

# Department of Information Technology

## MISSION

To provide vital technology solutions that allow the Executive Branch, State Agencies and Coordinating Offices to provide Marylanders with services that enable them to live and work more safely, efficiently and productively.

## VISION

To lead the State in the creation and implementation of information technology solutions that improve IT infrastructure and government services and keep Maryland current within IT industry trends.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

**Goal 1. Provide leadership and support to State agencies in areas of cybersecurity policy, risk and vulnerability assessment, technology implementation, awareness training and incident response as to raise the security posture of State government.**

**Obj. 1.1** Reduce the risk of, and improve the potential response to, cyber attacks and/or data breaches.

**Obj. 1.2** Increase inter- or intra-agency alignment of IT to State business functions.

| Performance Measures  | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <sup>1</sup> Percent of state employees compliant with statewide cybersecurity awareness training program | 80%       | N/A       | 72%       | 93%       | 75%       | 90%       | 90%       |
| Percentage of endpoints protected by malware/anti-virus solutions   | N/A       | 98%       | 96%       | 92%       | 98%       | 99%       | 99%       |
| Percentage of endpoints protected by critical patch compliance  | N/A       | 97%       | 94%       | 93%       | 45%       | 95%       | 95%       |
| Percent of servers which have undergone a vulnerability scan in the last 30 days                          | N/A       | N/A       | 95%       | 100%      | 82%       | 100%      | 100%      |
| Percent of websites not using outdated encryption methods (such as outdated SSL or TLS versions)          | N/A       | N/A       | 100%      | 35%       | 48%       | 75%       | 75%       |
| Percent of servers backed-up within the last 7 days   | N/A       | N/A       | 100%      | 100%      | 100%      | 100%      | 100%      |

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**Goal 2. State agency IT systems meet the State Information Technology Master Plan objectives of consolidation, interoperability and standardization.**

**Obj. 2.1** All major IT development projects (MITDPs) executed by units of the Executive Branch are successful.

| Performance Measures  | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of MITDPs in the reporting period  | 35        | 47        | 50        | 49        | 56        | 53        | 53        |
| Number of projects in planning phase  | N/A       | 4         | 14        | 6         | 3         | 2         | 3         |
| Number of projects in procurement phase   | N/A       | 19        | 5         | 9         | 12        | 6         | 3         |
| Number of projects in implementation phase  | N/A       | 23        | 30        | 28        | 33        | 38        | 39        |
| Number of projects in operations and maintenance  | N/A       | 1         | 1         | 6         | 8         | 7         | 8         |
| Percent of projects on schedule   | N/A       | N/A       | 60%       | 65%       | 73%       | 87%       | 91%       |
| Percent of projects spending within 10 percent according to plan  | N/A       | N/A       | 32%       | 73%       | 66%       | 81%       | 89%       |
| Percent of MITDPs utilizing an Agile/iterative development process  | N/A       | N/A       | 68%       | 82%       | 73%       | 83%       | 87%       |
| Number of projects with defined objectives/success criteria   | N/A       | N/A       | 41        | 46        | 51        | 48        | 51        |
| Of the projects with defined objectives/success criteria, the percent meeting those objectives/criteria to deliver business value | N/A       | N/A       | 72%       | 71%       | 87%       | 87%       | 87%       |

**Goal 3. The Department of Information Technology will provide efficient and high-quality on-line services to State agencies and the public.**

**Obj. 3.1** The availability of the Maryland.gov portal will be no less than 99 percent for any 30 day period and no less than 99.9 percent for the year.

**Obj. 3.2** Decrease the total number of errors, across all sites, related to Americans with Disabilities Act (ADA) compliance over a 12 month period.

**Obj. 3.3** Increase the number of new DoIT-hosted Maryland.gov websites over a 12 month period.

| Performance Measures   | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Percent of time Maryland.gov portal is available                         | 99.0%     | 99.9%     | 99.9%     | 99.9%     | 99.9%     | 99.9%     | 99.9%     |
| Number of visits to the Maryland.gov portal (thousands)                  | 12,566    | 15,534    | 26,540    | 19,469    | 22,147    | 20,000    | 20,000    |
| Number of errors reported through code remediation                       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       | N/A       |
| Number of new DoIT hosted Maryland.gov websites during a 12 month period | N/A       | N/A       | 6         | 4         | 0         | 0         | 0         |

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Goal 4. The Department of Information Technology will provide efficient and high-quality information technology services to State agencies.

Obj. 4.1 Provide excellent customer service.

Obj. 4.2 Improve customer satisfaction and reduce resolution times.

| Performance Measures   | 2017 Act. | 2018 Act. | 2019 Act. | 2020 Act. | 2021 Act. | 2022 Est. | 2023 Est. |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Percent of respondents to survey who are very satisfied or satisfied with the service received from DoIT | 85%       | 93%       | 95%       | 93%       | 95%       | 95%       | 95%       |
| Number of service desk tickets submitted   | 75,291    | 68,524    | 76,469    | 71,550    | 92,651    | 95,000    | 95,000    |
| Percentage of issues resolved on first contact by any tier   | N/A       | 56%       | 58%       | 55%       | 60%       | 60%       | 60%       |
| Percent of incidents resolved within 24 hours  | N/A       | N/A       | 84%       | 86%       | 86%       | 86%       | 86%       |
| Percent of incidents resolved on first contact by tier 1   | N/A       | N/A       | 50%       | 55%       | 60%       | 60%       | 60%       |
| Percent of end points which have received critical security patches                                      | N/A       | N/A       | 99%       | 99%       | 99%       | 99%       | 99%       |
| Percent of servers which have received critical security patches   | N/A       | N/A       | 96%       | 98%       | 98%       | 99%       | 99%       |

## NOTES

<sup>1</sup> No cybersecurity training was provided during fiscal year 2018 due to a lapse in the contract.