Office of Information Technology

Joint Technology Committee

September 30, 2013

Kristin D. Russell
Secretary of Technology & Chief Information Officer

Attachment C

Slide 1

1 Krista - let me know if you like any of these images. I can do some formatting of them in PPT and bring them back in if you want the colors and/or edges faded, etc.
Jill Elggren,

Agenda

1. OIT Overview
2. Strategic Planning Process
3. FY13 Accomplishments
4. FY14 Plan
5. Q & A

OIT Overview

OIT at a Glance

- **921 employees** in 23 cities and 70 work locations across the state
- **1,200 applications**
  - Over 200 Mission Critical or Business Essential applications
- **35,0000 desktops and laptops** supported
- Avg. **21,492 support tickets** every month
  - 89% customer satisfaction in August up from a baseline of 77% in September 2012
- **600,000 malicious attacks** averted every day
- **$139.9 million in total appropriations**
  - Out of the total ~$300 million in IT spend

OIT Organization Chart

Office of Information Technology

KRISTIN Russell
Secretary of Technology & CIO

KRISTA Welch
Chief of Staff

EMILY Shea
Executive Assistant

PLAN

MIKE Richey
Agency Services

- Manages agency relationships
- Develops partnerships & advocates for the customer
- Manages service level agreements
- Oversees the execution & management of IT projects & programs (PMO)

BUILD

SHERRI Hammons
Service Design

- Serves as Chief Technology Officer, drives innovation & explores emerging technologies
- Creates roadmap for technology strategy & adoption
- Develops architecture & standards
- Designs solutions & oversees the transition to production
- Leads application development, release management & support

RUN

MICHAEL Dillon
Service Operations

- Provides enterprise computing platforms to customers
- Oversees infrastructure & security operations
- Leads problem & incident mgmt
- Provides 7x24 management & support of all IT facilities
- Manages the OIT Service Desk

MONICA Coughlin
IT Economic Development & Broadband Strategy

- Fosters the attraction, growth & retention of IT jobs and business in Colorado
- Establishes & executes on IT Economic Development plan
- Develops overall broadband strategy for the state
- Promotes/supports coordination & collaboration of broadband activities across the state

BRENDA Berlin
Budget, Finance & Procurement

- Manages budget, financial, procurement & contracting processes
- Leads Vendor Management Office
- Oversees capital investment planning, financial modeling & cost reduction/containment activity
- Provides trending information around costing, ROI, efficiency & TCO

JONATHAN Trull
Information Security

- Manages the Colorado Information Security Program & publish information security rules, policies & standards
- Proactively assesses, mitigates & remediates IT risks
- Oversees security compliance, evaluation & reporting program to manage audit, regulatory & policy requirements

MICHAEL Katz
Human Resources

- Establishes a comprehensive workforce management strategy
- Provides governance & counsel on employee related issues & requirements
- Establishes a talent management program
- Provides compliance & reporting on all employee related information
- Sponsors leadership and professional development

JESSICA Roe
Strategic Communications

- Establishes the overall vision and strategic communications plan
- Manages internal and external communications, including media planning and press inquiries
- Fosters and engages in two-way communications with OIT employees, stakeholders & customers

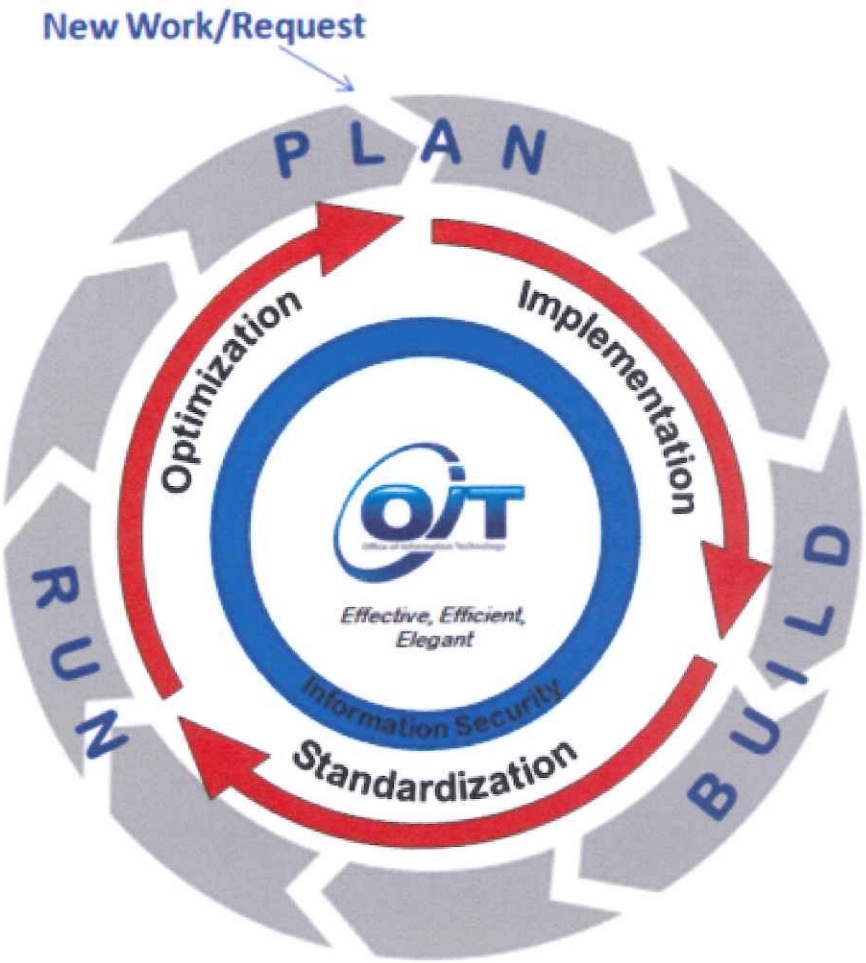
Plan, Build, Run

OIT'S Organizational Workflow

Plan
- Business Need Identified
- Customer Requirements
- Cross-Agency Coordination
- Financial Planning (incl. funding and billing)
- Project Management
- Procurement/Contracting
- *Agency Services performs the majority of the work in this area*

Build
- Solution Design
- Adherence to Standards
- QA/Testing
- *CTO's Office performs the majority of the work in this area*

Run
- Ongoing Operations
- Customer Service & Support
- Change Management
- Incident Management
- Process Improvement
- Continuous Upgrades on Current Solutions
- Continual Feedback into the Plan phase
- *Service Operations performs the majority of the work in this area*



Strategic Planning Process

Business Planning Cycle

OIT Value Proposition

To enable effective, efficient and elegant government services through trusted partnerships and technology.

