

FY10 PERFORMANCE PLAN
Office of the Chief Technology Officer

MISSION

Leverage the power of technology to improve service delivery, drive innovation and bridge the digital divide to build a world-class city.

SUMMARY OF SERVICES

OCTO is the central technology organization of the District of Columbia Government. OCTO develops, implements, and maintains the District's technology infrastructure; develops and implements major enterprise applications; establishes and oversees technology policies and standards for the District; provides technology services and support for District agencies, and develops technology solutions to improve services to businesses, residents, and visitors in all areas of District government.

Combining these services into a customer-centered mission-driven organization is the responsibility of the Office of the Chief Technology Officer. Department performance expectations in FY10 are listed by functional division.

Performance Plan Divisions

- Office of the Director
- Application Solutions
- Infrastructure Services
- Program Management Office

Office of the Director

SUMMARY OF SERVICES

The Agency Management Program is responsible for critical business issues, organizational development and workforce management through the following functions: administration, facilities, financial management, human resources, information security, performance management (TechStat), and public affairs.

OBJECTIVE 1: Provide and maintain a ubiquitous, reliable, and secure computing environment for the government as well as residents, businesses, and visitors.

INITIATIVE 1.1: Ensure that the District is compliant with District and federal Health Insurance Portability and Accountability Act (HIPAA) Regulations by performing annual HIPAA Security Assessments for the District's covered (e.g. doctors, nurses, insurance companies, etc.) and hybrid entities (District government agencies). The Health Information Portability and Accountability Act (HIPAA) addresses privacy concerns with the handling and exposure of personal health information. The HIPAA Security Assessment, initiated in 2003, will identify all critical systems that process electronic Private Health Information (ePHI) or other sensitive business/patient/client information, document the purpose of these systems and document the flow of information. Phase II of the assessments will be completed by Spring 2010 and will emphasize the identity of threats and vulnerabilities to determine the likelihood and impact of risk. Phase III, to be completed by Summer 2010, will focus on the determination of cataloging and tracking safeguards and remediation. The FY10 assessment is more comprehensive and thorough than previous years.

OBJECTIVE 2: Lower the cost of government operations and enhance service through innovative technologies.

INITIATIVE 2.1: Improve OCTO's customer service score by ensuring that all employees are compliant with District policies and standards. Across FY09, OCTO has experienced a decreasing score because of non-compliance with customer service policies. To increase the score in FY10, OCTO has implemented quarterly audits on front desk staff program knowledge, employee voicemail greetings and employee email responsiveness. For employees that are non-compliant, OCTO will provide additional training on the proper protocols for customer service.

INITIATIVE 2.2: Migrate from end-to-end paper processes to end-to-end digital processes. OCTO Facilities & Support Services Group has created an accountable central receiving process for technology equipment utilizing existing District-owned space. This group will pilot a central receiving process at OCTO in Fall 2009 and expand to include other District agencies in Summer 2010. This program will combine the functionality of the automated procurement system (PASS) and the service management system (Remedy) to improve asset inventory, financial tracking, and equipment disposal. In addition, the OCTO program financial management (PFM) team will develop and integrate with the central receiving process for the receipt and

inventory tracking of virtual goods in PASS, including software applications, licenses, and software maintenance agreements. OCTO manages over 100 software licenses.

INITIATIVE 2.3: Develop and retain full-time employees as well as establish and maintain a highly-effective workforce. In FY10, OCTO Human Resources will mandate mid-year performance evaluations of full-time employees to keep them informed of their progress and provide opportunities for training and development.

INITIATIVE 2.4: Enhance Media Relations to garner broad public involvement and support for OCTO programs. It is essential for OCTO to develop relationships with the media to effectively drive messages in the public space, and to work with publications and media outlets to disseminate the agency's strategic vision. This goal will be accomplished by ensuring consistent and accurate information is conveyed to OCTO's internal and external constituents regarding its key initiatives. The foremost objectives are to inform District businesses, residents and visitors of OCTO's key initiatives, to cultivate relationships with key constituents and create a flow of accurate information throughout the process, and to garner broad public involvement and support for OCTO's program. The general outreach plan includes collaborating with the Mayor's communications team to communicate the agency's messages at ANC meetings, broadcast public service announcements, online banner ads on websites frequented by businesses, residents and visitors, social media outlets (e.g. Twitter, Facebook, Digg, MySpace, Technorati, etc.), visibility at community events, press events/announcements, signage, conferences, speeches, Op-eds, collateral material development and dissemination, HTML emails/Podcasts/Vblogs, and award submissions.

