



## Strategic Policy Initiatives

The Governor's Office of Information Technology has identified several strategic policy initiatives for FY 2017-18 and beyond. For this performance evaluation, the Office has updated progress on the initiatives identified in the FY18 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, 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

Achieve and sustain 75% customer satisfaction as measured by Customer Service Index Rating consistently through June 30, 2018.

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

Achieve and sustain 97.5% of the environment equipped with security tools to reduce risk through June 30, 2018.

OIT is responsible for the state's information security governance, architecture, risk, and compliance, as well as provisioning user accounts and overseeing day-to-day security operations. We strive to preserve the confidentiality, integrity, and availability of state and citizen data. After two years of successfully focusing on reducing enterprise risk, in FY17 we placed an emphasis on reducing the risk to our agencies. We have made great strides and will maintain this focus in FY18.

In FY18, we will have a new cybersecurity focus on system hardening for preventing attacks. The measurement for the SPI will change to review the specific components that made up the McAfee Risk Index. As in previous years, we will continue to monitor via the McAfee Risk Index and maintain a score of 11 or below, which is well under the industry standard of 20.

### SPI 3

#### Ensure all Coloradans have access to reliable, cost-effective broadband internet

85% of rural households have access to broadband by December 31, 2018.

The Broadband Office was created to lead a statewide effort to expand broadband coverage and capacity in Colorado. Access to affordable and reliable broadband service is critical to advancing Colorado's economic growth and competitiveness. High-speed broadband service helps create new jobs and attract



new industries, expands markets for new and existing businesses, enables Coloradans to better access educational opportunities and resources, facilitates delivery of healthcare services, and helps protect the public's safety. Greater deployment of broadband services will improve long-term quality of life for many Coloradans. OIT's work in this area contributes directly to Governor Hickenlooper's vision to ensure that all Coloradans have access to reliable, cost-effective broadband internet by 2020.

#### **SPI 4**

##### **Strengthening Colorado's Technology Landscape**

100% expansion of customer touch points for future digital enhancements reported to the Governor's Office by increasing from 150 touchpoints to 300 by June 30, 2018. This will provide consistency in customer user experience across all executive branch websites.

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 to attract new tech companies to our community, developing young tech talent, and fostering relationships with local technology companies to strengthen their commitment to the state. We look at strengthening technology in the state through an advanced digital transformation program that will provide consistency in customer user experience across all executive branch online presence, which includes online services, official and affiliated websites, and social accounts. New for FY18, we will have an additional goal around strengthening Colorado's Technology landscape for a broader impact on how this goal relates to the teams across OIT.

#### **SPI 5**

##### **Advancing employee support and collaboration to drive customer service improvement to deliver superior performance**

Advancing employee support and collaboration - 25% increase in OIT's collaboration and engagement community by June 30, 2018. Collaboration and engagement communities will drive employee retention, engagement, and knowledge sharing across OIT.

At OIT, we foster an environment where employees take pride in delivering critical services that impact our entire state. We believe that together we can create an Engaged, Empowered, and Energized culture where all employees feel connected to each other and to our work, leading to better outcomes for our customers. New this year is a measurement around collaboration and engagement communities to drive retention, engagement, and knowledge sharing across OIT. The communities will allow OIT to have real time data on employee engagement which enables our ability to make immediate changes when necessary.



## Operational Measures

### Describe SPI 1

#### Delivering effective solutions and reliable customer service

**Process:** Beginning in FY18, OIT will assess service excellence using a widely adopted best practice measurement - Customer Service Index. It looks at multiple measurements covering satisfaction, delivery, and performance. We measure it monthly which enables us to view our performance on a detailed level, including how we perform for each of our agency customers. We will continue to monitor our performance with the Net Promoter Score, however, we have achieved a rating that is aligned with industry performance to include companies like Deloitte, Wipro, and Hitachi.

Measure	FY14 Actual	FY15 Actual	FY16 Actual	FY17 Actual	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY 18	1-Year Goal	3-Year Goal
Achieve 75% customer satisfaction as measured by Customer Service Index rating*	--	--	--	--	78%				75%	80%
Maintaining 95% Customer Satisfaction (CSAT) performance level or greater for service desk tickets	N/A	95%	95%	98%	97%				96%	97%
Deskside Experience with a performance of 95% SLA Completion	N/A	98%	99%	99%	98%				98%	98%
Achieve 99.9% uptime for all critical and essential applications	99.99%	99.90%	99.91%	99.92%	99.98%				99.9%	99.9%

\*Customer Index Score is derived from customer satisfaction surveys, system and critical application availability, and major incidents.