OIT Priorities

CUSTOMER SUCCESS

We will enable our customers, the state agencies and departments who serve all Coloradans, to be national leaders. We will honor our commitments, provide reliable, consistent and high quality services, communicate openly and be a trusted advisor in helping our customers solve their toughest problems.

PEOPLE

People are the foundation of our success. We will attract, develop and retain the best talent for OIT by fostering a values-based culture of empowerment, high performance and mutual respect.

INNOVATION

We will provide strategic, sustainable solutions using emerging technologies that align with the business needs and deliver both short- and long-term value for the state and all Coloradans.

SERVICE EXCELLENCE

We will deliver timely, secure, agile, cost effective, sustainable, high quality IT services that meet and exceed business requirements.

INFORMATION SECURITY

We will protect the confidentiality, integrity and availability of state and citizen information. We will be compliant with all federal and state policies and requirements.

TRUSTED PARTNERSHIPS

We will cultivate and strengthen existing partner relationships and develop new partnerships necessary for successful and innovative service delivery.

OIT Values

Service	▪Serving the People of Colorado
Courage	▪ Relentlessly Pursuing Innovation
Teamwork	▪ Working Together at OIT and Across the State
Respect	▪Consistently Respecting Each Other
Integrity	▪Honoring the Highest Office of the State of Colorado

Strategic Planning Overview

Strategic
(FY14 & Beyond)

State of Colorado Blueprint & Governor's Strategic Agenda

↓

OIT Value Proposition
6 Priorities & OIT Values

↓

FY14 OIT Playbook
Current and Future State of the 6 Priorities
Strategies to achieve OIT Objective
Fiscal Year Initiatives to implement Strategies

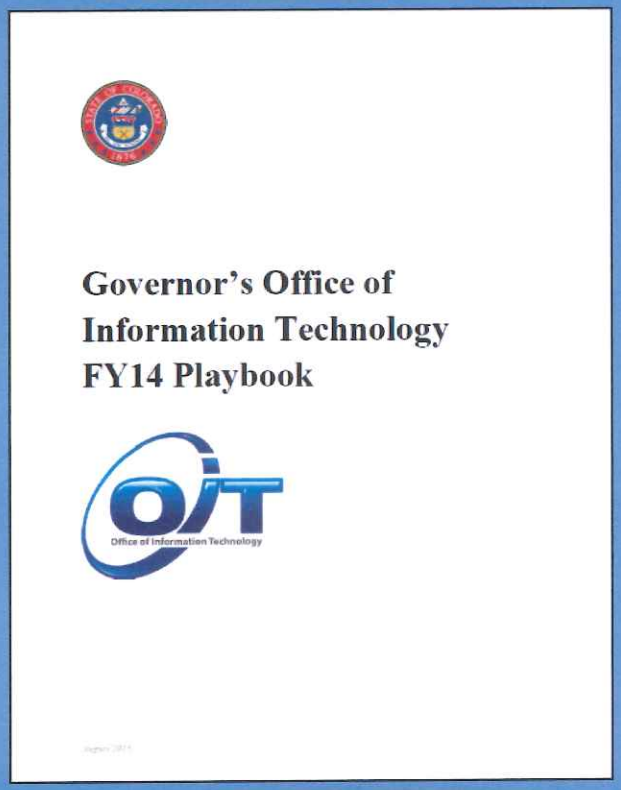
↓

FY14 Unit Specific Objective, Goals, Strategies, Measures & Initiatives
Functional &/or team level
Initiatives, projects or process improvements

↓

Performance Year 2014 Performance Plans
Individual employee role in executing the Playbook this fiscal year
Reflected in Job Duty #1: Playbook Initiatives & Special Projects

Tactical
(FY14 Specific)



New Strategic Planning Process

FY14 ENTERPRISE OIT OGSM*

Objective: Ensure effective, elegant and efficient delivery of government services through trusted partnerships and technology.

