Annual Performance Report

FY2023

IOWA | Department of Management

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INTRODUCTION

The Department of Management Office of the Chief Information Officer (OCIO) submits this annual report pursuant to Iowa Code section 8E.210 which requires agencies to report on performance. This report includes an agency overview, narrative reports on key performance areas, and a review of FY22.

AGENCY OVERVIEW

The Office of the Chief Information Officer (OCIO) is a division of the Department of Management (DOM) as of June 21, 2022. The time period covered in this report is at the start of the OCIO realignment into the Department of Management. Per Iowa Code 8B the OCIO was established to lead, direct, manage, coordinate, and provide accountability for the information technology resources of the state government. The office manages and directs the work of information technology staff, assigning information technology staff as required to support information technology requirements and initiatives of the office, to review and recommend approval of information technology staff employment decisions in coordination with the Department of Management, and to enter into contracts for the receipt and provision of information technology services. The Chief Information Officer is selected by the Director of DOM.

Mission

To provide high-quality, customer-focused information technology services and business solutions to state and local governments, non-profits, and to citizens.

Core Function

The OCIO supports the core function of enterprise resource management, providing all vital infrastructure needs necessary to administer and support agency operations. In an ongoing effort to steward the State's resources well, we are customer focused, results driven and understand enterprise value.

Divisions

- Application Development
- Business Services
- Enterprise Applications
- Infrastructure and Information Security Services
- Project Management Office (PMO)

Customers

Getting the right mix of solutions requires partnership. To that end, we view all state entities as colleagues and partners that work together on behalf of our customers, the citizens of Iowa.

Alignment with Governor's Goals

The Office of the CIO contributions help move the State towards achieving the Governor's goal to reduce the cost of government. In order to realize this goal, the OCIO is focused on process improvement, centralized administration, consolidation and service brokerage.

KEY RESULTS

The following highlights are key FY 2023 results in services offered by the OCIO.

State Employees Participating in Security Awareness Training:

The OCIO Information Security Services Bureau provisions and monitors the State's security awareness training program.

Why are we using this measure? The State's first line of defense in preventing a cyber-threat is its employees. Cybersecurity is everyone's responsibility and training is a critical part of our State's Cybersecurity program. Annual security training provides all State employees information about cybersecurity and their role in safeguarding data.

What was achieved?   100% of OCIO employees received ProofPoint security training. Agency compliance and participation are required to meet 100% participation targets. While ProofPoint was offered to all State agencies, several agencies elected not to fully participate in the training. Some agencies provided alternative security awareness training in lieu of the ProofPoint training. The actual performance is reflective of State employees participating in ProofPoint only. 66% Executive Branch employees on record completed verifiable security awareness training online. This is an increase of 20% from FY 2022 totals of 46%.

New IT Service Delivered:

The OCIO Business Services Division is responsible for identifying and procuring quality IT services that are broadly available for use by all government entities.

Why are we using this measure? Typically, services are procured in silos which means the government pays more for less efficient services and products. This measure ensures that OCIO continuously identifies new services to procure and make broadly available for all government entities to use for better, faster, and cheaper delivery of services to citizens.

What was achieved?   OCIO procured and delivered 4 services this year to improve enterprise service delivery and to streamline enterprise IT procurement. Each service is briefly described below. Note: all mainframe services procured are under one heading.

Data sources: Business Services Division Administrator, Contract Documentation
Data reliability: Data retrieved from each service

FY23 PERFORMANCE PLAN RESULTS

The Office of the CIO has established the following measurable goals to evaluate progress and moreover improve results so we can better serve citizens.

Name of Agency: Office of the Chief Information Officer			
Agency Mission: Provide client-centric information technology and business solutions to government and citizens through guidance, service delivery, and partnerships.			
Core Function: The OCIO supports the core function of enterprise resource management, providing all vital infrastructure needs necessary to administer and support agency operations			
Performance Measure (Outcome)	**Target**	**Actual**	**Performance Comments & Analysis**
Service: Information Security			
Number of vulnerabilities patched or managed	0*	390,589	**What Occurred:** Continue remediating vulnerabilities to improve the score. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24 *For this metric the lower the score the better as it shows hosts are less vulnerable **Data Source:** Data provided by OCIO Security Operations Center
Percentage of State employees have completed security awareness training.	100%	66% of State Employees 100% OCIO employees received security awareness training	**What Occurred:** Support and improve the confidentiality, integrity and availability of State of Iowa data. **Data Source:** Data provided by OCIO Security Operations Center
Percentage of agencies that have completed	100%	86%	**What Occurred:** Improve asset inventory management through increased visibility of connected devices. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal

an annual inventory.			for FY24 **Data Source:** Data provided by OCIO Security Operations Center
Percentage of state-wide information systems that have an Enterprise Patching Tool installed.	100%	1%	**What Occurred:** Support and improve the confidentiality, integrity and availability of State of Iowa data. This is the first year of this metric and we first acquired the tool on July 1, 2023. We have since been ramping up the implementation and the numbers will be close to the goal for the FY24 reporting period. **Data Source:** Data provided by OCIO Security Operations Center
Percentage of state-wide accounts that have multi factor authentication functioning.	100%	74%	**What Occurred:** Support and improve the confidentiality, integrity and availability of State of Iowa data. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24 **Data Source:** Data provided by OCIO Security Operations Center
Percentage of business interfaces protected by the layer 7 firewall.	100%	86%	**What Occurred:** Support and improve the confidentiality, integrity and availability of State of Iowa data. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24 **Data Source:** Data provided by OCIO Security Operations Center

Percentage of state-wide information systems that have the Enterprise Endpoint Protection and Response (EDR) installed.	100%	79%	**What Occurred:** Support and improve the confidentiality, integrity and availability of State of Iowa data. This is the first year of this metric and we only got the tool on July 1. We spent FY23 ramping it up and the numbers will be close to the goal for FY24. **Data Source:** Data provided by OCIO Security Operations Center
Service: Infrastructure Services			
Percent uptime for core network	99%	99.9%	**What Occurred:** Exceeded target performance for this fiscal year. **Data Source:** Nagios network monitoring tool
Number of disaster recovery drills performed	5	5	**What Occurred:** Practicing recovery is critical for the readiness of IT systems. This metric showcases the number of exercises to promote disaster and incident preparedness. **Data Source:** OCIO Information Security Services Bureau
Activity: Business Services			
Number of new IT services delivered	4	4	**What Occurred:** These services provided statewide consistency in negotiated terms and conditions, and offer agencies a set of managed services, reducing agency effort in contracting and freeing up time to focus on delivering business systems **Data Source:** Business Services Division Administrator
Service: Web Services			
Percent uptime for websites	99%	99.78%	**What Occurred:** Met target KPI **Data Source:** Akamai, security tool used to monitor all
Service: Project Management			
Percent of projects within	75%	100%	**What Occurred:** Exceeded target expectations. The projects included in this measure are managed by OCIO project managers including OCIO projects and

10% of budget			agency projects. **Data Source:** Google Project Site
Percent of projects within 10% of schedule	75%	100%	**What Occurred:** 10 of 7 projects on time. **Data Source:** Google Project Site