November 14, 2019

To: Government Operations and Audit Committee
From: Heather Perry, Commissioner
Subject: Summary Report for Performance Indicators

Performance Indicators for BIT support our mission, vision, and department goals. These goals are:

1

Provide a Reliable, Secure and Modern Infrastructure.
Provide a well-designed and architected secure computing and communications environment to ensure optimal service delivery to business. Architecture and process will be optimized to support agile and reliable computing and communication services.

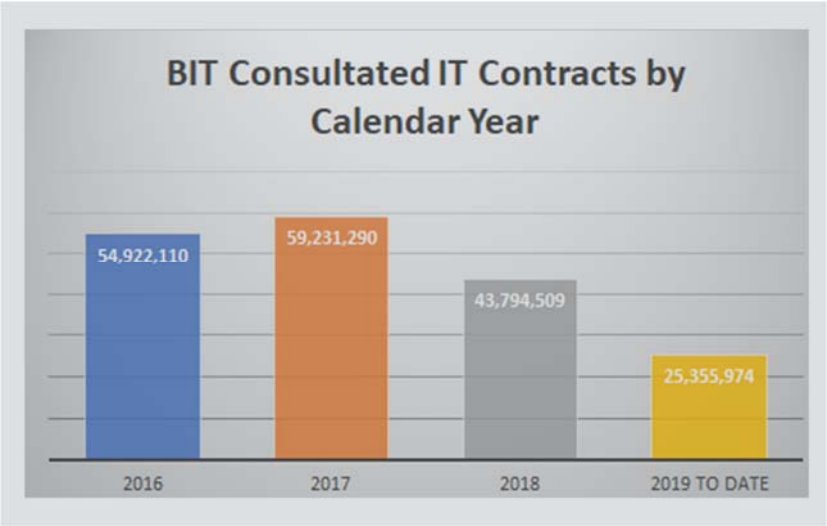
2

Deliver Valuable Services at Economical Costs. Develop innovative and cost-effective solutions through collaboration, cooperation and in partnership with our clients. The solution sets include developing customized business solutions, efficient project management services and productive relationships with clients.