GOALS	STRATEGIES	MEASURES	PLAYBOOK INITIATIVES
Achieve 80% customer satisfaction & loyalty Achieve 10% cost avoidance & savings Increase employee engagement by 10% by Q2 FY16 Increase IT Jobs in Colorado by 25,000 by end of FY18 Increase mobile & online citizen engagement by 15% Increase statewide investment in OIT by 5-10% to meet business needs and the rapidly changing technology environment	**CUSTOMER SUCCESS** **Maximize Customer Relationship Management to become a trusted and preferred provider and a broker of IT services**	• 100% of agencies have formal IT governance structures in place • 100% of agencies have an IT strategic plan including IT budget plan (consistent format) • OIT appropriations restructured in the Long Bill to industry standard level • State investment in IT at industry standard level • Increase time spent coaching employees outside of OIT	• Solidify role of IT Director as Business Relationship Manager (M. Richey) • Drive standard Agency IT governance processes & roles (M. Richey) • Establish consistent Agency IT strategic and budget planning (M. Richey) • Establish end user Client Experience Team (M. Richey) • Develop customer loyalty measure (M. Richey) • Align OIT performance measures with customer performance measures (K. Welch) • Improve transparency & understanding of OIT services & billing (B. Berlin) • Establish Executive Steering Committee and governance for I2E implementation (B. Berlin)
	PEOPLE **Be a compelling place to work**	• <13% regrettable turnover • <3% high potential/high-performer turnover • 90% vacancies filled within 60 days • 100% employees have performance plans • 100% of development plans for targeted employees	• Implement values rollout strategy (K. Welch) • Create OIT's strategic workforce plan (M. Katz) • Rollout non-classified compensation structure (M. Katz) • Establish Employment Value Proposition (M. Katz & J. Roe) • Create a plan for a flexible, centralized work environment for OIT (K. Welch & B. Berlin) • Create coaching capability & culture for use internally and externally (K. Welch)
	INNOVATION **Drive government innovations to deliver big ideas**	• 3 regional or national innovation awards • 5 LEAN projects implemented with 10% reduction of waste • 20% of budget spent on next generation state workforce productivity	• Identify/inventory customer big ideas for innovation (S. Hammons & M. Richey) • Improve efficiency through innovative use of disruptive technologies (S. Hammons) • Address customer risk-aversion to drive adoption of innovative solutions (M. Richey)
	SERVICE EXCELLENCE **Adopt end-to-end Service Delivery Management to deliver enterprise-class IT services**	• 99.5% application availability • 90% of critical & essential applications assessed for life cycle stage • 15% reduction in baseline application portfolio • >90% service desk customer satisfaction • 20% reduction in P1/major incidents • 10% reduction in service desk tickets • Top 10 key OIT business processes mapped and communicated • <8.3 Project Health Index • Increase end user service market share	• Improve efficiency and reduce complexity of the enterprise application portfolio (S. Hammons) • Define OIT internal system architecture, tools, and interfaces (S. Hammons) • Provide secure, robust, fast next generation network (M. Dillon) • Enable an external enterprise cloud computing environment (M. Dillon) • Improve end-to-end Service Delivery Management across OIT (S. Hammons) • Develop organizational process improvement plan including LEAN (K. Welch) • Mature service operational processes to enterprise IT levels: change management, incident management, service desk automation & self-service (M. Dillon) • Implement financial reporting to support OIT as a service-based organization (B. Berlin) • Mature our resource management process (B. Berlin) • Modernize key systems/services: CORE, UI/WyCAN and CBMS (S. Hammons) • Establish end-user service market share for key enterprise applications (S. Hammons)
	INFORMATION SECURITY **Deliver "Secure Colorado"**	• 10% reduction of overall risk to state systems • 5% of IT spend for security • 100% of all new systems security & data privacy compliant • 25% increase in systems evaluated/monitored in real-time	• Implement & operationalize the 'First 5' controls (J. Trull) • Implement a standardized risk management framework for all state agencies (J. Trull) • Develop real-time system security evaluation & monitoring (J. Trull)
	TRUSTED PARTNERSHIPS **Create a sustainable ecosystem of partnerships that strengthen the Colorado technology industry and leverage enterprise influence to drive cost-effective, innovative solutions for the state**	• 5,000 IT/technology jobs announced in CO • 2 IT company HQ's relocated to CO • 90% broadband providers reporting data for broadband availability map • 95% broadband availability across the state • 95% of OIT contracts have standard terms and conditions • <45 days to complete a contract	• Create legislative agenda with legislative outreach program (J. Roe) • Market/communicate OIT successes (J. Roe) • Operationalize the Vendor Management Office function (B. Berlin) • Identify alternative funding and partnership opportunities to sustain broadband mapping and planning activities (M. Coughlin) • Establish governance and begin statewide planning for the Nationwide Public Safety Broadband Network (M. Coughlin) • Develop & launch E2E [Emerging to Enterprise] in partnership with Colorado Technology Association [CTA] (M. Coughlin)

* OGSM = Objectives, Goals, Strategies, Measures

Measuring How We Are Doing

Scorecard - keeps track of the metrics that were defined by the priorities and gives us real-time information on how we are doing

Continuous improvement through ongoing performance tracking

Long-term evaluation through Playbook initiatives

Balanced Scorecard

Office of Information Technology Balanced Scorecard August 2013 Data

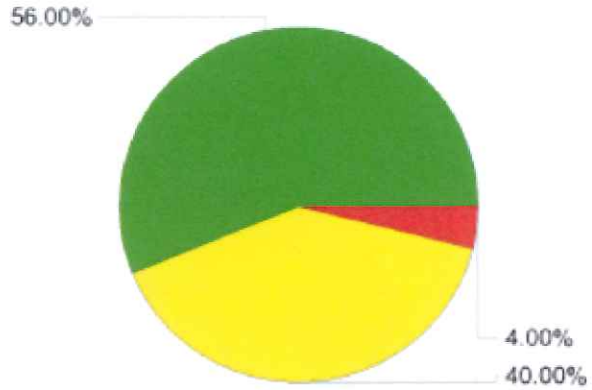
	Metric Name	Owner	Previous Scorecard Review Comments	Status	Trend	Target	Current	Previous	Frequency	Period	Metric Description	Metric Comments / Status
	Financial Responsibility											
1	Actual to Budget	Brenda			↓	95-100%	95.73%	97.25%	Monthly	July - 13	Total actual expense to the total planned budget	
2	Actual to Forecast	Brenda			↑	98-101%	100.00%	95.50%	Monthly	July - 13	Total actual expense to the forecast	
3	Forecast to Budget	Brenda			↑	97-103%	104.46%	101.83%	Monthly	July - 13	Annual projected expenditures against available budget	
4	Cost Savings & Cost Avoidance	Brenda			-	$750,000	$0	$0	Monthly	August - 13	Annual run rate spend reduction from standardization, consolidation, cloud computing, and process improvements. FY Goal = $3,000,000. Target is shown as 25% of goal quarterly.	No Cost Savings/Avoidance reported in August 2013.
5a	Procurement: # of Days to Process a Purchase Order	Brenda			↓	10	3	8	Monthly	August - 13	Average # of business days from approval of an internal procurement request (IPR) to final PO issuance date	August = 25 POs
5b	Procurement Card: # of Days to Process Transaction	Brenda			↓	3	0.8	3	Monthly	August - 13	Avg. # of business days from IPR approval to transaction completion	August = 68 transactions (p-card);
6	Contracting: # of Days to Complete Contract	Brenda			↓	45	42	52	Monthly	August - 13	Average # of business days from solicitation award or internal procurement request approval to final contract execution	9 contracts were finalized during the month of August.
7a	OIT Storefront: Number of Days to Process a Transaction	Brenda			↑	7	4.63	4.45	Monthly	August - 13	Overall average # of business days to process an IT request within the eProcurement (COMPASS) system from agency start to complete OIT approval	August = 423; Same Day = 26 (6.1%) 1 day = 76 (18.0%) 2-5 days = 182 (43.0%) 6-10 days - 104 (24.6%) 11-29 days - 35 (8.3%) 30+ days - 0 (0.0%)
7b	OIT Storefront: Dollar Amount of Transactions Processed	Brenda		Tracking only	↓	N/A	11.4	30.3	Monthly	August - 13	Measures the dollar amount of IT requests processed through the eProcurement (COMPASS) system.	YTD = $41.7M; August =$11.4M Detail: $13.2M - Qwest $ 3.6M - CGI Technologies $ 2.9M - OIT
8	Employee Vacancy Rate (Vacant to Budgeted)	Brenda			-	5.0%	8.0%	1.7%	Monthly	July - 13	Vacant positions divided by the total positions with available funding--CBMS is excluded in the Metric calculation	922 Total Funded FTE 73 Funded FTE vacant
9	Common Policy Forecast Accuracy	Brenda			-	99%	99.65%	99.65%	Annually	FY12	Measures the % of chargeback accuracy.	FY12 True Up resulted in a variance of $310, between the estimated billing to actual billing (actual billing was $89.4 million).
10a	# of Managed Audit Findings	Jonathan		Tracking only	-	N/A	495	296	Monthly	Jun - 13	Total # of managed audit/control findings.	Added pen test findings
10b	% of Overdue Audit Findings	Jonathan			-	10%	46%	23%	Monthly	Jun - 13	Measures the % of audit findings that have missed their initial agreed upon date for implementation.	
	PEOPLE											

