



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 March 31, 2017.

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

94% 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. We have done a great job over the past two years 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 their 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.

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 customer 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	FY14	FY15	FY16	Q1 FY17	Q2 FY17	Q3 FY17	Q4 FY 17	1-Year	3-Year
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	Actual	Actual	Actual	Actual					Goal	Goal
15% increase in Service Excellence Rating by June 30, 2017	N/A	N/A	25%	20%	--	--	4%		15%	15% (Annual)
Service Desk Experience with a performance of 95%	N/A	N/A	95%	95%	96%	98%	97%		95%	95%
Deskside Experience with a performance of 95%	N/A	N/A	--	98%	99%	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%	100%	99.87%		≥ 99.75%	≥ 99.75%

Status: (Behind) Our recent January Service Excellence survey showed a 4% increase, and we will not be doing another survey before the end of the fiscal year. Other key metrics and WIGs across OIT focus on true customer deliverables and improvement. OIT will be checking in with all agencies over the next quarter to see if satisfaction to key delivery items are being met.

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* =< 11	N/A	N/A	16%	32%	41%	41%	76%		94%	94% (Annual)
95% of all new systems evaluated/monitored in real-time	N/A	N/A	--	98%	98%	98%	96%		95%	95%
60% reduction in unmanaged systems	N/A	N/A	--	--	32%	37%	53%		60%	80%

Status: (On Track) We are currently at 76% of the agencies with a Risk Score of 11 or below. The infrastructure team has worked really hard this quarter to improve this number by focusing on reducing the number of unmanaged systems.



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	--	--	--	--	68%	71%	--		80%	100%
# of funds allocated to State Broadband	N/A	N/A	--	\$36,000,000	\$27,900,000	\$2.4 M	--		\$50,000000	\$50M Annually
# of regional strategic broadband plans completed	N/A	N/A	---	3	6	8	9		12	12

Status: (On Track) We continue to make progress on the individual elements of the broadband effort including the EducationSuperHighway engagement, regional plans and infrastructure funding. Working to create legislation that will increase funding for broadband and streamline the broadband board.

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 with 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 a diversity rich organization, 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%		2%	2% (Annual)
5% increase in retention of employees with less than 3 years of service	N/A	N/A	--	13%	81.8%	81%	80.3		5%	5% (Annual)
40% of Growth and Development dimension in Employee Engagement Survey	N/A	N/A	38%	44%	--	--	42%		40%	40%
100% of technical training budget spent (\$256k)	--	--	--	--	17%	91%	88%		100%	100%

Status: (On Track) OIT's Lucky To Have You Cookie drive was a huge success and raised more than \$900 for Public Service Recognition Week, while delivering 1,700+ cookies to employees across OIT. This was a robust employee engagement activity that relied on volunteers and the fearless leadership of Jonita LeRoy! The results of the annual OIT employee engagement survey were presented at an All Hands Meeting held in March. Employee Engagement dropped from 67% in 2015 to 63% in 2016. The response rate also dropped from 64% to 37% which could have impacted the results.