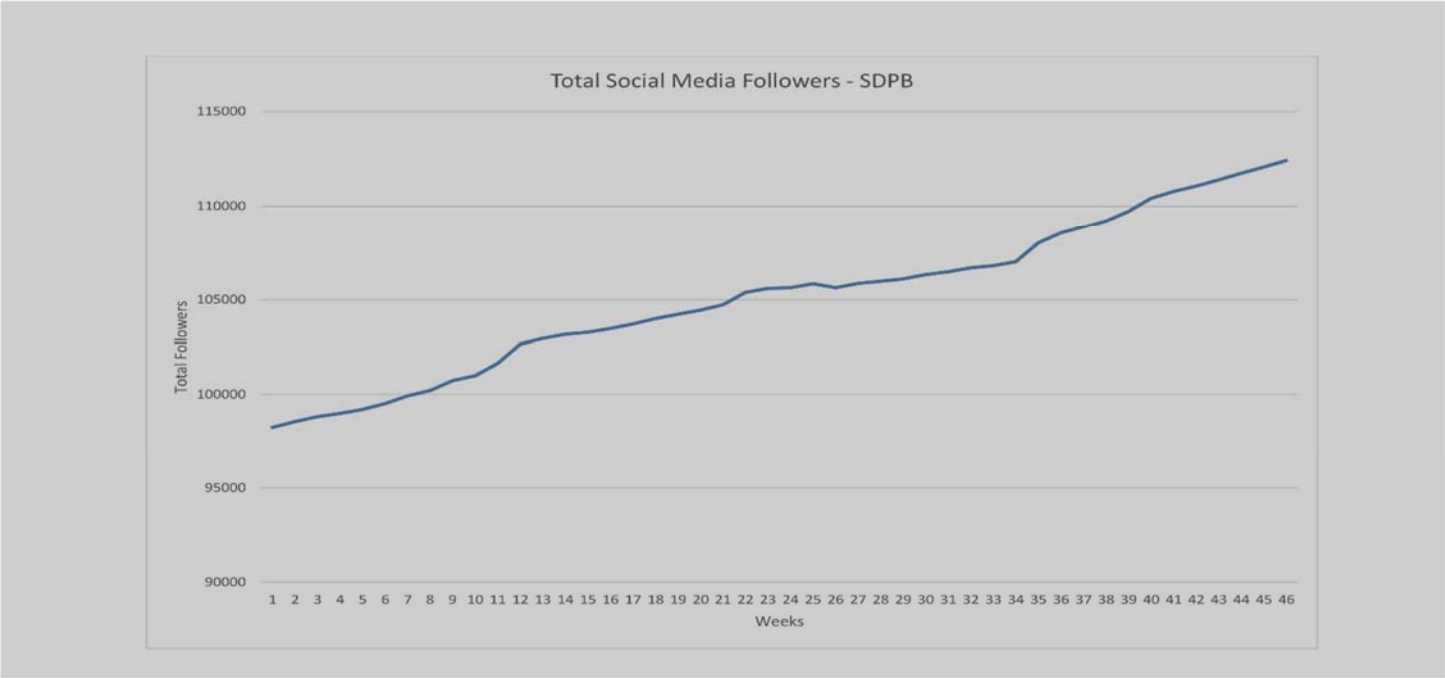
3

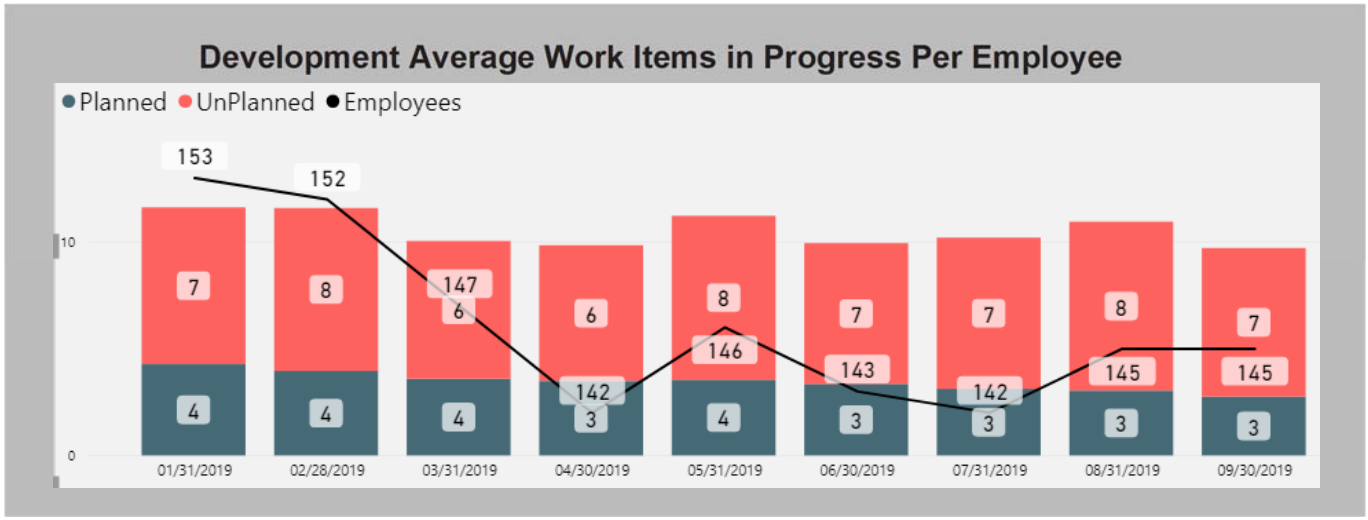
Build and Retain a Highly Skilled Workforce.
Improve the effectiveness, productivity and satisfaction of employees in order to attract (and retain) a highly-qualified workforce to foster individual innovation and professional growth. Appropriate training and tools will be provided to enhance and improve career skills in the workforce.

