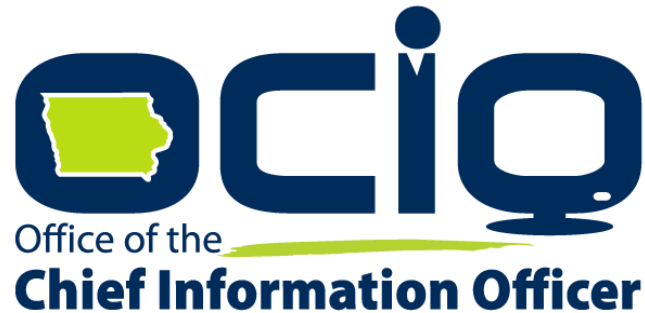


Performance Report

FY2021



Innovative Technology Solutions for Citizen-Centric Government

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INTRODUCTION

The 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 FY21.

AGENCY OVERVIEW

The Office of the Chief Information Officer (OCIO) is an independent agency 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 appointed by the Governor to serve at the pleasure of the Governor and is subject to confirmation by the Senate.

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 2021 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? Out of 15,789 Executive Branch employees on record in total, 12,248 (78%) have completed the enterprise security awareness 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. With support of the Governor's Office, the OCIO is currently enrolling agencies or seeking a waiver detailing how the agency will meet and report these training completions to the OCIO. Security training was also offered to cities, counties and school districts in Iowa; however, their participation is not included in this performance metric.

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 5 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.

1. Workday-Human Resources implementation
2. NIC- E-Payment Portal
3. Capgemini Consulting Services
4. AVI IT Goods and Equipment Contract

Data sources: Business Services Division Administrator, Contract Documentation

Data reliability: Data retrieved from each service

FY21 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			
Average host vulnerability score as measured by Information Security Services Bureau for current systems	2,000	OCIO: 1,447 OCIO Supported: 1,341	What Occurred: This number fluctuates based on new vulnerabilities discovered over time. It was 1996 at the point this report was created. <u>A lower score is better.</u> Information Systems in scope: OCIO Owned: 852. OCIO Supported: 2932. Data Source: Enterprise Vulnerability Management System (EVMS), Information Security Services Bureau.
Percent of State employees receiving awareness training	100%	Enterprise (78%) OCIO (100%)	What Occurred: Of the 15,789 Executive Branch employees on record, 12,248 completed security awareness training online or in-person. Data Source: Data extracted from ProofPoint. State employee headcounts generated from data.iowa.gov
Service: Infrastructure Services			
Percent uptime for core network	99%	100%	What Occurred: Exceeded target performance for this fiscal year. Data Source: Nagios network monitoring tool

Performance Measure (Outcome)	Target	Actual	Performance Comments & Analysis
Number of disaster recovery drills performed	3	3	<p>What Occurred: Three drills were conducted, including one drill that was postponed due to the Covid-19 pandemic from the previous fiscal year.</p> <p>Data Source: OCIO Information Security Services Bureau</p>
Service: Enterprise Print Shop			
Percent of print jobs delivered on time	99%	100%	<p>What Occurred: Exceeded target performance for this fiscal year.</p> <p>Data Source: OCIO Print Manager</p>
Activity: Business Services			
Number of new IT services delivered	4	5	<p>What Occurred:</p> <ol style="list-style-type: none"> 1. Duo - two factor authentication for pandemic response 2. Okta - enterprise multi factor authentication 3. NIC- E-Payment Portal 4. Capgemini Consulting Services 5. AVI IT Goods and Equipment Contract <p>Data Source: Business Services Division Administrator</p>
Service: Web Services			
Percent uptime for websites	99%	99.3%	<p>What Occurred: No update available</p> <p>Data Source: Akamai, security tool used to monitor all</p>
Service: Project Management			
Percent of projects within 10% of budget	75%	100%	<p>What Occurred: Exceeded target expectations. The projects included in this measure are managed by OCIO project managers including OCIO projects and agency projects.</p> <p>Data Source: Google Project Site</p>

Percent of projects within 10% of schedule	75%	65%	<p>What Occurred: 13 of 20 projects on time. Missed target by ten percent due to response to the on-going COVID-19 pandemic. While the Project Management Office manages the schedules, they are subject to change as agency/customer priorities shift.</p> <p>Data Source: Google Project Site</p>
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