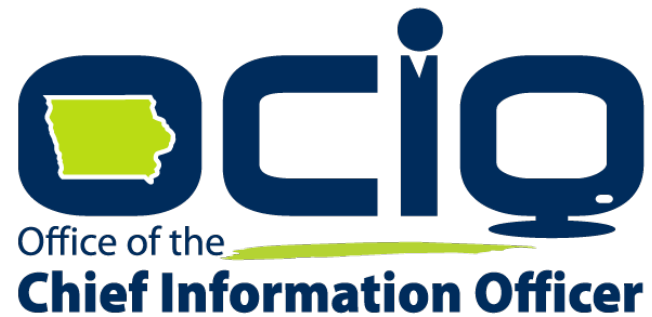


# Performance Report

FY2020



Innovative Technology Solutions for Citizen-Centric Government

200 E. Grand Ave.  
Des Moines, Iowa 50319  
515.281.5503  
[CIO@iowa.gov](mailto:CIO@iowa.gov)

## 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 FY20 performance as well as FY21 Performance Plan measures.

## 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
- Information Security
- Infrastructure 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

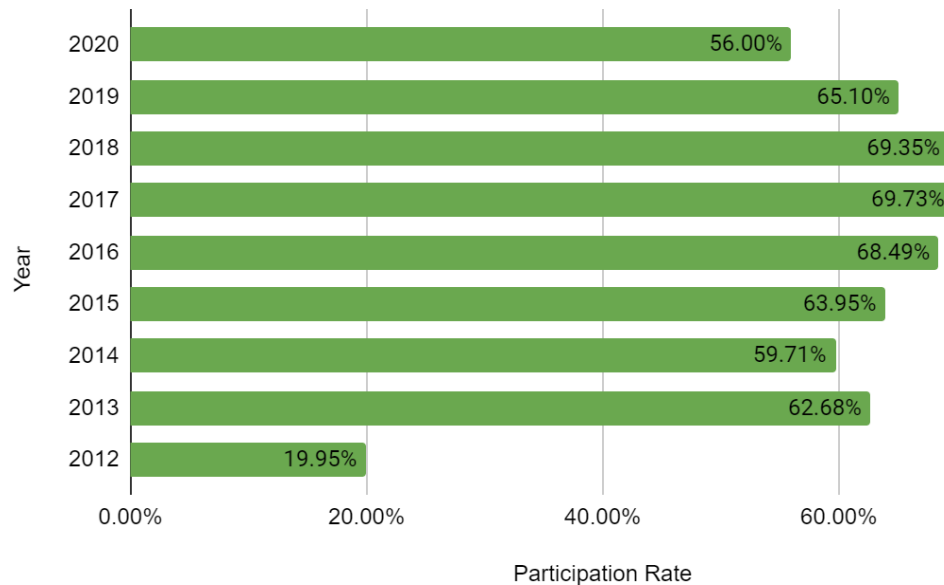
The Office of the CIO contributions help move the State towards achieving the Governor's goal to reduce the cost of government. In order to realize this goal, the OCIO is focused on process improvement, centralized administration, consolidation and service brokerage.

## KEY RESULTS

The following highlights are key FY 2020 results in services offered by the OCIO.

### State Employees Participating in Security Awareness Training

#### Executive Branch Security Awareness Training Participation



The OCIO Information Security Division (ISD) 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?** The OCIO transitioned to a new platform for Cybersecurity Training system in 2020. This new training platform provides new and additional functionality including

phishing tests. The transition to the new system did cause a delay in availability, reducing the numbers of completed training. However, with the successful implementation of the new cybersecurity platform, regularly scheduled cybersecurity training has now continued. With federal funding, this new platform is now available to counties and school districts. In preparing for the 2020 elections, the Secretary of State (SOS) promoted the Cybersecurity Training system to all 99 county elections offices.

Out of 15,525 Executive Branch employees on record in total, 8,721 (56%) completed the training in FY 2020. Due to the impact of the pandemic and derecho, some agencies were behind in completing training by the end of the fiscal year; a few put off training until early FY 2021. Agency compliance and participation are required to meet the 100% participation target. While Cybersecurity

training was offered to all State agencies, several agencies elected not to fully participate in this specific training which accounts for approximately 3,000 employees.

**Data sources:** OCIO ISD Training VLE, agencies, data.iowa.gov

**Data reliability:** The processes for enrolling employees in training varies by agency. Additionally, participation varies by agency as some agencies may offer training to only a subset of employees or participate in an alternative training.

## **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 11 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.

### *DLT Amazon Web Services*

The master agreement for Enterprise Amazon Web Services provides OCIO and its customers flexibility in choosing a cloud or physical hosted environment with the granularity in billing and administration to ensure good product management on behalf of customers.

### *Kronos Workforce Management Services*

The umbrella agreement for Kronos products and services allows for state agencies to use Kronos Workforce Management Services while leveraging the buying power of OCIO.