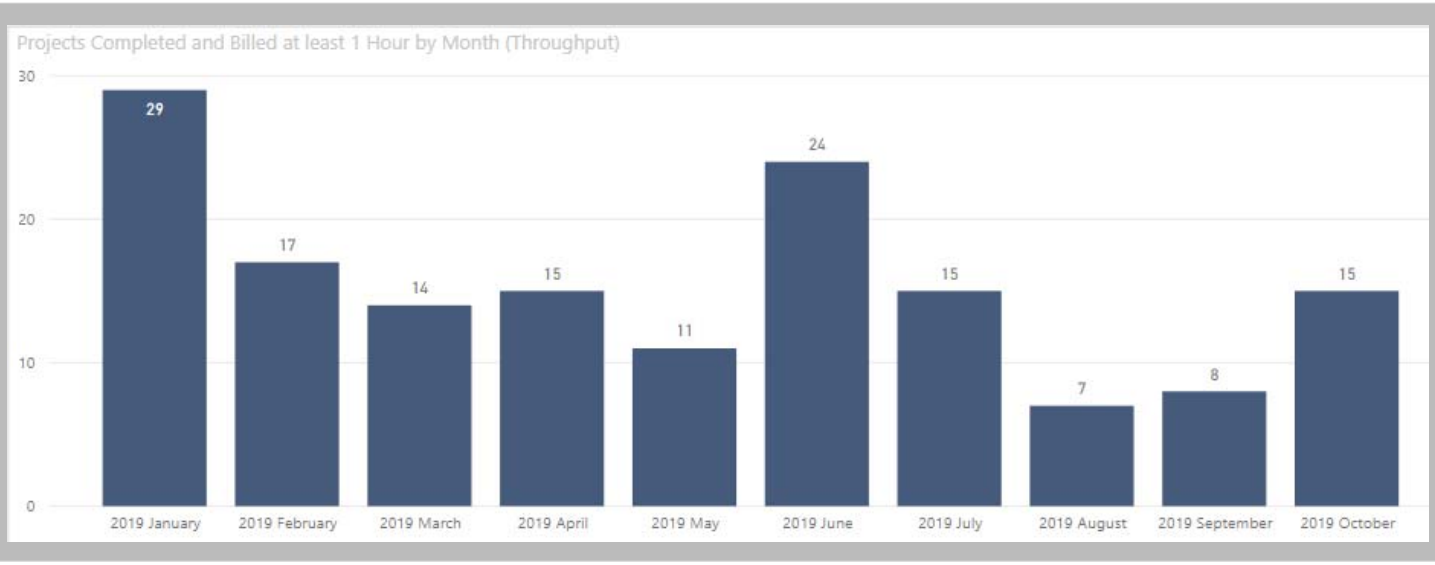
1 Provide a Reliable, Secure and Modern Infrastructure



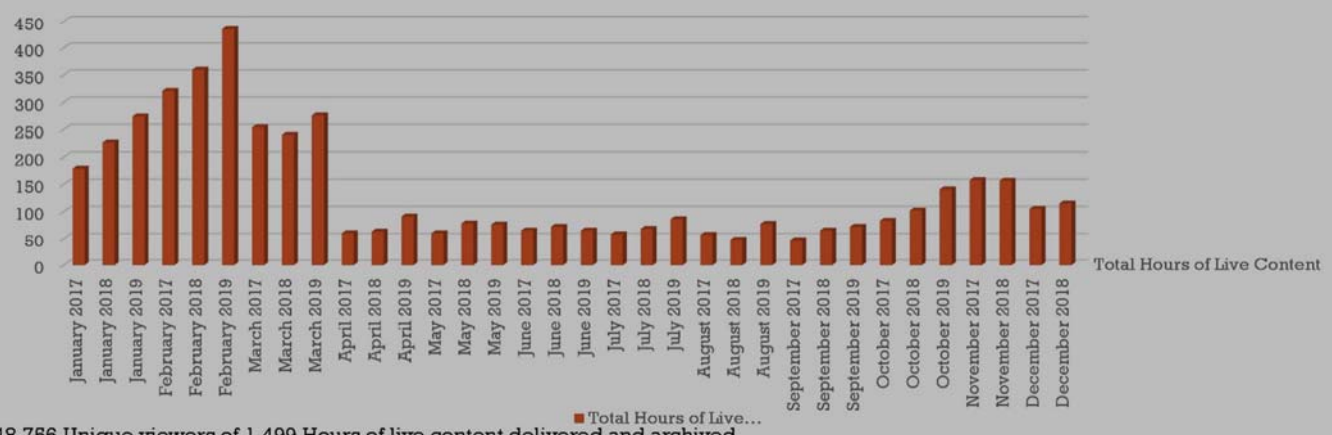
2 Deliver Valuable Services at Economical Costs.







SD.NET LIVE DELIVERY

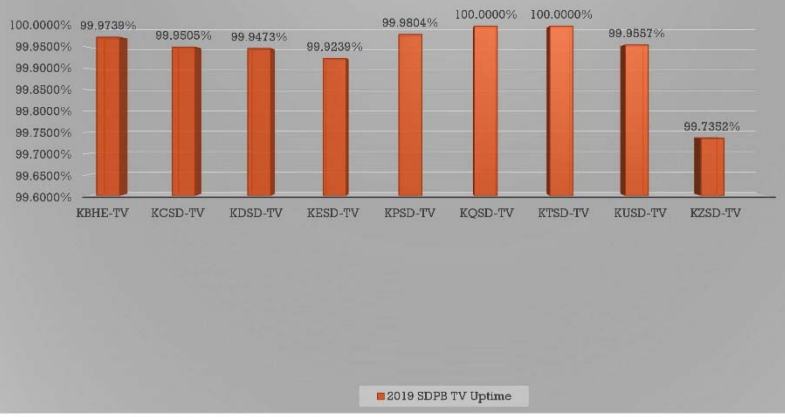


2017 - 248,756 Unique viewers of 1,499 Hours of live content delivered and archived
751 events streamed

