Strategic Policy Initiatives

The Governor's Office of Information Technology has identified several strategic policy initiatives for FY 2016-17 and beyond. For this performance evaluation, the Office has updated progress on the initiatives identified in the FY17 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 September 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
Delivering effective solutions and reliable customer service
15% increase in Service Excellence Rating by June 30, 2017

Delivering consistent, high quality services to our agency customers is our priority. As we improve our service ticket hand-offs, clarify expectations and processes, and equip our technology professionals with the tools they need to best serve the customer, we are creating a more seamless and positive end-to-end customer experience across all channels.

SPI 2
Securing Colorado Through Innovation
95% of agencies with Risk Scores* below 11 by June 30, 2017

OIT is responsible for the state's information security governance, architecture, risk and compliance, as well as overseeing day-to-day security operations. We strive to preserve the confidentiality, integrity, and availability of state and citizen data. Over the past two years we did a great job at reducing enterprise risk. This year, we want to focus on individual agencies to ensure that we're reducing risk for each agency.

SPI 3

Strengthening Colorado's Technology Landscape

80% of rural households have access to broadband by June 30, 2017

In addition to providing support to executive branch agencies, OIT is responsible for promoting a robust IT ecosystem throughout Colorado in collaboration with key stakeholders. We contribute to growing IT economic development by partnering with local communities and broadband providers to cultivate stronger broadband coverage for residents and businesses, attracting new tech companies to our community, developing young tech talent, and fostering relationships with local technology companies to strengthen their commitment to the state.

SPI 4

Advancing a culture of employee support and collaboration

2% increase in OIT's Employee Engagement Score by June 30, 2017

Transforming how the public interacts with government is no easy task. That's why we strive to make OIT a place where creative people with passion for our community come together to solve complex problems and strive for continuous service improvement. At OIT, we are fostering an environment where employees take pride in delivering critical services that impact our entire state. We believe that together we can create a culture where we all feel connected to each other and to our work, leading to better outcomes for our customers. OIT assesses engagement through an annual employee engagement survey, which is administered by a third-party during the fall of every year. Engagement scores are determined by calculating employee pride in working for the organization, feelings of personal accomplishment through work activities, and desire to remain with the organization.

COLORADO

Operational Measures

Describe SPI 1

Delivering effective solutions and reliable customer service

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	FY13 Actual	FY14 Actual	FY15 Actual	FY16 Actual	Q1 FY17	Q2 FY17	Q3 FY17	Q4 FY 17	1-Year Goal	3-Year Goal
15% increase in Service Excellence Rating by June 30, 2017	N/A	N/A	25%	20%	--				15%	15% (Annual)
Service Desk Experience with a performance of 90%	N/A	N/A	95%	95%	96%				95%	95%
Deskside Experience with a performance of 95%	N/A	N/A	--	98%	99%				95%	95%
Achieve ≥ 99.75 percent uptime for all critical and essential applications	99.74%	99.83%	99.91%	99.9%	99.96%				≥ 99.75%	≥ 99.75%

Status: (On Track) Service Excellence rating is measured every 6 months. We will have an update at the end of 2nd Quarter.

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.

Measure	FY13 Actual	FY14 Actual	FY15 Actual	FY16 Actual	Q1 FY17	Q2 FY17	Q3 FY17	Q4 FY17	1-Year Goal	3-Year Goal
94% of agencies with Risk Scores* below 11	N/A	N/A	16%	32%	41%				10%	10% (Annual)
95% of all new systems evaluated/monitored in real-time	N/A	N/A	--	98%	98%				95%	95%
60% reduction in unmanaged systems	N/A	N/A	--	--	32%				60%	80%

Status: (On-Track) In late FY16, we started focusing our efforts on agencies with risk scores higher than our enterprise goal. We finished FY16 will all agencies having risk scores below 13.87. For FY17 we have set a goal that 94% of our agencies will have risk scores below 11. Currently, 41% of our agencies have risk scores below 11. One of the ways we continue to improve this number is by reducing the number of unmanaged systems. We started FY17 with 1189 unmanaged systems, we have improved this to 805 for a 32% improvement. We continue to organize several improvements that will continue to reduce risk for all agencies.

Describe SPI 3
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	FY13 Actual	FY14 Actual	FY15 Actual	FY16 Actual	Q1 FY17	Q2 FY17	Q3 FY17	Q4 FY17	1-Year Goal	3-Year Goal
80% of rural households have access to broadband	5,933	5,555	4,843	4,588	68%				1,000	3,000
# of funds allocated to State Broadband	N/A	N/A	--	$36,000,000	$27,900,000				$50,000000	50 Million Annually
# of regional strategic broadband plans completed	N/A	N/A	---	3	6				12	12

Status: (On track) The highlights of the quarter were finalizing the Education SuperHighway engagement, which, continues the effort to increase E-Rate utilization and the initial awards of the Broadband Fund ($2.4 million). Three additional regional plans have been completed and are on schedule to have all 12 regions completed by end of FY 2017.

Describe SPI 4

Advancing a culture of employee support and collaboration

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	FY13 Actual	FY14 Actual	FY15 Actual	FY16 Actual	Q1 FY17	Q2 FY17	Q3 FY17	Q4 FY17	1-Year Goal	3-Year Goal
2% increase in OIT's Employee Engagement Score	N/A	N/A	11%	8%	--				4%	4% (Annual)

5% increase in retention of employees with less than 3 years of service	N/A	N/A	--	13%	81.8%				5%	5% (Annual)
% of Growth and Development dimension in Employee Engagement Survey	N/A	N/A	38%	44%	--				40%	40%
100% of technical training budget spent ($256k)					17%				100%	100%

Status: **(On Track)** Employee Engagement Survey will be sent to OIT employees in November 2016 and we will have an update at the end of 2nd Quarter. Training was given to all managers on team collaboration and development.