

**Name of Agency:** FY 2021 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.

| <b>Core Function</b>  | <b>Performance Measure (Outcome)</b> | <b>Performance Target(s)</b>   | <b>Actual Performance</b>   | <b>Link to Strategic Plan Goal(s)</b>  |
|---|--------------------------------------|--|---|--|
| <b>70 Information Security</b><br><br><b>SPA 185_67100 Information Security</b> | <b>SPA Measure</b><br>185_67100_001  | Average OCIO host vulnerability score as measured by Information Security Office for current systems = 3,195 | 1,996 for OCIO supported hosts*<br><br>*For this metric the lower the score the better as it shows hosts are less vulnerable. | Support and improve the confidentiality, integrity and availability of State of Iowa data. |
|   | <b>SPA Measure</b><br>185_67100_002  | 100% of State employees receiving security awareness training  | 54% of State Employees<br><br>100% OCIO employees received security awareness training  | Support and improve the confidentiality, integrity and availability of State of Iowa data. |
| <b>41 Network Services</b><br><b>SPA 185_67200 Networking</b>                   | <b>SPA Measure</b><br>185_67200_001  | 99% uptime for core network  | 99.97% average for all networks   | Support and improve the confidentiality, integrity and                                     |

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|---|-------------------------------------|---|---|--|
|   |                                     |   |   | availability of State of Iowa data   |
| <b>45 Infrastructure Architecture</b><br><b>SPA 185_67300</b>           | <b>SPA Measure</b><br>185_67300_001 | 3 disaster recovery desktop drills performed annually | Stable Suffrage 2020 Table Top Exercise October 2019<br><br>CISA Cyber Resilience Workshop December 2019<br><br>Assisted an Iowa municipality in ransomware response.<br><br>A third exercise for CyberStorm was planned for spring but was postponed because of the pandemic. The exercise was held in August 2020 and will be included on next year's report. | Support and improve the confidentiality, integrity and availability of State of Iowa data. |
| <b>50 Print</b><br><b>SPA 185_67400</b><br><b>Enterprise Print Shop</b> | <b>SPA Measure</b><br>185_67400_001 | 99% of print jobs delivered on time                   | 100% delivered on time  |  |

|   |  |                                    |   |  |
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| <p><b>12 IT Business Office</b><br/> <b>SPA 185_67500</b><br/> <b>Business Services</b></p> | <p><b>SPA Measure</b><br/> 185_67500_001</p> | <p>4 new IT services delivered</p> | <ol style="list-style-type: none"> <li>1. DLT Amazon Web Services</li> <li>2. Kronos Workforce Management Services - Time keeping</li> <li>3. Capgemini Consulting Services</li> <li>4. Microsoft Enterprise Terms of Services</li> <li>5. Mainframe - SAS Master Licensing Agreement</li> <li>6. Mainframe - New machine</li> <li>7. Mainframe - BMC 3rd party support</li> <li>8. Implemented Procurement Administrative Rules - Streamlined IT Procurement Process</li> <li>9. Web-based IT Bidding and Contract Opportunities</li> <li>10. SeamlessDocs - Enterprise service for form creation</li> <li>11. ProofPoint - Enterprise Security Training Platform</li> </ol> | <p>Modernize legacy technology to provide agile world-class services to lowans</p> |
|---|--|------------------------------------|---|--|

|  |   |   |  |   |
|--|---|---|--|---|
| <p><b>24 Web Services</b><br/> <b>SPA 185_67700 Web Services</b></p> | <p><b>SPA Measure</b> 185_67700_001</p> | <p>99% uptime for websites</p>                          | <p>99.3% uptime</p>                    | <p>Transform the citizen experience through innovative and intuitive technology</p> |
| <p><b>60 PMO</b><br/> <b>SPA 185_67300 Project Management</b></p>    | <p><b>SPA Measure</b> 185_67300_003</p> | <p>75% of projects within 10% of budget estimates</p>   | <p>100% - 20 of 20 projects</p>        | <p>Modernize legacy technology to provide agile world-class services to lowans</p>  |
|  | <p><b>SPA Measure</b> 185_67300_001</p> | <p>75% of projects within 10% of schedule estimates</p> | <p>65% - 13 of 20 projects on time</p> | <p>Modernize legacy technology to provide agile world-class services to lowans</p>  |