Balanced Scorecard

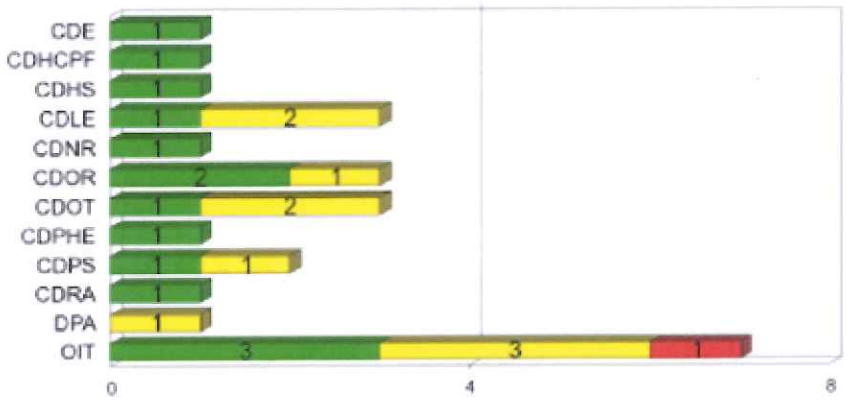
Example Project Portfolio Scorecard:

Project Health

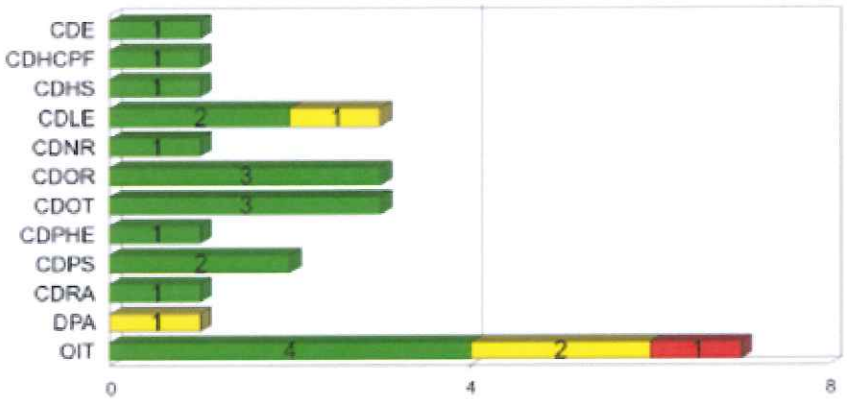
Overall Project Rating



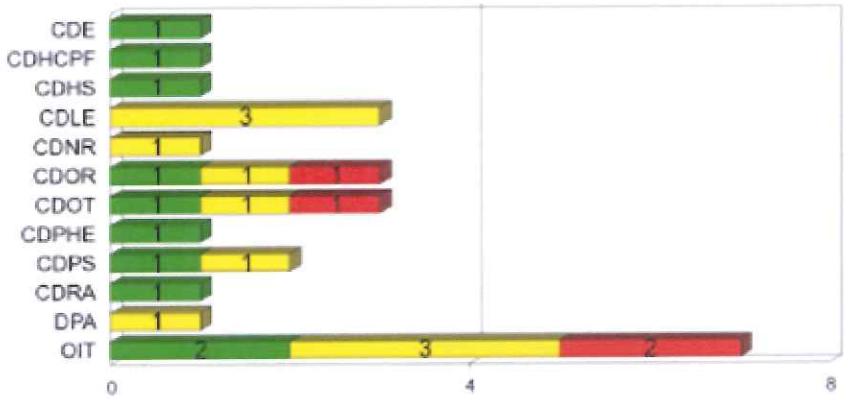
Project Rating By Department



Budget Rating By Department



Schedule Rating By Department



FY13 Accomplishments

Where We've Been...
FY13 Year of the Customer

- Focused internally on improving service delivery
- Enhance the quality of service for our customers and end users
- Develop a service catalog that is the foundation of how we engage with our customers, provide services, and effectively manage our resources
- Implement a workforce strategy focused on recruiting, developing, and retaining IT talent

Awards & Recognition

CIO
CHIEF INFORMATION OFFICER
OF THE YEAR

2012 CIO
TOP TEN
BREAKAWAY LEADERS

NCWIT
PACESETTERS

TOP 25
GOVERNMENT TECHNOLOGY'S DOERS DREAMERS & DRIVERS
HONOREE

forty UNDER 40

DGAA

13
InformaticaWorld 2013

Financial Performance

- **$4.1 Million** in cost savings/avoidance achieved against a goal of $3M through IT consolidation efforts.
- $139.9 million total appropriations
  - out of the total ~$300 million IT spend
- $13.4 million for Capital Construction and Controlled Maintenance Projects
  - COFRS Modernization
  - Public Safety Radio Software Upgrade
  - Tax Pipeline Infrastructure

