



COLORADO

Governor's Office of Information Technology

OIT FY21 Q1 Performance Evaluation (Smart Act)

[OIT FY21 Performance Plan](#)

Transform the Delivery of IT in the State

WIG 1: Transform the delivery of IT in the State. Measured by 50% implementation of IT Transformation plan resulting in efficiency, transparency, and customer satisfaction by June 30, 2021. (Baseline is zero)

Status: On Track

Progress: IT Transformation efforts continue on track with completion of all project charters with milestones and deliverables. Detailed efforts are:

- Developed an IT Transformation Program approach.
- Identified agency volunteer opportunities to support the IT Transformation projects.
- Established a weekly project governance meeting to track and manage the health of each project from the PMO portfolio.

Communication Planning

- Developed communications strategy to effectively educate and engage OIT stakeholders throughout the IT Transformation process.
- Established a weekly cadence for Project Leads to communicate and submit Project Status Reports.

Launching Operations Planning

- Finalized Transformation Charters including scope of work and projects.
- Developing Deliverables, Risk and Issues tracker log.
- Established a PMO.

Key Measure - Efficiency: Invest in structured improvement of OIT processes.

Strategy 1: 50% of IT Service Management process improvements launched by June 30, 2021 (Baseline is zero)

Status: On Track

Progress: Charters for the four ITSM process areas are complete, workgroups have been identified for the process areas and schedules have been created for each ITSM process areas.

Strategy 2: Reduce the OIT review and approval time on executive branch IT contracts by 25% from 20 days to 15 days by June 30, 2021

Status: On Track

Progress: Trends continue well below our target. Contract reviews for September took an average of 11 days. We are on track to meet this goal.



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Strategy 3: 30% of OIT workforce with established and completed training plans in the Learning Management System based on skills assessed against industry standard competencies by June 30, 2021 (Baseline is zero)

Status: On Track

Progress: Training scheduled for managers on how to assign training starting Sept. 30, 2020. Functionality has been tested in the LMS and will be live on Oct. 7, 2020.

Key Measure Customer - Satisfaction: Expand agency accountability and ownership of IT.

Strategy 1: Improve customer satisfaction as measured by increasing the Net Promoter Score from -3 to greater than zero (0) by June 30, 2021.

Status: On Track

Progress: Completed drafting strategic plan and milestone roadmap for this fiscal year. The Plan, which is currently under review, includes conducting the following steps in three cycles:

- **Analyze Survey Results** - Identify themes in results and problem areas
 - **Conduct Customer Reviews** - Gain deeper/continued feedback on how to evolve
 - **Conduct OIT Service Owner Reviews** - Develop actions and milestones
 - **Increase Awareness in OIT** - Message what customers are saying and everyone's role
 - **Conduct Quarterly Pulse Checks** - Survey customers more regularly to gain ongoing insight
 - **Maintain Action/Improve Plans** - For ongoing tracking, continuity, and communications
- Pulse checks scheduled Dec. 2020 and March 2021, with continued analysis and communications to our customers.

Strategy 2: Increase the number of NASPO participating addendums and enterprise agreements available to agencies by 10% by June 30, 2021.

Status: On Track

Progress: OIT continues its review of the existing NASPO participating addendums and enterprise agreements to determine which should be renewed and added. We are working with DPA to execute participating addendums for Cisco (Data Communications) and Cisco (Cloud Solutions). Our current Enterprise Agreements for Cisco Data Communications services expire in fall 2021.

Strategy 3: Continue to deliver 'project value and performance' regarding on time, on budget, on scope delivery at a 95% or greater level.

Status: On Track

Progress: 16 projects completed in September. The overall score increased this month. Project Value and performance metric for September = 95.83%; cumulative average = 95.62%. Two projects missed on schedule; DORA project due to impacts from COVID and resource prioritization, and CDOT project due to testing and lesson learned documentation (but the delay did not impact business directly). The team's continued focus on governance, clear roles, adequate resourcing, and adequate funding is helping keep the project portfolio on track.

Key Measure - Transparency: Increase the role and voice of agencies in statewide IT direction by establishing governance bodies.



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Strategy 1: Costs avoided through effective IT governance oversight and/or amount of duplicate spending prevented by effective oversight (cost avoidance). Achieve cost savings/cost avoidance of \$1,000,000 by June 30, 2021.

Status: On Track

Progress: Efforts are underway to review top innovative priorities to move physical services to digital. This will result in cost savings/avoidance and efficiencies for the state.

Strategy 2: 30% of IT projects are evaluated as part of an improved portfolio management process to manage risks, prioritization, and shared opportunities in the State by June 30, 2021.

Status: On Track

Progress: Defined a preliminary evaluation criteria and methodology. Focus is on building analytics to pull data from Clarity. Documentation needs to be finalized and presented to leadership for review; target date is the end of October.

