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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
[1] Percent of state employees compliant with statewide cybersecurity awareness training program	N/A	90%	90%	80%	N/A	80%	85%
Percentage of endpoints protected by malware/anti-virus solutions	N/A	N/A	N/A	N/A	98%	98%	98%
Percentage of endpoints protected by critical patch compliance	N/A	N/A	N/A	N/A	97%	97%	97%

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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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of MITDPs in the reporting period	42	36	30	35	47	50	54
Number of projects in planning phase	N/A	N/A	N/A	N/A	4	4	9
Number of projects in procurement phase	N/A	N/A	N/A	N/A	19	11	1
Number of projects in implementation phase	N/A	N/A	N/A	N/A	23	31	35
Number of projects in operations and maintenance	N/A	N/A	N/A	N/A	1	4	9
Percent of EB MITDPs requiring re-baselining of scope	10%	11%	3%	14%	0%	1%	0%
Percent of EB MITDPs requiring re-baselining of schedule	20%	3%	3%	9%	6%	3%	3%
Percent of EB MITDPs requiring re-baselining of budget	7%	0%	0%	0%	0%	0%	0%
Percent of MITDPs with a deviation of more than five percent or $250,000 from baseline project scope or cost	10%	22%	15%	15%	9%	0%	0%

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.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percent of time Maryland.gov portal is available during any year	N/A	99.0%	99.0%	99.0%	99.9%	99.0%	99.0%
Number of visits to the Maryland.gov portal during any year	N/A	N/A	N/A	N/A	15,533,628	16,000,000	16,000,000
Percent of time each e.government service is available during any year	N/A	99.0%	99.0%	99.0%	99.9%	99.0%	99.0%
Percent of satisfied e.government customers, as measured by survey responses of unique visitors	N/A	99%	99%	99%	97%	97%	98%

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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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Adoption rate of new online services after first 12 months of deployment	N/A	99%	99%	99%	78%	80%	80%
Number of agencies in the executive branch utilizing DoIT's web services	N/A	N/A	N/A	N/A	46	50	50
Percentage of users accessing state web sites via mobile devices	N/A	N/A	N/A	N/A	40%	45%	50%
Overall uptime and availability for network Maryland excluding provisioning, maintenance and third-party outages	N/A	N/A	N/A	N/A	100.0%	99.9%	99.9%
Overall uptime and availability for network Maryland per subscriber excluding provisioning, maintenance and third-party outages	N/A	N/A	N/A	N/A	99.8%	99.9%	99.9%
The annual percent of calls coming into the dual-party telephone relay service that adhere to the "Call Quality Standard" established by the FCC	95%	95%	95%	95%	97%	97%	98%

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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percent of respondents to survey who are very satisfied or satisfied with the service received from DoIT	N/A	N/A	N/A	85%	93%	93%	94%
Percentage of issues resolved on first contact	N/A	N/A	N/A	N/A	56%	59%	60%
Percentage of tickets assigned within two hours	N/A	N/A	N/A	N/A	91%	92%	92%
Percentage of tickets assign to the correct support group the first time	N/A	N/A	N/A	N/A	98%	98%	98%
Number of service desk tickets submitted	N/A	N/A	N/A	75,291	68,524	68,000	60,000

NOTES

[1] No cybersecurity training was provided during FY 2018 due to a lapse in the contract.