

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 customers.

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	FY21	FY22	FY23	FY24	FY25
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%	99.93%	99.85%	100.00%	100.00%	100.00%
Maintain 99.8% average uptime per month, year (Mainframe)			100.00%	>99.8%	100.00%	100.00%	100.00%	100.00%	100.00%
SDPB TV uptime			99.87%	>99.8%	99.90%	99.88%	99.91%	99.87%	99.00%
SD.net live delivery hours			1,741	>750 hours	1,896	1,864	1,615	1,642	1,741
SDPB FM uptime			98.00%	>99.8%	99.89%	99.94%	99.71%	99.88%	98.00%
State employee email assessment annual failure rate			6.7%	<5%	3.5%	2.2%	6.7%	4.0%	6.7%
Payment Card Industry (PCI) standards annual average score			100%	>99.8%	100%	100%	100%	100%	100%
Meeting internal security patch goals			13.5	<10 days - 90% install	8.50	7.38	8.44	14.5	13.5

Bureau 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. Note: the August 2025 outage is not included in the FY25 metrics listed here.

Goal 2: Deliver Valuable Services at Economical Costs.

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY21	FY22	FY23	FY24	FY25
Activity A. What activities are you doing to accomplish Goal 2?									
Planned vs. unplanned work for Development									
Planned work			31%	>66%	59.0%	60.0%	33.0%	39.0%	31.0%
Unplanned work			65%	<33%	41.0%	40.0%	67.0%	61.0%	65.0%
Service Desk meets service-level agreements			95%	≥95%	91.0%	93.0%	91.5%	94.5%	95.0%
Satisfactory/neutral customer overall ratings after Service Desk experience			97%	≥95%	95.0%	97.0%	96.4%	96.4%	97.0%
Move analog phone lines to VoIP			12%	10%+/yr	22.0%	16.0%	16.0%	16.0%	12.0%

Bureau comments regarding the accomplishment of Goal 2: Planned vs. unplanned work measures billed hours toward strategic projects. Updating or fixing existing applications is necessary but distracts from modernization efforts. 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	FY22	FY23	FY24	FY25
<u>Activity A. What activities are you doing to accomplish Goal 3?</u>								
Annual staff turnover			7.8%	<10%	12.9%	9.5%	7.3%	7.8%
Employee engagement (every two-year survey by BHR)								
Engaged employees				≥30%	28.0%		30.0%	
Moderately engaged employees				≥45%	49.0%		50.0%	

Agency comments regarding the accomplishment of Goal 3: (BHRA conducts the employee engagement survey every other year, so there is no data for FY23 or FY25.) We continue to have better employee engagement scores than the statewide average. Pay increases for team members in the IT career band have contributed to lower turnover. This is particularly impressive since the work-from-home market in IT forces us to compete nationally to maintain talent.

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.