Bureau of Information & Telecommunications

Agency's Mission Statement: The Bureau of Information and Telecommunications (BIT) strives to be partners and technology leaders who enable **innovative, secure, and efficient services for our citizens.**

Goals, activities, and measures need to be developed by the agency, in consultation with the Governor's Office, and agreed to by the Legislature (Government Operations and Audit Committee).

Goal 1: Provide a Reliable, Secure, and Modern Infrastructure

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY19	FY20	FY21	FY22	FY23 (as of April 27, 2023)
Activity A. What activities are you doing to accomplish Goal 1?									
Maintain 99.8% average uptime per month, year (Private Cloud)			100.00%	>99.8%	99.86%	100%	100%	100%	100%
Maintain 99.8% average uptime per month, year (Mainframe)			100.00%	>99.8%	99.93%	100%	100%	100%	100%
SDPB uptime			99.95%	>99.8%	99.99%	99.99%	99.90%	99.88%	99.95%
SD.net live delivery hours			1416	>750 hours	948	1,046	1,896	1,864	1,416
SDPB FM uptime			99.91%	>99.8%	99.89%	99.98%	99.89%	99.94%	99.91%
State employee email assessment annual failure rate			7.1%	<5%	7.1%	3.4%	3.5%	2.2%	7.1%
Payment Card Industry (PCI) standards annual average score			100%	>99.8%	100%	100%	100%	100%	100%
Meeting internal security patch goals			7.5	<10 days - 90% install	10.83	8.75	8.50	7.38	7.5

Agency comments regarding the accomplishment of Goal 1: Citizen services and employee productivity are hindered when networks are down. Keeping the state's network running and its data safe is our essential service to our customers.

Goal 2. Deliver Valuable Services at Economical Costs.

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY19	FY20	FY21	FY22	FY23 (as of April 27, 2023)
Activity A. What activities are you doing to accomplish Goal 2?									
Planned vs. unplanned work for Development									
Planned work			41%	>66%	64%	51%	59%	60%	41%
Unplanned work			59%	<33%	36%	49%	41%	40%	59%
Service Desk meets service-level agreements			92%	≥95%	82%	91%	91%	93%	92%
Satisfactory/neutral customer overall ratings after Service Desk experience			98%	≥95%	N/A	98%	95%	97%	98%
Move analog phone lines to VoIP			16%	10%+/yr	47%	32%	22%	16%	16%

Agency comments regarding the accomplishment of Goal 2: Although we continue to move away from analog phone lines, we are simultaneously converting users to Teams Voice, which will maximize our investment in Microsoft Office365 and enables team members to make and receive calls from anywhere through their computer or cell phone.

Goal 3. Build and Retain a Highly Skilled Workforce

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY19	FY20	FY21	FY22	FY23 (as of April 27, 2023)
Activity A. What activities are you doing to accomplish Goal 3?									
Annual staff turnover			8.7%	<10%	12.9%	7.7%	6.6%	12.9%	8.7%
Employee engagement (every two-year survey by BHR)									
Engaged employees			30%	≥30%	20%			30%	
Moderately engaged employees			49%	≥45%	50%			49%	

Agency comments regarding the accomplishment of Goal 3: (BHR conducts the employee engagement survey every other year, so there will be no results for FY23.) Employee turnover was significantly higher in FY22. COVID likely led to the artifically low numbers in FY20 and FY21. Unfortunately, we are now competing for talent nationally, not just locally. Several team members have left state government for higher-paying positions for

Status Indicator:

= Green - the historical trend line indicates improved performance and the target has been met.

= Yellow - the historical trend line indicates improved performance, but the target has not been met.

= Red - the historical trend line does not indicate improved performance and the target has not been met.