

# Department of Information Technology

## MISSION

The mission of the Department of Information Technology (DoIT) is to provide information technology leadership to the Executive Branch agencies and commissions of State government so that key State information technology resources may be effectively managed. This leadership encompasses the establishment and management of: technology standards, long range target technology architecture, best practices for program management, business case processes for determining the viability of programs, efficacious procurement of information technology services and products, cross agency collaboration for the mutual benefit of all agencies, and industry liaison. It is also the mission of DoIT to identify and promulgate opportunities for State agencies to become more efficient, reduce costs and better serve the citizens of Maryland. DoIT has identified two key outcomes: effective resource management, and having State agency information technology systems meet the State Information Technology Master Plan objectives of consolidation, interoperability and standardization.

## VISION

DoIT applies best business practice principles to evolve information technology (IT) systems, projects and contracts that assist all State agencies to improve constituent services and operational efficiencies.

## 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  | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Act. | 2017 Act. | 2018 Est. | 2019 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Percent of executive branch State employees compliant with statewide cybersecurity awareness training program     | N/A       | N/A       | 90%       | 90%       | 80%       | 80%       | 80%       |
| Number of agencies experiencing a vulnerability assessment, penetration test or security audit during fiscal year | N/A       | N/A       | 20        | 20        | 20        | 20        | 20        |
| Agencies with a Data Loss Prevention (DLP) tool in operation  | N/A       | N/A       | N/A       | N/A       | 2         | 4         | 6         |
| Number of multi-agency cybersecurity drills or exercises conducted during the fiscal year                         | N/A       | N/A       | N/A       | N/A       | 3         | 4         | 4         |
| Number of information security professionals with certifications employed by State government                     | N/A       | N/A       | 1         | 1         | 5         | 8         | 10        |

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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.

| <b>Performance Measures</b>  | <b>2013 Act.</b> | <b>2014 Act.</b> | <b>2015 Act.</b> | <b>2016 Act.</b> | <b>2017 Act.</b> | <b>2018 Est.</b> | <b>2019 Est.</b> |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Number of Executive Branch (EB) MITDPs in the reporting period   | 45               | 42               | 36               | 30               | 35               | 47               | 49               |
| Number of EB MITDPs with reporting metrics   | 32               | 41               | 36               | 30               | 34               | 47               | 49               |
| Percent of EB MITDPs requiring re-baselining of scope  | 19%              | 10%              | 11%              | 3%               | 14%              | 10%              | 10%              |
| Percent of EB MITDPs with a documented change process to manage  | 91%              | 93%              | 100%             | 100%             | 100%             | 100%             | 100%             |
| Percent of EB MITDPs requiring re-baselining of schedule   | 47%              | 20%              | 3%               | 3%               | 9%               | 15%              | 15%              |
| Percent of EB MITDPs requiring re-baselining of budget   | 16%              | 7%               | 0%               | 0%               | 0%               | 15%              | 15%              |
| Percent of EB MITDPs that are re-baselined and adhere to change management procedures                                | 93%              | 92%              | 96%              | 96%              | 96%              | 99%              | 99%              |
| Percent of EB MITDPs on schedule as of the end of the reporting period   | 75%              | 73%              | 81%              | 85%              | 70%              | 75%              | 75%              |
| Percent of MITDPs with a deviation of more than five percent or \$250,000 from baseline project scope or cost        | 16%              | 10%              | 22%              | 15%              | 15%              | 25%              | 25%              |
| Percent of State agencies that comply with the State's project management oversight methodology when managing MITDPs | 87%              | 100%             | 100%             | 100%             | 100%             | 100%             | 100%             |

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**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** The availability of each e.government service provided by DoIT will be no less than 99 percent for any 30 day period and no less than 99.9 percent for the year.
- Obj. 3.3** The percentage of satisfied e.government customers will be 99 percent, as measured by survey responses of unique visitors.
- Obj. 3.4** Gross e.government services will increase 15 percent each year.
- Obj. 3.5** Adoption rate of all online services, in aggregate, will increase by 5 percent per year.
- Obj. 3.6** Adoption rate of a new online service will exceed 25 percent after the first 12 months of deployment.

| Performance Measures   | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Act. | 2017 Act. | 2018 Est. | 2019 Est. |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of substantial disruptions during regular business hours due to unavailability of infrastructure maintained by DoIT | 0         | 0         | 0         | 0         | 0         | 0         | 0         |
| Percent of time FMIS systems are available during scheduled availability hours   | 100%      | 100%      | 98%       | 99%       | 99%       | 99%       | 99%       |
| Percent of time Maryland.gov portal is available during any 30 day period  | N/A       | N/A       | 99%       | 99%       | 99%       | 99%       | 99%       |
| Percent of time Maryland.gov portal is available during any year   | N/A       | N/A       | 99%       | 99%       | 99%       | 99%       | 99%       |
| Percent of time each e.government service is available during any 30 day period  | N/A       | N/A       | 99%       | 99%       | 99%       | 99%       | 99%       |
| Percent of time each e.government service is available during any year   | N/A       | N/A       | 99%       | 99%       | 99%       | 99%       | 99%       |
| Percent of satisfied e.government customers, as measured by survey responses of unique visitors                            | N/A       | N/A       | N/A       | N/A       | 96%       | 97%       | 98%       |
| Percentage increase in e.government services   | N/A       | 10%       | 10%       | 10%       | 16%       | 10%       | 10%       |
| Adoption rate of all online services per year  | N/A       | N/A       | 40%       | 45%       | 70%       | 75%       | 80%       |
| Adoption rate of new online services after first 12 months of deployment   | N/A       | N/A       | N/A       | 15%       | 74%       | 75%       | 75%       |