Executive Branch IT Spend

Information Technology Expenditures
Fiscal Year 2012-13

DEPARTMENT	State FTE Personal Services	Contracted Professional Services	Operating*	Total Spend
HUMAN SERVICES		$ 14,201,314	$ 65,121,500	$ 79,322,814
REVENUE		$ 7,336,390	$ 25,809,704	$ 33,146,094
HEALTH CARE POLICY		$ 31,373,682	$ 2,601,331	$ 33,975,012
TRANSPORTATION		$ 5,640,095	$ 20,017,098	$ 25,657,193
LABOR		$ 3,032,065	$ 19,069,043	$ 22,101,108
NATURAL RESOURCES		$ 1,771,991	$ 13,798,581	$ 15,570,573
CORRECTIONS		$ 221,048	$ 16,337,252	$ 16,558,300
PUBLIC SAFETY		$ 572,051	$ 17,852,619	$ 18,424,670
HEALTH		$ 1,700,991	$ 10,597,396	$ 12,298,388
EDUCATION		$ 5,605,385	$ 2,795,180	$ 8,400,565
REG AGENCIES		$ 2,071,497	$ 4,223,424	$ 6,294,921
PERSONNEL		$ 850,721	$ 3,717,011	$ 4,567,732
GOVERNOR		$ 707,667	$ 3,089,697	$ 3,797,364
HIGHER EDUCATION		$ 223,920	$ 22,661,475	$ 22,885,395
LOCAL AFFAIRS		$ 60,221	$ 1,313,085	$ 1,373,306
AGRICULTURE		$ 94,696	$ 1,718,344	$ 1,813,041
MILITARY AFFAIRS		$ 1,000	$ 607,797	$ 608,797
TOTALS FY 2012-13	**$ -**	**$ 75,464,733**	**$ 231,330,537**	**$ 306,795,271**
OFFICE OF INFORMATION TECH**	$ 74,507,106	$ 26,636,641	$ 46,785,561	$ 147,929,308

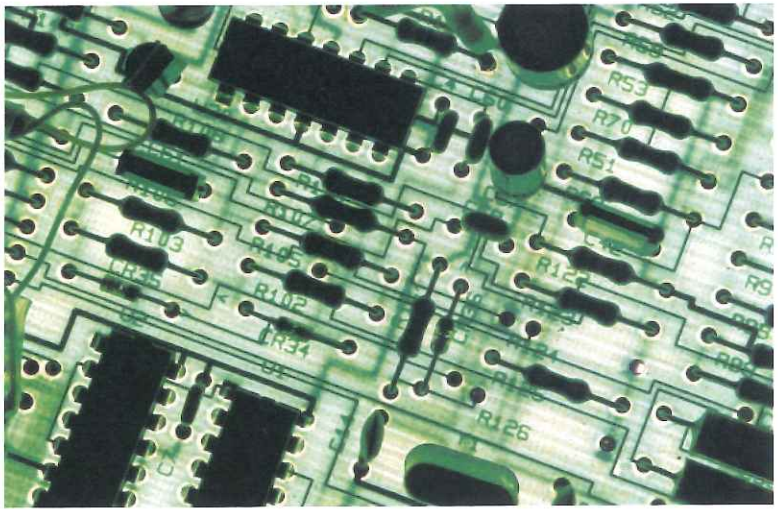
**Operating includes billings to departments for OIT staff, telecomm & capital construction*

***Department's Operating Spend includes OIT Common Policy charges*

Colorado Below Average for IT Expenditures

The industry average investment in IT is between 3-4% of total spend. Colorado was at 1% for Fiscal Year 2013.

CRITICAL ISSUE



Talent Strategy

Before

- Typically only 17-45% of positions filled in 60 days*

After Non-Class Strategy

- 100% of positions filled within 60 days for last 5 months
- Efficiently filled newly appropriated FY14 headcount
  - 64 jobs in 60 days (Jun-Aug '13)
- 60% were satisfied or very satisfied with their experience going non-classified
  - 87% neutral to very satisfied

* For the 6 months prior to new strategy

IT Economic Development

Over 7,200 jobs announced!

2 company moves/relocations to Colorado

IT JOBS

CIM

Data | State of Colorado

https://data.colorado.gov/

Apple Wikipedia Weather OIT HTML MobileMe CO Directory Google Calendar Data.colorado.gov login OX 3

Colorado The Official State Web Portal

Hello, David Main Administraton Home Colorado.gov Help Sign out

Colorado Information Marketplace

WELCOME!

Data.colorado.gov is an exciting new open portal service that allows state agencies and other public sector entities to post public datasets for citizen consumption. From this site, you can view the data and then process it in a variety of ways to produce summaries, charts, graphs and maps. Searches can be performed that extend all the way into the data itself. The portal provides HTML to embed most views and API features to support many creative efforts. We invite your comments and dataset suggestions, and hope you find this service of value.

2012 Signed Bills

A comprehensive list of all bills signed by Governor Hickenlooper from the 2012 Legislative Session. Note that this list does not include some bills

Map of CDHS Locations

Valuable information about the locations of social services within the State of Colorado.

Map of Colorado County Seats

Colorado's counties and their county seat along with EPA FIPS codes.

Map of Colorado Governmental Agencies

This map illustrates the variety of governmental entities that exist in the State of Colorado. It was created with a simple

WyCAN

Shared IT services *across* states

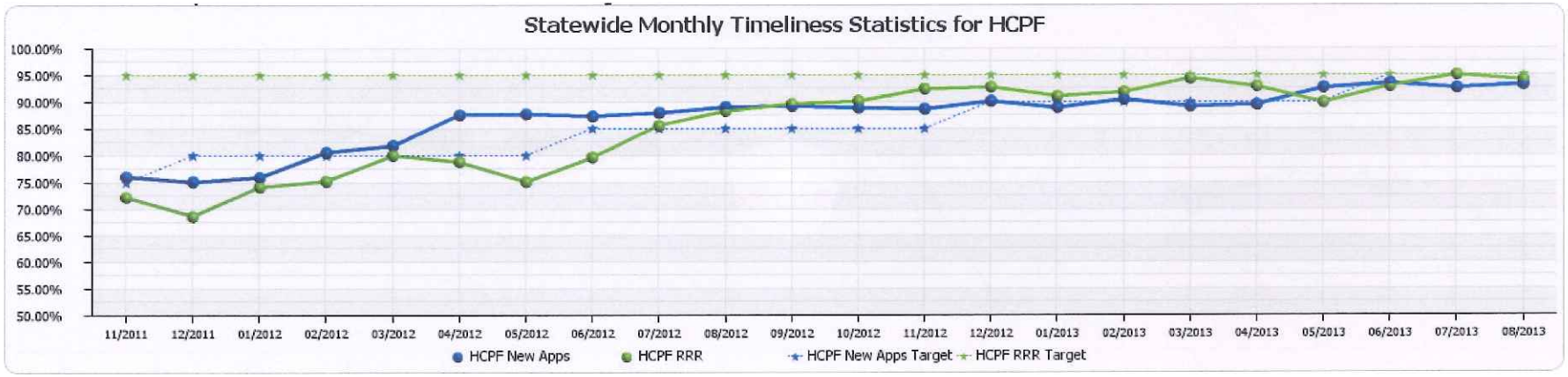
- Wyoming
- Colorado
- Arizona
- North Dakota