INITIATIVE 2.5 Develop improved audit functions to bring OCTO into compliance with Quick Payment Act. Currently, only OCTO's year-end processes include a systematic review of purchase orders to identify outstanding payments to vendors and potential availability of funds. In Fall 2009, OCTO's program financial management (PFM) team will begin monthly audits of purchase orders to immediately identify outstanding invoices and reconcile invoices with receiving documentation. The monthly audits will assist program managers in identification of cost savings and potential overages, allowing for better budgeting and easier reconciliation of project costs.

INITIATIVE 2.7 Centralize invoice receipt and provide timely information to vendors of payment status and purchase order funding status. Currently, OCTO receives approximately \$500,000 in invoices each day and processes them in conjunction with the Office of Finance & Resource Management (OFRM) to ensure timely payment. Due to the varying nature of each agency's responsibilities to process invoices, vendors find it difficult to obtain current information on the status of their payments and reach out to OCTO program managers, OFRM accounts payable staff and OCP contracting specialists for updates. In FY10, OCTO's program financial management (PFM) will centralize the invoice receipt process and develop standardized information on the invoice payment status, including purchase order modifications and balances.

OBJECTIVE 3: Ensure high quality service delivery of technology projects and enforce architectural standards

INITIATIVE 3.1: Host agency-level TechStat sessions for adherence to enterprise standards and ensure timely project delivery. TechStat performance management sessions provide the CTO, OCTO program managers, and agency directors with the necessary information about IT spending and industry best practices to ensure that taxpayer dollars are being effectively managed, outcomes are delivered according to project plans, and quality products and services are delivered. In FY09, OCTO hosted 12 TechStat sessions on various topics, including DC One Card, Inauguration planning, and public WiFi hotspots. In FY10, OCTO will continue to host TechStat sessions to ensure (1) streamlined IT operations (2) efficient project planning, spending, and execution (3) enhanced visibility into project risks and (4) adherence to District enterprise standards. OCTO will conduct TechStat sessions on initiatives outlined in this performance plan, including the data center relocation project, certification and accreditation process, and next-generation 911 roll-out.

INITIATIVE 3.2: Ensure that the District of Columbia's IT assets, resources and personal data are secure by establishment and enforcement of Information Security Policies and Procedures. In FY10, the Chief Information Security Officer will establish a Policy Review Board to recommend IT policies for approval by the CTO. The Information Security Risk Office will develop a process and lead the research and writing of policy initiatives governing electronic information and IT asset management for submittal to the Board. OCTO will publish these policies as regulations in Fall 2009.

INITIATIVE 3.3: Implement an annual Certification and Accreditation Process In FY10, the Information Security Risk Office will develop and implement a certification and accreditation process for all mission critical applications based on federal standards, which includes defining each component of an IT system and performing vulnerability assessments. This group will also develop and test the Business Continuity Plan for the District of Columbia's technical communications.

STANDARD CITYWIDE OPERATIONAL MEASURES

| Measure | FY09 YTD |
|--|----------|
| Contracts | |
| KPI: % of sole-source contracts | |
| KPI: Average time from requisition to purchase order for small (under \$100K) purchases | |
| KPI: # of ratifications | |
| KPI: % of invoices processed in 30 days or less | |
| Customer Service | |
| KPI: OUC customer service score | |
| Finance | |
| KPI: Variance between agency budget estimate and actual spending | |
| KPI: Overtime as percent of salary pay | |
| KPI: Travel/Conference spending per employee | |
| KPI: Operating expenditures "per capita" (adjusted: per client, per resident) | |
| People | |
| KPI: Ratio of non-supervisory staff to supervisory staff | |
| KPI: Vacancy Rate Total for Agency | |
| KPI: Admin leave and sick leave hours as percent of total hours worked | |
| KPI: Employee turnover rate | |
| KPI: % of workforce eligible to retire or will be within 2 years | |
| KPI: Average evaluation score for staff | |
| KPI: Operational support employees are percent of total employees | |
| Property | |
| KPI: Square feet of office space occupied per employee | |
| Risk | |
| KPI: # of worker comp and disability claims per 100 employees | |

Application Solutions

SUMMARY OF SERVICES

The Application Solutions Group provides innovative, efficient and cost-effective application development and support services to the District government and the residents of our city.

