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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Percent of state employees compliant with statewide cybersecurity awareness training program	93%	75%	81%	64%	90%	92%	95%
Percentage of endpoints protected by 24/7/365 advanced endpoint protection response (EDR)	92%	98%	97%	89%	86%	90%	90%
Percentage of endpoints protected by critical patch compliance	93%	45%	48%	46%	95%	95%	95%
Percent of servers/workstations which have undergone a vulnerability scan in the last 30 days	100%	82%	82%	89%	84%	90%	90%
Percent of servers backed-up within the last 7 days	100%	100%	97%	100%	100%	100%	100%
Number of Security Incident Tickets received into the Security Operations Center (SOC)/Cyber Resilience Division	N/A	N/A	N/A	9,479	17,226	N/A	N/A
Number of Executive Branch Agencies receiving full coverage of cybersecurity services from the Office of Security Management	N/A	N/A	N/A	N/A	41	45	50

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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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Number of MITDPs in the reporting period	49	56	53	54	58	69	67
Number of projects in planning phase	6	3	4	11	11	19	18
Number of projects in procurement phase	9	12	5	8	9	13	11
Number of projects in implementation phase	28	33	36	32	28	31	31
Number of projects in operations and maintenance	6	8	8	3	10	6	7
Percent of projects on schedule	65%	73%	83%	61%	59%	74%	67%
Percent of projects spending within 10 percent according to plan	73%	66%	77%	70%	62%	81%	74%
Percent of MITDPs utilizing an Agile/iterative development process	82%	73%	79%	89%	64%	72%	70%

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   Increase the accessibility compliance score across all DoIT managed sites related to compliance with WCAG 2.1 AA Success criteria to align with ADA Title II final rule.

    Obj. 3.3   Decrease/consolidate the number of Executive agency websites to streamline the digital user experience and reduce cost to state agencies.

    Obj. 3.4   Increase the readability and usability of DoIT managed sites as it relates to the use of plain language (Governor's Executive Order on Plain Language).

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Number of visits to the Maryland.gov portal (thousands)	19,469	22,147	24,838	27,818	79,480	85,000	100,000

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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.

    Obj. 4.3 Expand cost transparency for Enterprise services.

    Obj. 4.4 Provide value to State agencies.

Performance Measures	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Percent of respondents to service desk survey who are very satisfied or satisfied with the service received from DoIT	93%	95%	92%	96%	94%	96%	97%
Number of service desk tickets submitted	71,550	92,651	89,482	99,615	99,782	101,777	103,813
Percentage of issues resolved on first contact by any tier	55%	60%	60%	56%	73%	74%	75%
Percent of incidents resolved within 24 hours	86%	86%	74%	72%	78%	79%	81%
Percent of incidents resolved on first contact by tier 1	55%	60%	40%	40%	60%	61%	62%
Average IT Cost per FTE for Enterprised State Employees	N/A	N/A	N/A	N/A	13,435	14,500	15,500
Percent of IT Service Rates that are within average range of Industsy Benchmarks for State Government IT	N/A	N/A	N/A	N/A	-8%	3%	3%