**Status: (On Track)** Our teams are committed to tracking and improving service delivery metrics for every customer touchpoint so that we can make data-driven decisions that make the biggest impact on improving our service excellence. The Current Customer Service Index score is 78%. Performance remains above target goal, however, the decrease is due in large part to the increase of Major Incidents that were reported from 59, 88, and 115 for July, August, and September respectively.



Describe SPI 2

Securing Colorado Through Innovation

**Process:** 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. 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	FY14 Actual	FY15 Actual	FY16 Actual	FY17 Actual	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY18	1-Year Goal	3-Year Goal
Achieve 97.5% of environment equipped with security tools to reduce risk	N/A	NA	NA	100%	98.68%				97.5%	98%)
95% of all new systems evaluated/monitored in real-time	99%	-96.20%-	96.4%	99%	98.68%				98%	98%
Overall risk index	18.7	15.41	11.48	10.13	11.16%				11 or below	11 or below
Maintain less than 2.5% unmanaged systems consistently	N/A	--	--	.51%	1.32%				60%	80%

**Status: (On-Track)** We are currently at 98.68% of the environment equipped with security tools and at 1.32% of the environment is unmanaged.

Describe SPI 3

Ensure all Coloradans have access to reliable, cost-effective broadband internet

**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.

**Governor's Office of Information Technology**  
**Q1 FY2018 Performance Evaluation (October 2017)**



Measure	FY14 Actual	FY15 Actual	FY16 Actual	FY17 Actual	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY18	1-Year Goal	3-Year Goal
85% of rural households have access to broadband	N/A	59%	70%	77%	77%				85%	100% by 2020
Households with access to basic broadband	N/A	87%	94%	96%	--				96%	100% by 2020
100% of broadband deployment board funds granted to private enterprises	N/A									
% of school districts with access to basic broadband.	N/A	74%	89%	94%	94%				N/A	100% by 2020

**Status:** (On track) Current status is 77% of rural areas have basic broadband. Based on initial processing for current update we are seeing little to no change in the availability numbers. The broadband deployment board staff had received 15 applications and the initial application review will take place on November end.

**Describe SPI 4**

**Strengthening Colorado's Technology Landscape**

**Process:** Colorado is primed to become the next Silicon Valley. OIT has the ability to help drive that forward with an increased focus on increasing the technology footprint within the public sector. By doing this, sentiments towards government as being an old and outdated necessity will shift positively towards relying on government to be on the leading edge of new and emergent technologies. We will achieve this by increasing the use of modern technologies with a focus on user interface and user experience. Indexing existing, affiliated, and official sites will increase overall visibility and traffic to state web properties. We will continue to partner with Denver Public Schools to bolster their STEM curricula with real life case studies and hands on experience.

Measure	FY14 Actual	FY15 Actual	FY16 Actual	FY17 Actual	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY18	1-Year Goal	3-Year Goal
100% expansion of customer touch points for future digital enhancements from 150 to 300	N/A	11%	8%		--				300	500
95% of all known online services, official and affiliated websites, and social accounts indexed (tracked on quarterly basis)	N/A	N/A	N/A							
112,924 of net new IT jobs in Colorado	N/A	38%	44%		--				113,924	116,924



**Status: (On Track)** Work is ongoing to identify the social accounts for the state agencies. This is in conjunction with the Citizen Portal/Smart Directory efforts to provide Coloradans with the most up-to-date information in easy to consume ways.

Describe SPI 5

**Advancing employee support and collaboration to drive customer service improvement to deliver superior performance**

**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	FY14 Actual	FY15 Actual	FY16 Actual	FY 17 Actual	Q1 FY18	Q2 FY18	Q3 FY18	Q4 FY18	1-Year Goal	3-Year Goal
25% increase in OIT's collaboration and engagement community	N/A	N/A	N/A	128	142				160	256
85% increase in employee retention (fiscal year)			87%	84%	95%				85%	85%
100% of technical training budget spent (\$256k)	N/A	N/A	99.9%	99.9%	0%				100%	100%

**Status: (On Track)** The Learning and Development Council is developing a Charter and L&D Plan for 2017; these will be presented to the ELT by end of October 2017 with an expected roll out to employees in early November 2017.