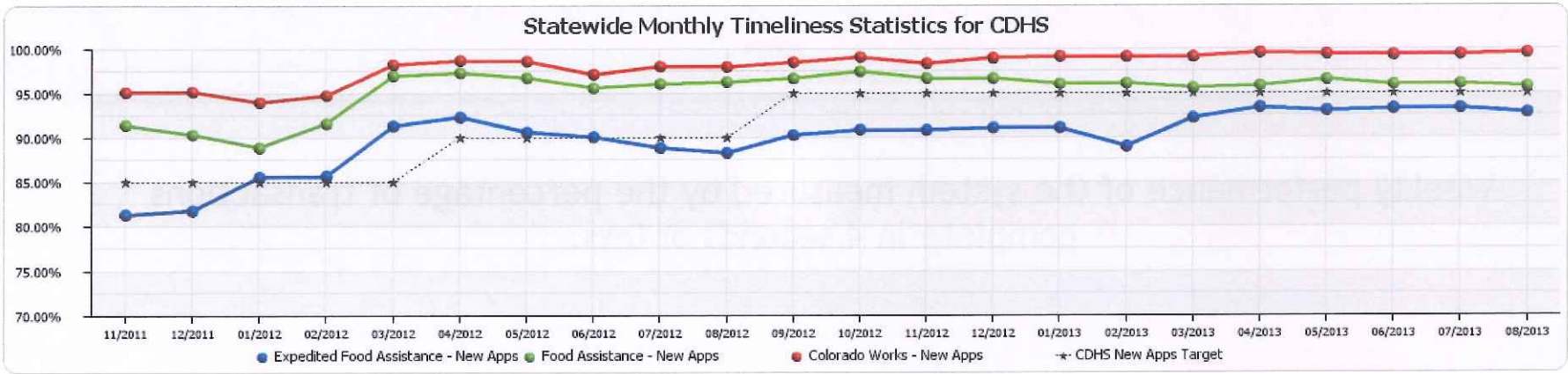
The nation's first ever
Unemployment Insurance cloud service!

Google

CBMS

CBMS
COLORADO BENEFITS MANAGEMENT SYSTEM


Statewide Monthly Timeliness Statistics for HCPF
100.00%
95.00%
90.00%
85.00%
80.00%
75.00%
70.00%
65.00%
60.00%
55.00%
50.00%
11/2011 12/2011 01/2012 02/2012 03/2012 04/2012 05/2012 06/2012 07/2012 08/2012 09/2012 10/2012 11/2012 12/2012 01/2013 02/2013 03/2013 04/2013 05/2013 06/2013 07/2013 08/2013
HCPF New Apps
HCPF RRR
HCPF New Apps Target
HCPF RRR Target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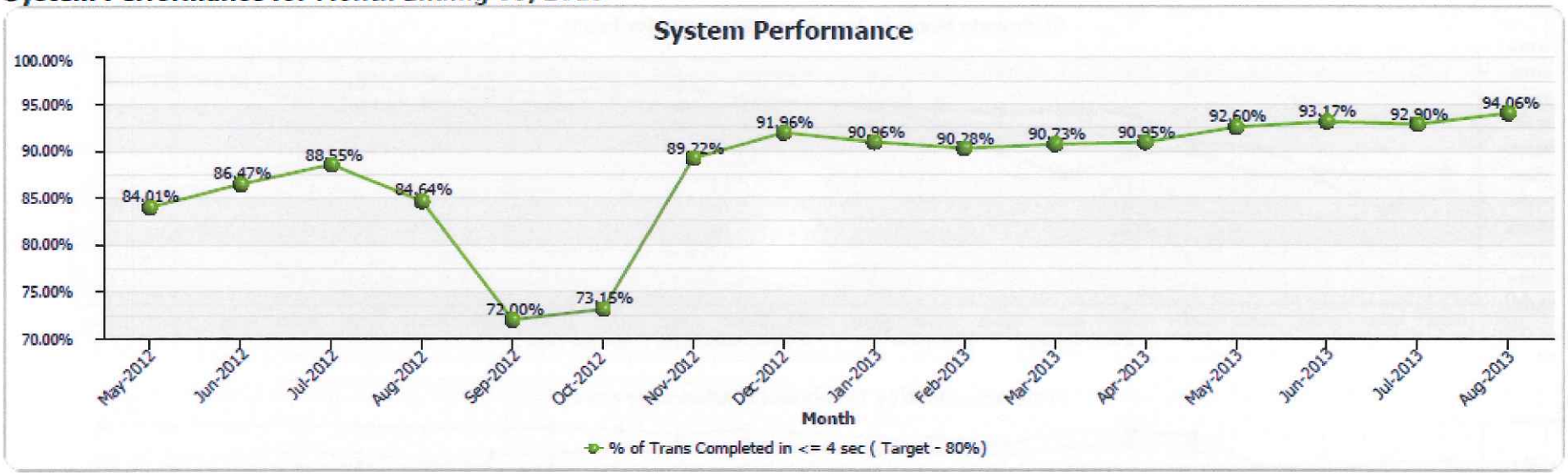
11/2011 12/2011 01/2012 02/2012 03/2012 04/2012 05/2012 06/2012 07/2012 08/2012 09/2012 10/2012 11/2012 12/2012 01/2013 02/2013 03/2013 04/2013 05/2013 06/2013 07/2013 08/2013
Expedited Food Assistance - New Apps
Food Assistance - New Apps
Colorado Works - New Apps
CDHS New Apps Target