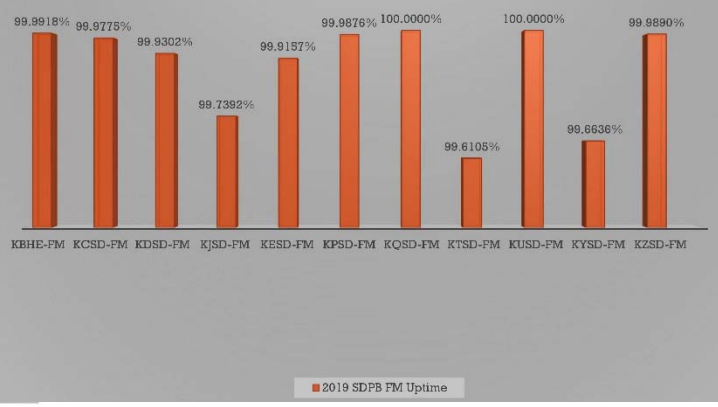
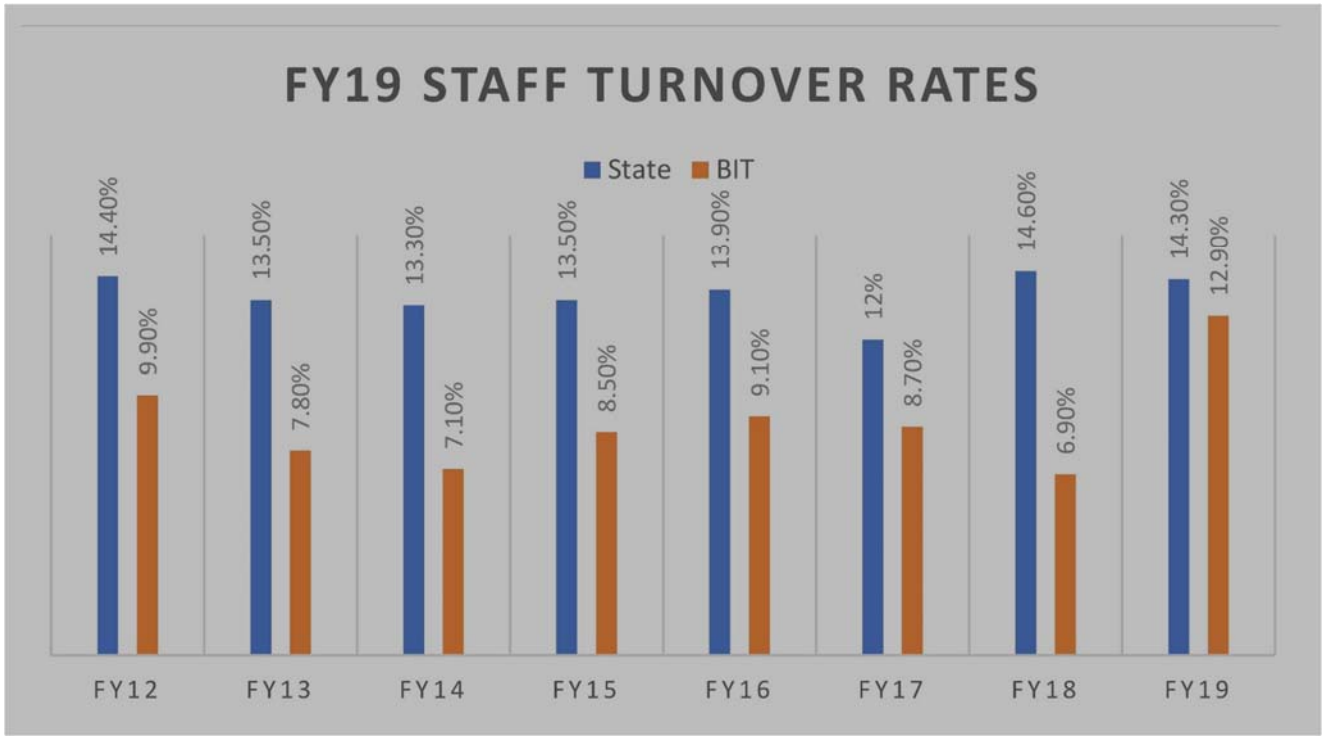
2018 129,855 Unique viewers of 1,014 Hours of live content delivered and archived
788 events streamed

2019 to date – 167,306 Unique viewers of 1,772 Hours of live content delivered and archived
948 events streamed

2019 SDPB TV UPTIME



2019 SDPB FM UPTIME



3 Build and Retain a Highly Skilled Workforce.