

**Information Technology Steering Committee  
Proposed Metrics for the Evaluation of the Chief Information Officer**

The following are proposed metrics for evaluation of the State Chief Information Officer (CIO), organized under the CIO’s stated priorities (IT Governance, IT Workforce Development, Cybersecurity, Enterprise Programs and Projects, Services-Oriented Infrastructure, Open Data, and IT Cost Transparency). The IT Steering Committee has proposed that the evaluation of the CIO, based on these metrics, once adopted, be included in the CIO’s annual report to the governor and Legislature.

**IT Governance**

Deadline	Metric	Grade
July 1, 2017	Achieved full participation by executive branch departments in IT governance processes, pursuant to Administrative Directive (AD) No. 15-02, “Program Governance Requirements for Act 119 and Enterprise Information Technology Projects.” <i>Measurement: percentage of departments participating</i>	A-F
Dec. 1, 2017	Achieved full participation by executive branch departments in annual budget request process, developed in partnership with the Department of Budget and Finance (B&F) in accordance with HRS section 27-43, requiring departments to develop and maintain their respective multi-year IT strategic and tactical plans and roadmaps as part of the state’s overall IT strategic plans. <i>Measurement: percentage of departmental roadmaps submitted</i>	A-F
Dec. 1, 2017	Reduced costs of IT projects reviewed under IT governance processes (AD 15-02). <i>Measurement: percentage of reduction relative to overall IT costs; 2017 ETS goal: 5 percent</i>	A-F
Dec. 1, 2017	Deployed citizen-facing website for state IT policies and standards; continuous deployment and maintenance of statewide policies and standards. <i>Measurement: yes or no and overall quality of resource</i>	A-F

Average Grade:

A-F

**IT Workforce Development**

Deadline	Metric	Grade
Dec. 1, 2017	Reduced vacancies within ETS. <i>Measurement: percentage; 2017 goal: vacancies less than 10 percent</i>	A-F
<i>Facilitate programs designed to establish, expand and/or promote career path opportunities within the State for IT workers:</i>		
April 1, 2017	Completed LinkedIn Pilot Project and demonstrated progress toward vacancy goal. <i>Measurement: number of positions filled via LinkedIn; pilot project goal: 10</i>	A-F
Dec. 1, 2017	Achieved employee participation in Civil Service IT Broadbanding Pilot Project <i>Measurement: number of ETS employees participating in program; goal: 10 percent of applicable civil service IT employees</i>	A-F
Dec. 1, 2017	Continued and expanded Hawaii Annual Code Challenge program <i>Measurement: held second annual event (yes or no) and quality of event compared to previous; goal: greater than 250 participants</i>	A-F

Average Grade:

A-F

**Cybersecurity**

Deadline	Metric	Grade
Dec. 1, 2017	Filled all available ETS cybersecurity positions. <i>Measurement: yes or no and/or percentage filled</i>	A-F
Dec. 1, 2017	Implemented cybersecurity response plan. <i>Measurement: yes or no</i>	A-F
Dec. 1, 2017	Established metrics for cybersecurity response and effectiveness <i>Measurement: yes or no and quality of metrics</i>	A-F

Average Grade:

A-F

**Enterprise Projects & Programs**

Deadline	Metric	Grade
Dec. 1, 2017	Issued RFP for State Web Portal Program <i>Measurement: yes or no</i>	A-F
<i>Demonstrate successful implementation of the following enterprise initiatives:</i>		
Dec. 1, 2017	Tax System Modernization Project, Phases 2 & 3 <i>Measurement: IV&amp;V assessment as of date</i>	A-F
Dec. 1, 2017	Enterprise Payroll and Time & Attendance Modernization, Payroll Phase <i>Measurement: on track, on budget</i>	A-F
Dec. 1, 2017	Kauhale On-Line Eligibility Assistance (KOLEA), Phase 1 & 2 <i>Measurement: on track, on budget</i>	A-F
<i>Demonstrate sustainability and integration (with other ERP modules) of:</i>		
Dec. 1, 2017	Human Resources Management System <i>Measurement: quality of sustainability and integration</i>	A-F

Average Grade:

A-F

**Services-Oriented Infrastructure**

Deadline	Metric	Grade
Dec. 1, 2017	Increased capability to provide tech support to departments as enterprise service. <i>Measurement: job tickets received and closed</i>	A-F
<i>Demonstrate progress and success of:</i>		
July 31, 2017	Office 365 Project <i>Measurement: quality of departmental participation and sustainability; goal: [open for discussion, e.g., measurement of use]</i>	A-F
Dec. 1, 2017	eSign Services <i>Measurement: number of transactions and quality of departmental participation; year-end goal: 200,000 transactions</i>	A-F
Dec. 1, 2017	Government Private Cloud / Cloud Services <i>Measurement: migration completed (yes or no)</i>	A-F
Dec. 1, 2017	Network Operations & Maintenance <i>Measurement: reliability and sustainability; goal for core Next Generation Network: 99.99% availability, excluding planned maintenance</i>	A-F
Dec. 1, 2017	Telecommunications <i>Measurement: successful 99.99% availability, excluding planned maintenance</i>	A-F

Average Grade:

A-F

### Open Government

Deadline	Metric	Grade
July 31, 2017	Launched ETS Strategic Roadmap Dashboard. <i>Measurement: yes or no</i>	A-F
Dec. 1, 2017	Established web accessibility standard and launched statewide training resources. <i>Measurement: yes or no</i>	A-F
Dec. 1, 2017	Established policy addressing copyright of State web content. <i>Measurement: yes or no</i>	A-F
Dec. 1, 2017	Evaluated effectiveness of State Web Portal program and model, and issue request for proposals in line with the recommendations of the Access Hawai'i Committee. <i>Measurement: yes or no</i>	A-F
Dec. 1, 2018	Established policy for exposing public data. <i>Measurement: yes or no</i>	A-F

Average Grade:

A-F

### Cost-Transparency

Deadline	Metric	Grade
July 1, 2017	Collected departmental IT roadmaps, under new authority provided under HRS 27-43. <i>Measurement: quality of departmental participation</i>	A-F
July 1, 2017	Created ETS IT strategic roadmap, incorporating and aligning information from departmental IT roadmaps. <i>Measurement: yes or no</i>	A-F
July 1, 2017	Published ETS IT strategic roadmap setting clear goals and benchmarks for the CIO's priority areas and priority projects/programs by the deadline to submit Executive Budget Request to the Legislature. <i>Measurement: yes or no</i>	A-F
Dec. 1, 2017	Created a publically accessible online dashboard to track progress, as a companion to the roadmap <i>Measurement: yes or no</i>	A-F

Average Grade:

A-F