



OIT FY21 Q2 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: Overall progression of the IT Transformation program reflects results :

- Launch of IT Transformation program - 10% goal completion- 10% to date
- 100% of all Workstreams established and active - 20% - 18% to date
- Customers engagement in work and activities of the plan - 20% - 16.5 % to date
- Q1-Q4 deliverables completed - 50% - 10 % completed

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: 50% of IT Service Management process improvements launched - *8.7% to date*.

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: Our internal review times are well within 15 days. However, we are seeing some delays in agency routing for signatures that exceed the goal of 15 days. We are working with those agencies to determine if those delays are the exception or to be typically expected.

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: SOW and agreement to proceed with PluralSight for workforce assessment has been completed and a kickoff meeting will be held the first week in January. Mark Mischke, Manager Learning & Development, is OIT's main contact and project manager (PM). Mark will partner with PM Natalie Wurzer to organize the effort and pilot teams for OIT. In Phase one, all OIT employees will complete a skills assessment. As part of a pilot, 10% of OIT employees will complete training plans based on the skill assessment by March 31, 2021. The remaining 20% of employees (for this WIG of 30%) will design and implement training plans using LinkedIn Learning and in-house expertise by June 30, 2021.



COLORADO

Governor's Office of Information Technology

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	54.5%			50%	98%
Efficiency Strategy 1: 50% of IT Service Management process improvements launched by June 30, 2021.	0	On Track	8.7%			50%	--
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	20 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	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 67.

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: 55% of agency servers are meeting the minimum threshold.

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	67			90	98
Strategy 1: The internal security score will increase from 7% of agency <i>servers</i> meeting the minimum threshold to 75% by	7%	44%	55%			75%	--



June 30, 2021.							
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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: Digital Interactions included 10,315 DocuSign envelopes, 13,008 Peak Chatbot Interactions, and 968 myColorado Shares realized by OIT. Overall, there have been a total of 24,773 diverted interactions recorded by the Relmagine State Government innovation group. Counts for new SIPA applications should be available next month.

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	24,724			100,000	TBD