



KEY ISSUES

A key issue in FY17 will be ensuring the DoIT rate setting process is adequate to avoid the costly overruns of the recent past and ensure DoIT is providing only those services agencies value and at an appropriate price.

AGENCY IMPROVEMENT PLANS

Submitted by agency? No
Timeline assigned by agency? No
Responsibility assigned by agency? No

DoIT's FY17-FY19 Strategic Plan has not been approved by the IT Commission; however, the draft plan includes the following six state strategic goals:

Deliver of High Quality Government Services that Will Benefit Constituents and Support Economic Development;

Optimize Efficiency via Continuous Process Improvement and Maintain a High Quality Agile Technology Infrastructure;

Fully leverage IT Investments through Effective Development, Implementation, Resource Optimization and Management of IT Technical Services;

Effectively Manage and Value Information as an Asset to Drive Operational Efficiencies and Decision that Support Mission Needs;

Recruit, Sustain and Retain the Best Technology Workforce to Effectively Deliver Excellent IT Services; and

Develop And Implement Governance by Which the State Coordinates Data and Information Management Programs.

In FY16 the Department of Information Technology (DoIT) continued to struggle with the critical task of appropriately setting the rates it charges for the services it provides to state agencies. While the department's FY17-FY19 strategic plan indicates the department will develop a five-year business plan for services and projected revenues, the strategic plan appears to remain in draft form and has not been approved by the Information Technology Commission. DoIT did not provide a five-year business plan in response to an LFC request. Otherwise, department performance remained steady in FY16, with slight improvements in service desk call responsiveness but with modest declines in collections of accounts receivable. The department continues to have poor measures for the Compliance and Project Management Program.

Compliance and Project Management. Historically, measures for this program have been output focused; for example, reported information included the number and appropriated budget of IT projects reviewed for oversight compliance or the number and budget of approved IT professional services contracts. For FY18, most explanatory measures will be eliminated. However, for FY18 the department will report on a new measure tracking timeliness of professional contract reviews (quality feedback within 5 days), which addresses the importance of efficiency and good customer service.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Number and appropriated budget of executive agency certified projects reviewed monthly for compliance and oversight requirements	84/ \$407	74/ \$242	N/A	87/ \$274	N/A
			Program Rating		N/A

Enterprise Services. The lack of transparency in rate setting was a challenge in FY16. Over the past two years it became increasingly evident the department struggles with setting appropriate rates and collecting sufficient revenue for the cost of services it provides to state agencies. For example, in FY15 DoIT requested an emergency budget adjustment to cover prior-year vendor bills and then during the 2016 legislative session, the department requested a \$6 million supplemental appropriation to cover ongoing projected budget shortfalls. An LFC program evaluation assessing DoIT's rate development process is scheduled to be released in October.

In FY14, the department began tracking service desk calls by priority. With the exception of priority level three calls, DoIT has made substantial progress in improving timeliness of help desk services. However, LFC has long recommended that DoIT also track agency customer satisfaction over all of its services including technical support, communications, infrastructure, and oversight of state agency IT projects. For FY18, DFA and LFC agreed to recommend an annual customer service survey.

Continuing education is critical in the fast-changing field of information technology. In FY15, DoIT began reporting on the percent of staff who receive a minimum of 24 hours of training in their specific technology field. DoIT reported difficulty in assuring all employee training is reported; therefore, the agency did not report a final FY16 result for this measure.

An LFC program evaluation assessing DoIT's rate development process and its process for providing oversight for the state's most expensive and at-risk IT projects is scheduled to be released in October 2016.

Measure	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Service Desk Calls by Priority:					
Priority 1 (8 hours)	71%	100%	90%	100%	G
Priority 2 (24 hours)	54%	90%	90%	96%	G
Priority 3 (40 hours)	92%	93%	90%	79%	Y
Priority 4 (80 hours)	100%	100%	90%	100%	G
Priority 5 (160 hours)	100%	100%	90%	100%	G
Mainframe uptime available for user access or batch scheduling	99.8%	99.9%	99.9%	100%	G
Scheduled uptime the statewide human resources management reporting (SHARE financials) is available during business hours	99.3%	99.9%	99.5%	99.9%	G
Staff who receive a minimum of 24 hours of training in their specific technology field (annual)	New	13%	60%	No Data	Y
Program Rating					G

Program Support. Collections of accounts receivables slipped for the third consecutive year from a high of 83 percent in FY14. Collections are contingent to a significant degree on timeliness of agencies' ability or willingness to pay, a factor that could be exacerbated by the difficult financial situation the state continues to struggle with. However, LFC learned there have also been instances in which DoIT financed equipment upgrades for agencies without a complete understanding or commitment with the agency regarding how the costs of those upgrades would be reimbursed.

	FY14 Actual	FY15 Actual	FY16 Target	FY16 Actual	Rating
Percent of accounts receivable dollars collected within sixty days of the invoice due date	83%	81%	75%	73%	R
Dollar amount of account receivables over sixty days	\$5.0	\$4.2	\$7.5	\$3.3	G
Program Rating					Y