AGENCY PERFORMANCE PLAN

Name of Agency: Office of the Chief Information Officer

Agency Mission: To provide high-quality, customer-focused information technology services and business solutions to government and to citizens.

Agency	Unit	Unit Name	Sub Unit/Sub Unit Name	SPA Code	SPA	PM Code	Performance Measures	Performance Targets	Contact Person	Action Plan	Notes
185	1070	Information Security	70/Information Security	185_67100	Information Security	185_67100_001	Average host vulnerability score as measured by Information Security Office for current systems	3,195	Dan Powers		
	1070	Information Security	70/Information Security		Information Security	185_67100_002	% of state employees receiving security awareness training	100%	Dan Powers		
185	1040	Infrastructure Services	41/Network Services	185_67200	Networking	185_67200_001	% uptime for core network	99%	Pat Clark		
	1040	Infrastructure Services	45/Infrastructure Architecture		Infrastructure Architecture	185_67300_001	# of disaster recovery desktop drills performed annually	3	Jeff Franklin		
185	1050	Enterprise Records Management	50/Print		Enterprise Print Shop	185_67400_001	% of print jobs delivered on time	99%	Lise Melton		
185	1010	OCIO Administration	12/IT Business Office	185_67500	Business Services	185_67500_001	# of new IT services delivered	4	Bryan Dreiling		
185	1020	Enterprise Applications	20/Application Development	185_67600	Application Development	185_67600_001	% of projects delivered within 10% of schedule and budget estimates	90%	Kirsten Bosch		
	1020	Enterprise Applications	24/Web Services		Web Services	185_67700_001	% uptime for websites	99%	Cory Oelberg		