

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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of state employees compliant with statewide cybersecurity awareness training program	72%	93%	75%	81%	64%	90%	90%
Percentage of endpoints protected by 24/7/365 advanced endpoint protection response (EDR)	96%	92%	98%	97%	89%	95%	99%
Percentage of endpoints protected by critical patch compliance	94%	93%	45%	48%	46%	60%	75%
Percent of servers which have undergone a vulnerability scan in the last 30 days	95%	100%	82%	82%	89%	95%	99%
Percent of servers backed-up within the last 7 days	100%	100%	100%	97%	100%	100%	100%
¹ Percentage of Executive branch units of government that have received an assessment in the past 24 months	N/A	N/A	N/A	100%	100%	100%	100%
Number of Security Incident Tickets in the reporting period	N/A	N/A	N/A	N/A	9,479	10,000	10,000

Department of Information Technology

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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of MITDPs in the reporting period	50	49	56	53	54	57	57
Number of projects in planning phase	14	6	3	4	11	14	10
Number of projects in procurement phase	5	9	12	5	8	5	6
Number of projects in implementation phase	30	28	33	36	32	33	35
Number of projects in operations and maintenance	1	6	8	8	3	5	6
Percent of projects on schedule	60%	65%	73%	83%	61%	83%	82%
Percent of projects spending within 10 percent according to	32%	73%	66%	77%	70%	81%	91%
Percent of MITDPs utilizing an Agile/iterative development process	68%	82%	73%	79%	89%	85%	91%
Number of projects with defined objectives/success criteria	41	46	51	46	46	48	49
Of the projects with defined objectives/success criteria, the percent meeting those objectives/criteria to deliver business value	72%	71%	87%	83%	78%	87%	89%

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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of visits to the Maryland.gov portal (thousands)	26,540	19,469	22,147	24,838	27,818	31,156	34,895
Number of new DoIT hosted Maryland.gov websites during a 12 month period	6	4	-	2	6	8	10

Department of Information Technology

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.
- Obj. 4.3** Expand cost transparency for Enterprise services.
- Obj. 4.4** Provide value to State agencies.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of respondents to service desk survey who are very satisfied or satisfied with the service received from DoIT	95%	93%	95%	92%	96%	97%	97%
Number of service desk tickets submitted	76,469	71,550	92,651	89,482	99,615	110,000	115,000
Percentage of issues resolved on first contact by any tier	58%	55%	60%	60%	56%	58%	60%
Percent of incidents resolved within 24 hours	84%	86%	86%	74%	72%	75%	76%
Percent of incidents resolved on first contact by tier 1	50%	55%	60%	40%	40%	40%	40%
² Average IT Cost per FTE for Enterprised State Employees	N/A	N/A	N/A	N/A	N/A	N/A	N/A
² Percent of IT Service Rates that are within average range of Industry Benchmarks for State Government IT	N/A	N/A	N/A	N/A	N/A	N/A	N/A

NOTES

¹ 2023 data are estimated.

² These performance measures are part of a legislative required study that is in progress. Data will be available at the conclusion of that study.