### *Capgemini Consulting Services*

OCIO negotiated a consulting service agreement with Capgemini to review and study OCIO's effort to modernize the data center and mainframe. This will ensure OCIO considers all aspects needed for a safe, secure data center migration while meeting customer needs.

### *Microsoft Enterprise Terms of Service*

Microsoft Enterprise Terms of Service enable state agencies the ability to engage Microsoft products and services without having to individually negotiate each project or product.

#### *Mainframe Agreements and Hardware*

OCIO partnered with the state agencies to leverage mainframe technology to ensure master licensing and support agreements and were negotiated to take advantage of the collective purchasing power for the SAS Master Licensing Agreement and the BMC Third Party Support. Additionally, to ensure ongoing continuity during the COVID-19, OCIO purchased a new machine to ensure additional capacity is available if needed.

#### *Streamlined IT Procurement Process*

With the adoption of additional administrative rules in December 2019, OCIO streamlined the procurement process to provide agencies with a simplified form to start all procurements.

#### *Web-based IT Bidding and Contract Opportunities*

OCIO developed an online view of all IT bidding opportunities as well as all contracts available to be used by state agencies and other government entities. Coupled with the streamlined procurement process, this service enables agencies to identify potential products and services available to meet their business needs and quickly execute on it.

#### *SeamlessDocs*

The master agreement with SeamlessDocs enables state agencies to modernize and make forms accessible and available online. This allows citizens and the public to complete work online while ensuring the forms comply with security requirements and best practices.

#### *ProofPoint*

OCIO negotiated a master agreement with ProofPoint that modernizes and enhances the enterprise security training platform.

**Data sources:** Business Services Division Administrator, Contract Documentation

**Data reliability:** Data retrieved from each service

## FY20 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.

<b>Name of Agency:</b> Office of the Chief Information Officer			
<b>Agency Mission:</b> Provide client-centric information technology and business solutions to government and citizens through guidance, service delivery, and partnerships.			
<b>Core Function:</b> 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
<b>Service:</b> Information Security			
Average host vulnerability score as measured by Information Security Division for current systems	2,000	1,996	<b>What Occurred:</b> This number fluctuates based on new vulnerabilities discovered over time. It was 1996 at the point this report was created. <b><u>A lower score is better.</u></b> <b>Data Source:</b> Enterprise Vulnerability Management System (EVMS), Information Security Division
Percent of State employees receiving awareness training	100%	Enterprise - 56% OCIO Employees - 100%	<b>What Occurred:</b> Of the 15,525 Executive Branch employees on record, 8,721 completed security awareness training online or in-person. Some agencies were transitioning to the new training platform during this measurement period so their training data was not available during this reporting period. For OCIO, all FTE completed ProofPoint training or attended in-person security training. <b>Data Source:</b> ProofPoint State employee headcounts are from data.iowa.gov
<b>Service:</b> Infrastructure Services			
Percent uptime for core network	99%	99.97%	<b>What Occurred:</b> Exceeded target performance for this fiscal year. <b>Data Source:</b> Nagios network monitoring tool
Performance Measure	Target	Actual	Performance Comments & Analysis

(Outcome)			
Number of disaster recovery drills performed	3	2	<p><b>What Occurred:</b> Conducted two disaster recovery drills. A third drill was scheduled and postponed due to the ongoing COVID-19 response.</p> <p><b>Data Source:</b> State Information Security Division</p>
<b>Service:</b> Enterprise Print Shop			
Percent of print jobs delivered on time	99%	100%	<p><b>What Occurred:</b> Exceeded target performance for this fiscal year.</p> <p><b>Data Source:</b> OCIO Print Manager</p>
<b>Activity:</b> Business Services			
Number of new IT services delivered	4	11	<p><b>What Occurred:</b> Eleven new services were delivered this period including DLT Amazon Web Services, Kronos Workforce Management Services, Capgemini, Microsoft Enterprise Terms of Service, Mainframe - SAS Master Licensing Agreement, New Mainframe Machine, BMC Third Party Support for Mainframe, Streamlined IT Procurement Process, Web-based Bidding and Contract Opportunities portal, Enterprise Form Creation with Seamlessdocs, and Proofpoint Enterprise Security Training Platform.</p> <p><b>Data Source:</b> Business Services Division Administrator</p>
<b>Service:</b> Web Services			
Percent uptime for websites	99%	99.3%	<p><b>What Occurred:</b> No update available</p> <p><b>Data Source:</b> Akamai, security tool used to monitor all</p>
<b>Service:</b> Project Management			
Percent of projects within 10% of budget	75%	100%	<p><b>What Occurred:</b> Exceeded target expectations. The projects included in this measure are managed by OCIO project managers including OCIO projects and agency projects.</p> <p><b>Data Source:</b> Google Project Site</p>
Percent of projects within 10% of schedule	75%	65%	<p><b>What Occurred:</b> Missed target by ten percent due to response to going COVID-19 pandemic. While the Project Management Office manages the schedules, they are subject to change as agency/customer priorities shift.</p> <p><b>Data Source:</b> Google Project Site</p>



