



# PERFORMANCE MEASURES INTENT LANGUAGE FOR THE DEPARTMENT OF TECHNOLOGY SERVICES

INFRASTRUCTURE AND GENERAL GOVERNMENT APPROPRIATIONS SUBCOMMITTEE  
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ISSUE BRIEF

The Executive Appropriations Committee (EAC) directed the Fiscal Analyst's Office to have each agency provide at least three performance measures and targets for each line item in operating and capital budgets; expendable funds and accounts; and internal service funds. Performance measures should reflect the core mission work that the agency is doing, and you should include a mission statement for each measure. EAC expects that each appropriations subcommittee will debate and vote on the performance measures for inclusion in a subcommittee's substitute base budget bill.

The Department of Technology Services provided performance measures for each of its operational line items. The following intent language incorporates these performance measures.

## *Chief Information Officer*

The Legislature intends that the Department of Technology Services report by October 30, 2018 on the following performance measures for the Chief Information Officer line item, whose mission is "to enable our partner agencies to securely leverage technology to better serve the residents of the State of Utah": (1) Data Security - ongoing systematic prioritization of high-risk areas across the state (Target = score below 5,000), (2) Application Development - collect satisfaction score on application development projects from agencies via scorecard (Target = average scorecard result 83%), and (3) Procurement and Deployment - ensure state employees receive computers in a timely manner (Target = 75%) to the Infrastructure and General Government Appropriations Subcommittee.

## *Automated Geographic Reference Center*

The Legislature intends that the Department of Technology Services report by October 30, 2018 on the following performance measures for the Automated Geographic Reference Center (AGRC) line item, whose mission is "to encourage and facilitate beneficial uses of geospatial information and technology for Utah": (1) Uptime for AGRC's portfolio of streaming geographic data web services and State Geographic Information Database connection services (Target 99.5% uptime), (2) The road centerline and addressing map data layer, required for Next Generation 911 services is published monthly to the State Geographic Information Database for use by 911, UDOT, the Blue Stakes underground utility notification center, other state and local agencies, and the US Census Bureau (Target: 120 county-sourced updates, including 50 updates from Utah's class I and II counties), and (3) Uptime for AGRC's TURN GPS real-time, high precision geo-positioning service that provides differential correction services to paying and partner subscribers in the surveying, mapping, construction, and agricultural industries (Target = 99.5% systemwide uptime) to the Infrastructure and General Government Appropriations Subcommittee.

## *Internal Service Fund*

The Legislature intends that the Department of Technology Services report by October 30, 2018 on the following performance measures for the Internal Service Fund line item, whose mission is "to enable our partner agencies to securely leverage technology to better serve the residents of the State of Utah": (1) Customer Satisfaction Survey - measure the customer's experience and satisfaction with IT services (Target = 4.5 out of 5), (2) Application Availability - monitor DTS performance and availability of key agency business applications/systems (Target = 99%), and (3) Competitive Rates - ensure all DTS rates

are market competitive or better (Target = 100%) to the Infrastructure and General Government Appropriations Subcommittee.