OBJECTIVE 1: Provide and maintain a ubiquitous, reliable, and secure computing environment for the government as well as residents, businesses, and visitors.

INITIATIVE 1.1: Upgrade and maintain technology for DC Public Schools. In FY08, OCTO extended the secure computing environment of the District to DCPS and upgraded the DCPS technology infrastructure to match current standards. In FY09, OCTO supported over 6,300 computers with 24x7x365 live tech support, upgraded the human resources system for payroll and benefits successfully and introduced one-port access to voice, video and data communications to the 4 high-tech campuses. Across FY10, OCTO will continue to monitor and ensure service delivery, provide eRate oversight and make IT strategic decisions in partnership with the DCPS administrators to benefit teachers and students.

INITIATIVE 1.2: Migrate from end-to-end paper processes to end-to-end digital processes. OCTO will fully digitize and automate the District's procurement process by Spring 2010, eliminating paper solicitations issued by the District and bulky paper responses from the business community. The District will also be able to leverage its purchasing power to source and implement large contracts, making the acquisition of commodities easier and cheaper. In Spring 2010, OCTO will also upgrade the District's electronic human resources management system to the current version of the product (release 9.0). This newer version will allow employees to enter applications for leave online and ensure compliance with legislation. In addition, the OCTO scan center will continue the document digitization efforts for other agencies such as DCHR.

INITIATIVE 1.3: Provide better access to government services for residents, businesses, and visitors by continuing to upgrade DC.gov. OCTO began implementing a new web content management system and new design interface in Summer 2009, making DC.gov customizable to meet individual agencies' missions as well as the overall mission for the District of Columbia. The initial launch was the website for DC Public Schools. The conversion and migration of the remaining 120+ websites will continue throughout FY2010. OCTO will coordinate with agencies through a multi-step process in order to launch individual sites that will be integrated into the overall portal architecture and workflow. OCTO will meet with agencies regarding design templates, content types, information architecture, migration mapping, content rewrites, web writing training, 508 accessibility training, content management system training and overall project consultation, so that the project meets its overall goals.

The new system will expand access to mobile devices, allow agencies to quickly post

content and incorporate social networking technologies, improve online service workflow, and increase citizen involvement with the District through the use of social media. The system's new design will easily allow District agencies to: 1) incorporate personalization like "MyDC.gov" for residents to track news, online transactions and favorites; 2) make sweeping changes across the portal quickly and easily; 3) repurpose and share content to avoid duplicate efforts; and 4) dynamically automate the publication of some content items through feeds, syndication and publication dates. The mobile device access and "MyDC.Gov" portions of the project will begin in the Spring 2010, upon completion of the migration of over 20% of websites to the new system.

OBJECTIVE 2: Lower the cost of government operations and enhance service through innovative technologies.

INITIATIVE 2.1: Leverage consumer and open source technologies to transform government operations. OCTO is decreasing costs and increasing service quality through open source and cloud computing tools, which utilize free or less expensive, versatile, internet-based technology solutions instead of developing customized solutions in-house. OCTO is using open source and cloud computing to develop new websites, create business applications, enable real-time document collaboration, and enhance communications. In FY10, OCTO will evaluate replacement of some current commercial off-the-shelf (COTS) enterprise products with open source or cloud based solutions, leading to lower technology costs District-wide.

INITIATIVE 2.2: Democratize access to government data by posting it online for easy, global access. The nationally-recognized Citywide Data Warehouse provides a centralized access point for enterprise-wide data with a focus on providing data that enables decision support and government transparency. In FY09, the amount of publicly-available data sets and visualization options increased to 400, including vacant properties, procurement and solicitation data, purchase card transactions, public space permits, and building permits. In FY10, OCTO will continue to grow the number of publicly-available data sets by publishing FOIA requests, basic business licenses information, case data, awarded contracts, abated properties, taxicab owner-operator information and complaints data, food safety and health facility inspection data. OCTO will continue to support multiple download formats to encourage residents to download the data sets from the data catalogs. In FY09, the number of data downloads from the public data catalogs was 325,000 and in FY10, the number will increase to 400,000. Also, in FY10, the Citywide Data Warehouse is working with NASCIO (National Association of State Chief Information Officers) to create national models and best practices for data catalogs, based on the DC model.