WIG 1 Summary

Measure	Baseline	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY21	1-Year Goal	3-Year Goal
WIG 1: Transform the delivery of IT in the State. Measured by 50% implementation of IT Transformation plan resulting in efficiency, transparency, and customer satisfaction by June 30, 2021.	0	On Track				50%	98%
Efficiency Strategy 1: 50% of IT Service Management process improvements launched by June 30, 2021.	0	On Track				--	--
Strategy 2: Reduce the OIT review and approval time on executive branch IT contracts by 25% from 20 days to 15 days by June 30, 2021.	N/A	11 days					
Strategy 3: 30% of OIT workforce with established and completed training plans in the Learning Management System based on skills assessed against industry standard competencies by June 30, 2021.	0	On Track				--	--
Customer Satisfaction Strategy 1: Improve customer satisfaction as measured by increasing the Net Promoter Score from -3 to greater than zero (0) by June 30, 2021.	-3	On Track				--	--
Strategy 2: Increase the number of NASPO participating addendums and enterprise agreements available to agencies by 10% by June 30, 2021.	0	On Track				--	--
Strategy 3: Continue to deliver 'project value and performance' regarding on time, on budget, on scope delivery at a 95% or greater level.	95%	95.83%				--	--



Transparency Strategy 1: Costs avoided through effective IT governance oversight and/or amount of duplicate spending prevented by effective oversight (cost avoidance). Achieve cost savings/cost avoidance of \$1,000,000 by June 30, 2021.	0	On Track				--	--
Strategy 2: 30% of IT projects are evaluated as part of an improved portfolio management process to manage risks, prioritization, and shared opportunities in the State by June 30, 2021.	0%	On Track				--	--

Ensure a Secure Colorado

WIG 2: Ensure a Secure Colorado by evaluating and improving statewide cybersecurity practices. Measured by increasing the State of Colorado's security metric from 0 to **90** by June 30, 2021.

Status: On Track

Progress: Security Metric is at 57.

Strategy 1: The internal security score will increase from 7% of agency *servers* meeting the minimum threshold to 75% by June 30, 2021.

Status: On Track

Progress: 44% of agency servers are meeting the minimum threshold.

Strategy 2: Enhance the statewide security plan by identifying strengths and vulnerabilities, making necessary modifications, and recommending security controls to be implemented by June 30, 2021.

Status: Achieved

Progress: This strategy is complete. The plan was submitted to the CIO on July 15.

Strategy 3: 60% of Audit findings will be remediated by June 30, 2021.

Status: On Track

Progress: 29% of the open audit findings have been submitted during FY21.

Strategy 4: Implement FY21 security projects by June 30, 2021.

Status: On Track

Progress: 26% of the FY21 milestones have been accomplished.

WIG 2 Summary

Measure	Baseline	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY 21	1-Year Goal	3-Year Goal
WIG 2: Ensure a Secure Colorado by evaluating and improving statewide cybersecurity practices. Measured by increasing the State of Colorado's security metric from 0 to 90 by June 30, 2021.	0	57				90	98



Strategy 1: The internal security score will increase from 7% of agency <i>servers</i> meeting the minimum threshold to 75% by June 30, 2021.	7%	44%				75%	--
Strategy 2: Enhance the statewide security plan by identifying strengths and vulnerabilities, making necessary modifications, and recommending security controls to be implemented by June 30, 2021.	N/A	100%				--	--
Strategy 3: 60% of Audit findings will be remediated by June 30, 2021.	60%	29%				--	--
Strategy 4: Implement FY21 security projects by June 30, 2021.		26%				--	--

Expand virtual access to government services anytime and anywhere

WIG 3: Expand virtual access to government services anytime and anywhere. Measured by diverting at least 100,000 in-person interactions to virtual services by June 30, 2021.

Status: On Track

Progress: See Strategy #1

Strategy 1: Divert at least 100,000 in-person interactions to virtual services by June 30, 2021.

Status: On Track

Progress: Chatbot and DocuSign interactions are the first two services being tracked. A survey to agencies listing their applications was distributed and the results will provide guidance and prioritization of where to focus the Relmagine State Government for Innovation group efforts.

Strategy 2: Establish the baseline for 'usefulness and ease-of-use' of critical and essential Application services (excluding commercial off the shelf software or COTS) and build a prioritized, modernization plan for its improvement by June 30, 2021.

Status: On Track

Progress: A plan will be developed in conjunction with the CTO's Chief Enterprise Architect and CCO's IT Directors. This work will begin in January 2021.

Strategy 3: Better deploy state broadband grant resources by obtaining accurate data from 5 of the top 15 broadband providers in the state by June 30, 2021.

Status: On Track with challenges

Progress: NDAs have been sent to companies requesting NDAs and are in progress with OIT's legal/contracts teams. Data to be updated by mid-October.

Strategy 4: Establish the Digital Transformation strategy and implement at least 10% of the strategy by June 30, 2021.

Status: On Track



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Progress: Continuing progress based on feedback from agencies and the Reimagining State Government for Innovation committee (see Strategy 1).

WIG 3 Summary

Measure	Baseline	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY21	1-Year Goal	3-Year Goal
WIG 3: Expand virtual access to government services anytime and anywhere. Measured by diverting at least 100,000 in-person interactions to virtual services by June 30, 2021..	0	On track				100,000	TBD
Strategy 1: Divert at least 100,000 in-person interactions to virtual services by June 30, 2021.	0	On track				100,000	TBD
Strategy 2: Establish the baseline for 'usefulness and ease-of-use' of critical and essential Application services (excluding commercial off the shelf software or COTS) and build a prioritized, modernization plan for its improvement by June 30, 2021.	N/A	On track				--	--
Strategy 3: Better deploy state broadband grant resources by obtaining accurate data from 5 of the top 15 broadband providers in the state by June 30, 2021.	0	On track w/challenges				--	--
Strategy 4: Establish the Digital Transformation strategy and implement at least 10% of the strategy by June 30, 2021	0%	On track				--	--