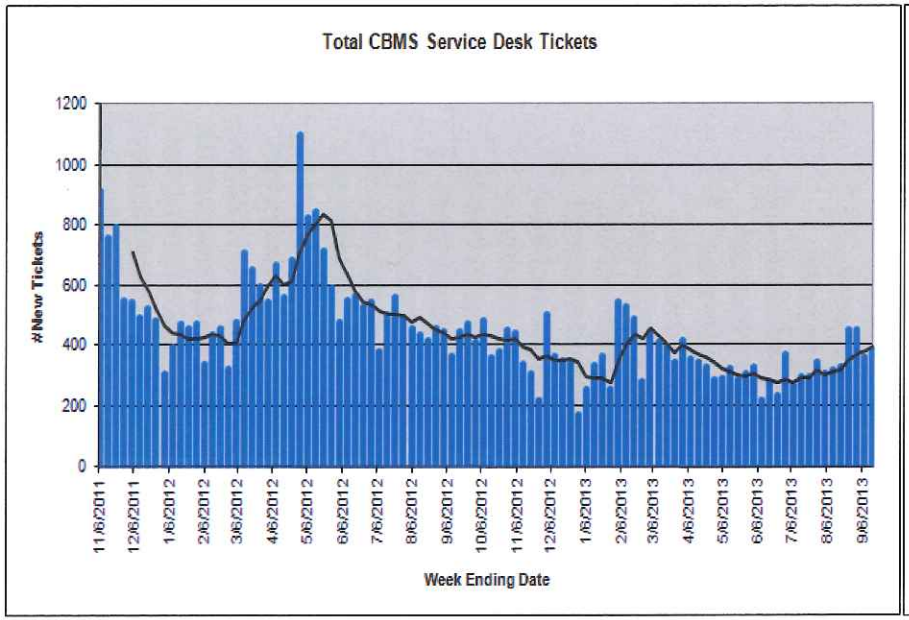
CBMS System Performance

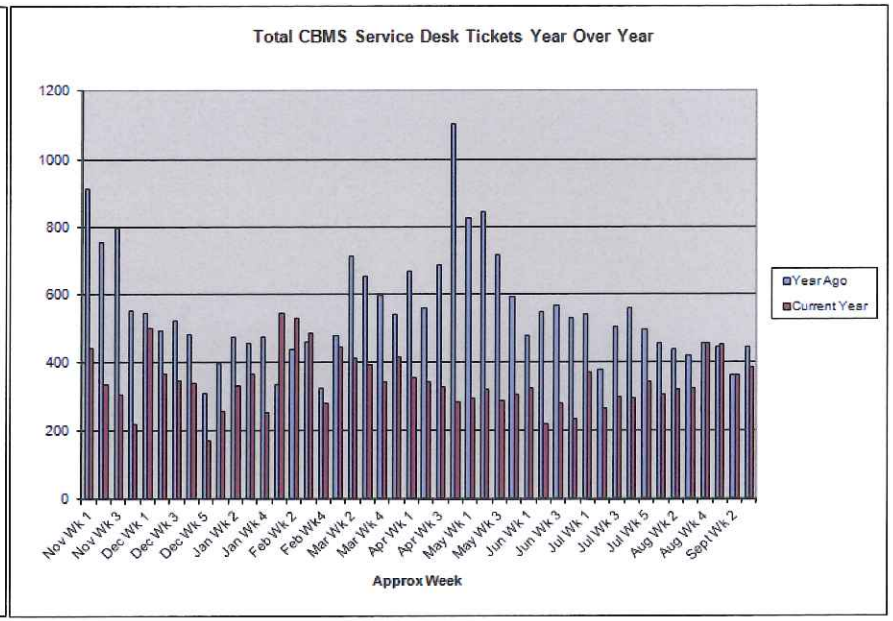
System Performance for Month Ending 08/2013



Weekly performance of the system measured by the percentage of transactions complete in 4 seconds or less.

CBMS Improvement Plan Performance Measures

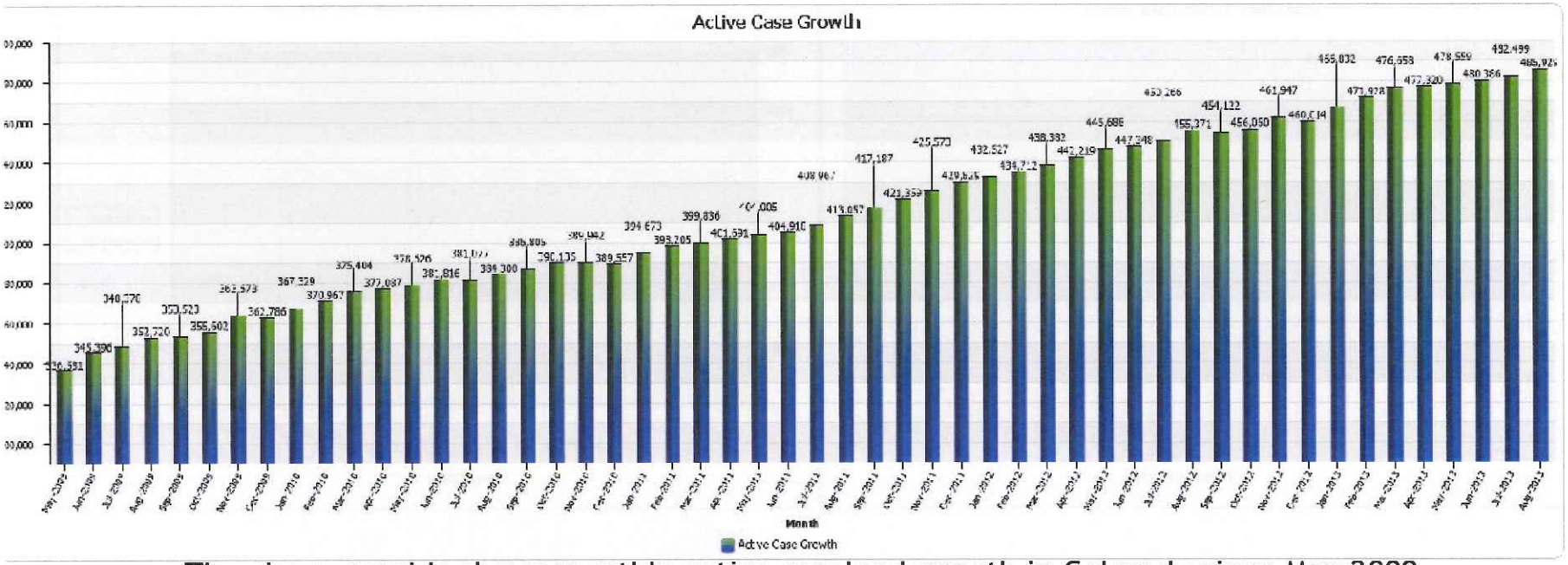




The above graphic shows the decreasing number of CBMS Service Desk tickets since the start of the CBMS Work Plan.