Proposed Key Performance Indicators – Applications Solutions

| Metric | Objective | FY07 Actual | FY08 Original Target | FY08 YE Estimate | FY09 Projected | FY10 Projected | FY11 Projected | FY12 Projected |
|--|------------------|--------------------|-----------------------------|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| % uptime for all OCTO-supported applications and infrastructure | I | 99.90% | 99.9% | 99.92% | 99.95% | 99.95% | 99.95% | 99.95% |
| # of records/documents digitized District-wide | I | 4.6M | 9.2M | 19.4M | 20M | 25M | 30M | 35M |
| # of applications deployed using open source or cloud computing technologies | II | N/A | N/A | N/A | 132 | 200 | 250 | 300 |
| # of data downloads from public data catalogs | II | N/A | N/A | N/A | 325k | 400k | 500k | 600k |

Infrastructure Services

SUMMARY OF SERVICES

The Infrastructure Services group provides the underlying foundation for enterprise IT within the District government ranging from desktop computing environments to data center based mainframe and state of the art IT systems.

OBJECTIVE 1: Provide and maintain a ubiquitous, reliable, and secure computing environment for the government as well as residents, businesses, and visitors.

INITIATIVE 1.1: Upgrade and maintain technology for DC Public Schools. In FY08, OCTO extended the secure computing environment of the District to DCPS and upgraded the DCPS technology infrastructure to match current standards. In FY09, OCTO supported over 6,300 computers with 24x7x365 live tech support, upgraded the human resources system for payroll and benefits successfully and introduced one-port access to voice, video and data communications to the four high-tech campuses. Across FY10, OCTO will continue to monitor and ensure service delivery, provide eRate oversight and make IT strategic decisions in partnership with the DCPS administrators.

INITIATIVE 1.2: Move one of the District's data centers within 65 miles from the District to ensure security and continuity of operations. Currently, the District stores the majority of its data at two antiquated data centers that are within five miles of each other. This exposes the District to operational issues and a loss of data if either or both datacenters became non-operational due to natural or man-made catastrophes. Pending the procurement awards for the data center colocation space outside of the District, OCTO will relocate both of the data centers to a location outside of the District and to the UCC by the end of FY10. OCTO will decommission OCTO Data Center 2 over a six-month period and be completely moved out of the space in Winter 2010.

INITIATIVE 1.3: Ensure that the District of Columbia's IT assets, resources and personnel data are secure and minimize the IT risk exposure by performing standardized IT risk assessments on critical systems. In FY09, OCTO formed the Information Security Risk Office to assess the security and IT risk posture of the D.C. government. The District currently supports multiple IT systems to maintain government operations and the delivery of resident services. In a 15-month effort, the IT Risk Assessments, based on federal standards, will identify and prioritize all critical IT systems that provide or support essential service delivery across the District, define components of each IT system, identify threats and vulnerabilities, assess risk impact, enable a Disaster Recovery Plan, and clarify acceptable security risks by Winter 2010.

OBJECTIVE 2: Lower the cost of government operations and enhance service through innovative technologies.

INITIATIVE 2.1: Roll-out citywide video conferencing services to District agencies to promote collaboration from different worksites. In FY09, OCTO completed interoperability testing between various network systems to ensure the successful

transmission of integrated voice, video and data between systems. In FY10, OCTO will enable high definition video teleconferencing for OCTO, Executive Office of the Mayor (EOM), District of Columbia Public Schools (DCPS), Department of Corrections (DOC), Fire and Emergency Medical Services (FEMS), and Homeland Security and Emergency Management Agency (HSEMA).

INITIATIVE 2.2: Expand benefits and enrollment for DC One Card. District agencies currently issue several different types of credentials for workers, residents and customers of government, which results in inefficiencies from duplicative records. Across FY09, OCTO provisioned the card to additional populations, including public school students and select DC government employees. In FY10, OCTO will add new functionalities to the card, including seamless access to critical business applications and document encryption, and add more DC government employees to the user population. OCTO will also provide the DC One Card to DC Taxicab Commission (DCTC) employees and DC charter school students by Spring 2010.

