%	5%	5% (Annual)
% of Growth and Development dimension in Employee Engagement Survey	N/A	N/A	N/A	38%	38%	38%	44%	40%	40%
Survey of Cross Functional Collaboration	N/A	N/A	N/A	--	0% Increase	--	7%	10%	10% (Annual)

Status: (Achieved) OIT's employment engagement score in the Statewide Employee Engagement Survey exceeded our yearly goal with an 8% increase over last year's performance.



Describe SPI 3

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.

Measure	FY12 Actual	FY13 Actual	FY14 Actual	FY15 Actual	Q1 FY16	Q2 FY16	Q3 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%	37%	10%	10% (Annual)
95% of all new systems evaluated/monitored in real-time	N/A	N/A	N/A	--	96%	96%	98%	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 Cybersecurity 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) We have significantly exceeded our target Risk Index score, and efforts continue to monitor and reduce our vulnerability to threats. 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 FY16 and will not be reported until Q1 FY17. All High Risk Audits performance is N/A due to no new audits requiring remediation for Q3 FY16.



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 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	Q3 FY16	1-Year Goal	3-Year Goal
1,000 additional technology jobs in Colorado by June 30, 2016	8,011	5,933	5,555	4,843	1,795	4,588	--	1,000	3,000
50% increase in Broadband Map utilization	N/A	N/A	N/A	--	--	77%	--	50%	50% (Annual)
# of funds allocated to State Broadband	N/A	N/A	N/A	--	33,000,000	\$36,000,000	\$37,230,000	\$50,000,000	50 Million Annually
48 new IT Economic Development Advocates	N/A	N/A	N/A	---	3	3	32	48	144

Status: (Achieved) Due to personnel turnover, reports for new technology jobs in Colorado this quarter are not available. However, the total for FY16 is 4,588 to date, exceeding our target goal. We are on track to meet our yearly target goal of 48 advocates trained with scheduled training already in place.