Above is a year-to-year comparison of Service Desk tickets, showing 40 percent fewer tickets than at this time last year.

CBMS



The above graphic shows monthly active caseload growth in Colorado since May 2009.

COFRS Modernization

- Historic move in addressing State's 23 year old ERP system which processes over $70 billion in financial transactions each year
- 2012 OIT/OSPB submit 10 year plan for State's financial systems
- RFI to determine what was in the State's best interest - issued in February 2012
  - Extend existing 50-year license included in contract with CGI; or
  - Spend a year gathering requirements, preparing RFP, evaluating responses, negotiating a contract
- RFI evaluated in April 2012
- Decision to amend existing contract in June 2012
- Cleared to contract in mid July 2012
- Contract with CGI (formerly AMS) executed on September 28, 2012
  - Maintain existing COFRS
  - Implementation services for Modernization
  - System hosting, software maintenance, and upgrade license

CORE Leadership

CORE
Colorado Operations Resource Engine

Executive Steering Committee

This team of executives is charged with providing executive direction and is the main escalation and intervention authority.

- Kathryn Nesbitt — *Executive Business Owner*
- Henry Sobanet — *Executive Driver and Funding Gatekeeper*
- Kristin Russell — *Executive Provider*
- **Bob Jaros** — *Functional Business Owner, State Controller*
- Sherri Hammons — *Executive Sponsor*

Project Steering Committee

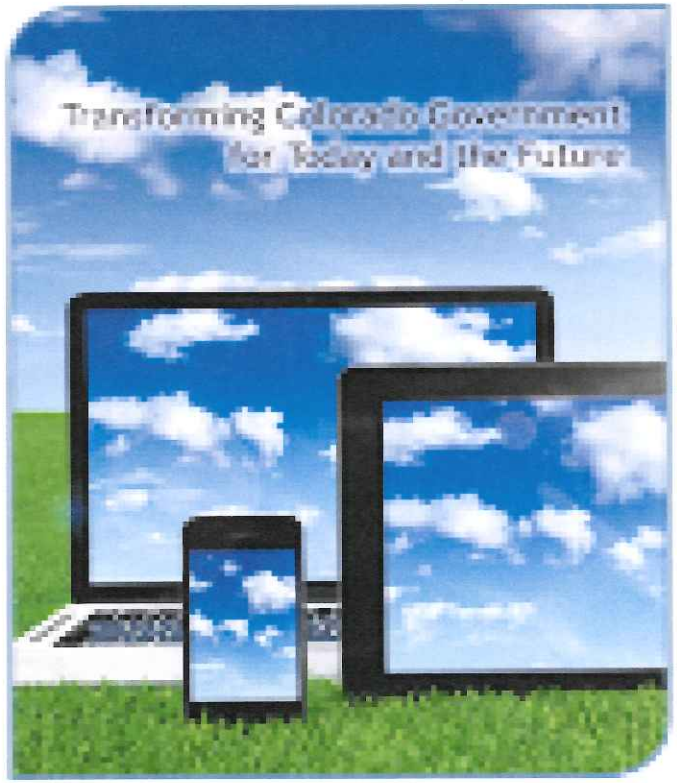
This team of executives is charged with guidance authority with respect to the achievement of project scope, schedule, cost and overall project control.

- Erick Scheminske — *OSPB Representative*
- Carol Pfarr — *Executive Owner, Procurement*
- Bob Jaros — *Functional Business Owner, State Controller*
- Michael Brown — *Provider Owner Representative*
- Brenda Berlin — *OIT Budget Gatekeeper*
- Ana Riveros — *EPPMO Director*
- David McDermott — *Solution Architect*
- Demi Minos — *Provider Project Manager*
- Janet Ford — *Dept. Controller Representative*
- Harold Lewis — *CGI Project Manager*
- Bob Stein — *CGI Deputy Project Manager*

Other Key Projects & Accomplishments

- IT Storefront
- Broadband & Distance Learning
- Secure Colorado
- CSN
- Colorado Cloud
- Telemedicine
- AUP/BYOD

Annual Report



FY14 Plan

Where We Are Going…

Achieve More Success

- ✓Deliver more for our customers to enable their own and our success
- ✓Centralize funding and ownership of all IT work, projects and support
- ✓Align our work with the business goals and priorities
- ✓Leverage consolidated, shared services structure
- ✓Be a compelling place to work

Achieve More Success!

Customer Success

Enable our customers to be national leaders. We will honor commitments, provide quality services, and be a trusted advisor in solving their toughest problems.

*Strategy: Maximize **Customer Relationship Management** to become a trusted and preferred provider and a broker of IT services*

People

The foundation of our success. Attract & retain the best talent through a values-based culture of empowerment, high performance and mutual respect.

*Strategy: Be a **compelling** place to work*

Innovation

Provide strategic, sustainable solutions with emerging technologies, that align with the business needs and deliver short and long-term value.

*Strategy: Drive **government** innovations to deliver **big ideas***

Service Excellence

Deliver timely, secure, agile, cost-effective, sustainable, high quality IT services that meet and exceed business requirements.

*Strategy: Adopt end-to-end **Service Delivery Management** to deliver enterprise-class IT services*

Information Security

Protect the confidentiality, integrity and availability of state and citizen information; be compliant with all state & federal policies & requirements.

*Strategy: Deliver **Secure** Colorado*

Trusted Partnerships

Cultivate and strengthen existing partner relationships and develop new partnerships necessary for successful and innovative service delivery.

*Strategy: Create a sustainable **ecosystem of partnerships** that strengthen the Colorado technology industry*
and
leverage enterprise influence
*to drive **cost-effective, innovative solutions** for the State*

Q & A

Thank you!

Appendix

What's Happening Now & Ahead

The September build is live!

- The most significant in CBMS History
- New rules engine codifies Medicaid eligibility and enrollment
- Establishes interfaces with Connect for Health Colorado, the public insurance exchange

PEAK changes:

- Allows expanded options in PEAK 'Report My Changes' module
- CBMS eligibility in all medical categories filed under a single case number
    - If ineligible in one, evaluated under all other eligibility categories

Continued use of LEAN Information Technology principles