

Bureau of Information & Technology

BIT's Mission Statement: To be partners and technology leaders who deliver and support innovative, secure, and efficient services.

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	FY22	FY23	FY24	FY25	FY26
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%	99.85%	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%	
SDPB TV uptime			99.87%	>99.8%	99.88%	99.91%	99.87%	99.00%	
SD.net live delivery hours			1,741	>750 hours	1,864	1,615	1,642	1,741	
SDPB FM uptime			98.00%	>99.8%	99.94%	99.71%	99.88%	98.00%	
State employee email assessment annual failure rate			6.7%	<5%	2.2%	6.7%	4.0%	6.7%	
Payment Card Industry (PCI) standards annual average score			100%	>99.8%	100%	100%	100%	100%	
Meeting internal security patch goals			13.5	<10 days - 90% install	7.38	8.44	14.5	13.5	
Monthly Windows server patching (NEW)				100%					

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. The August 2025 outage will be part of the FY26 data.

Goal 2. Deliver Valuable Services at Economical Costs.

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY22	FY23	FY24	FY25	FY26
Activity A. What activities are you doing to accomplish Goal 2?									
Service Desk meets service-level agreements			95%	≥95%	93%	91%	95%	95%	
Satisfactory/neutral customer overall ratings after Service Desk experience			97%	≥95%	97%	96%	96%	97%	
Applications using mySD single sign-on (NEW)				≥95%					

Bureau comments regarding the accomplishment of Goal 2: The mySD single sign-on system provides convenience for citizens who only have to know one email address and password to access state services. It also is a security measure because the state resources can be dedicated to fortifying this single portal.

Goal 3. Build and Retain a Highly Skilled Workforce

	Performance Measures				Historical Data Section				
	Trend	Status	Actual	Target	FY22	FY23	FY24	FY25	FY26
Activity A. What activities are you doing to accomplish Goal 3?									
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%		28.20%
Moderately engaged employees				≥45%	49.0%		50.0%		48.70%

Bureau 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.