INITIATIVE 2.3: Become an early adopter as technology emerges to enable citizens to contact 911 via a variety of widely-used communication technologies. Currently, the 911 emergency response system is designed around landline telephone technology and cannot handle text messages, data, images, and video that are increasingly common in personal communications. Through a multi-year initiative, OCTO will collaborate with the Office of Unified Communications (OUC), Homeland Security and Emergency Management Agency (HSEMA), Metropolitan Police Department (MPD) and Fire and Emergency Medical Services (FEMS) to deploy multimedia technologies that will support use of these mediums for contacting emergency services. In FY09, OCTO and OUC conducted strategic planning and research on NG911 and developed a technology roadmap for application and infrastructure standards. In FY10, OUC will pilot multimedia technologies that support the use of text, data and video and upgrade network infrastructure to support the use of these mediums.

INITIATIVE 2.4: Continue efforts for cost reduction, savings, and optimization of District telecommunications spending. In FY10, OCTO will continue to ensure efficient telecom spending by disconnecting unnecessary pagers, landlines, and wireless devices, as well as identifying billing errors and unused inventory. In addition, OCTO will enforce compliance monitoring to reduce wireless and landline overages.

INITIATIVE 2.5: Provide annual systematic review and assessment of strategic and tactical emergency planning and coordination of response activities to ensure continuous communications support for emergency events. OCTO currently maintains or directs the communications infrastructure and assets of the District of Columbia, and provides communication services to government agencies and residents of DC. A review of OCTO's continuity plan in FY09 suggested OCTO take additional steps to improve the coordination of OCTO's emergency response. In FY10, OCTO will implement an annual assessment based on the National Institute of Standards and Technology (NIST) 800-53 federal standards that will allow us to quantifiably validate and verify our continuity of operations and disaster recovery plan.

OBJECTIVE 4: Bridge the digital divide and enable economic development.

INITIATIVE 4.1: Expansion of wireless hotspots throughout the District. Across FY09, OCTO implemented wireless broadband access in a total of 300 government buildings, including schools, public libraries, recreation centers, and through secure connections inside and near government buildings. The city’s connection to the global community and marketplace is growing, supporting economic development and social integration. Following receipt of funds from the ARRA Recovery Act, OCTO will collaborate with other District government agencies and citizen groups to promote usage of the network by media campaign and outreach, expand its reach and train residents to use computers with internet access to bridge the digital divide.

Proposed Key Performance Indicators – Infrastructure Solutions

| Metric | Objective | FY07 Actual | FY08 Original Target | FY08 YE Estimate | FY09 Projected | FY10 Projected | FY11 Projected | FY12 Projected |
|---|------------------|--------------------|-----------------------------|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| % uptime for all OCTO-supported applications and infrastructure | I | 99.90% | 99.9% | 99.92% | 99.95% | 99.95% | 99.95% | 99.95% |
| % of desktop issue tickets resolved within 4 hours | I | 90% | 95% | 95.2% | 97% | 96% | 96% | 96% |
| # of public WiFi hotspots | IV | 29 | 87 | 112 | 300 | 400 | 500 | 600 |
| Landlines Added / Landlines Disconnected | II | N/A | N/A | N/A | .75 | .80 | .85 | .90 |
| Wireless Devices Added / Wireless Devices Disconnected | II | N/A | N/A | N/A | .75 | .80 | .85 | .90 |
| Cost per unit for desktop support services | I | \$600 | \$600 | \$600 | \$500 | \$500 | \$500 | \$500 |
| # of telecommunication lines (landline, cellular, etc.)* | I | | | | | | | |
| Cost of telecommunication lines (landline, cellular, etc.)* | I | | | | | | | |

*OCTO will provide this data by agency as an appendix to its year-end report.

Program Management Office

SUMMARY OF SERVICES

The Program Management Office (PMO) enhances the District's centralized IT budget and procurement processes, supported by a team of experts who provide project monitoring, tracking, reporting and management to ensure IT project success.

OBJECTIVE 1: Provide and maintain a ubiquitous, reliable, and secure computing environment for the government as well as residents, businesses, and visitors.

INITIATIVE 1.1: Upgrade and maintain technology for DC Public Schools. In FY08, OCTO extended the secure computing environment of the District to DCPS and upgraded the DCPS technology infrastructure to match current standards. In FY09, OCTO supported over 6,300 computers with 24x7x365 live tech support, upgraded the human resources system for payroll and benefits successfully and introduced one-port access to voice, video and data communications to the four high-tech campuses. Across FY10, OCTO will continue to monitor and ensure service delivery, provide eRate oversight and make IT strategic decisions in partnership with the DCPS administrators.

OBJECTIVE 2: Lower the cost of government operations and enhance service through innovative technologies.

INITIATIVE 2.1: Leverage consumer and open source technologies to transform government operations. OCTO is decreasing costs and increasing service quality through open source and cloud computing tools, which utilizes free or less expensive, versatile, internet-based technology solutions instead of developing customized solutions in-house. OCTO is using open source and cloud computing to develop new websites, create business applications, enable real-time document collaboration, and enhance communications. In FY10, OCTO will evaluate replacement of some current commercial off-the-shelf (COTS) enterprise products with open source or cloud based solutions, leading to lower technology costs District-wide.

INITIATIVE 2.2: Provide direct oversight of District-wide IT expenditures. OCTO supports the centralized IT procurement process and monitors all IT requisitions across the District to avoid redundant costs. By Spring 2010, OCTO will automate the Project Initiation Form (PIF), as part of the IT requisition process in the District's procurement system, to ensure that project purchases support its scope, schedule and resources.

INITIATIVE 2.3: Become an early adopter as technology emerges to enable citizens to contact 911 via a variety of widely-used communication technologies. Currently, the 911 emergency response system is designed around landline telephone technology and cannot handle text messages, data, images, and video that are increasingly common in personal communications. Through a multi-year initiative, OCTO will collaborate with the Office of Unified Communications (OUC), Homeland Security and Emergency Management Agency (HSEMA), Metropolitan Police Department (MPD) and Fire and Emergency Medical Services (FEMS) to deploy multimedia technologies that will

support use of these mediums for contacting emergency services. In FY09, OCTO and OUC conducted strategic planning and research on NG911 and developed a technology roadmap for application and infrastructure standards. In FY10, OUC will pilot multimedia technologies that support the use of text, data and video and upgrade network infrastructure to support the use of these mediums.

INITIATIVE 2.4: Review District technology spending for better optimization. In partnership with the Office of Contracts and Procurement (OCP) and Office of the City Administrator (OCA), OCTO is reviewing the terms and conditions of various technology contracts to enforce that the District is receiving the best price and best value for its purchases under the Citywide SMARTbuyer (CSB) program. In FY09, OCTO expanded the SMARTbuyer program to look at technology spending across the District. For FY10, the projected cost avoidance under this program is 5% of the total dollar spend across different IT purchasing categories.

OBJECTIVE 3: Ensure high quality service delivery of technology projects and enforce architectural standards.

INITIATIVE 3.1: Ensure accountability and transparency for IT investments. In FY09, project managers began to manage IT projects as a portfolio of stocks, with each project as a company, its team as the management, its schedule and financial status captured in market reports, and customer satisfaction as the market reaction. In FY10, OCTO will work with each agency responsible for capital IT projects to input its information into the project and portfolio management tool for proper oversight of government technology spend.

INITIATIVE 3.2: Lead IT Investment Boards for public education, public safety, and healthcare. The IT Investment Boards provide deeper technology oversight across the agency clusters of public education, public safety and healthcare to set the priorities for initiation of new IT projects, enforce use of common technology infrastructure services and centralize procurements for optimal efficiency. For example, in FY10, the Health and Human Services IT Investment Board will implement an enterprise case management system and the Public Safety Investment Board will monitor the NG911 initiative.

Proposed Key Performance Indicators – Program Management Office

| Metric | Objective | FY07 Actual | FY08 Original Target | FY08 YE Estimate | FY09 Projected | FY10 Projected | FY11 Projected | FY12 Projected |
|---|------------------|--------------------|-----------------------------|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| # of applications deployed using open source and cloud computing technologies | II | N/A | N/A | N/A | 132 | 200 | 250 | 300 |
| \$ saved through SMARTbuyer program | II | N/A | N/A | N/A | \$1M | \$2M | \$3M | \$4M |
| % of IT Staff Augmentation (ITSA) awarded to District Certified Business Enterprises (CBEs) | II | N/A | N/A | N/A | 95% | 95% | 95% | 95% |
| % of capital IT projects in project and portfolio management tool | III | N/A | N/A | N/A | N/A | 100% | N/A | N/A |