

**Office of Technology
Services**
Division of Administration



Strategic Plan
FY 2023-2024 to FY 2027-2028

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VISION STATEMENT

The Division of Administration Office of Technology Services envisions an effective and efficient state government through information technology support, advancement, and innovation.

MISSION STATEMENT

The mission of the Office of Technology Services is to establish competitive, cost-effective technology systems and services while acting as the sole centralized customer for the acquisition, billing and record keeping of those technology services.

PHILOSOPHY

The Division of Administration Office of Technology Services will promote integrity, quality, and efficiency in the administration of state government and in the implementation of information technology policies and standards by providing exemplary technology systems and services to state agencies.

SUMMARY

Acts 15, 45, and 712 of the 2014 Regular Session reorganized the Office of Information Technology into the Office of Technology Services (OTS). The legislation renamed the position of CIO as State Chief Information Officer, added authority for the CIO to oversee operation of information technology/resources, and provided for additional duties and responsibility for establishing and coordinating all information technology systems/services across the executive branch of state government. The Acts define OTS as the sole centralized agency for: (a) the acquisition, billing, and record keeping of information technology systems or services provided to state agencies; (b) reviewing, coordinating, approving, or disapproving requests by state agencies for information technology procurement; (c) establishing master purchase contracts for equipment provided by individual manufacturers. Higher education and organizations under statewide elected officials other than the Governor were explicitly excluded from the provisions of these Acts.

PRINCIPAL CLIENTS AND USERS

Our principal clients consist of the executive branch organizations listed below; however, other governmental and quasi-governmental entities also utilize OTS services.

- Department of Children & Family Services
- Department of Corrections
- Department of Economic Development
- Department of Education
- Department of Environmental Quality
- Department of Health and Hospitals
- Department of Natural Resources
- Department of Public Safety
- Department of Revenue
- Department of Transportation & Development
- Department of Veterans Affairs
- Department of Wildlife & Fisheries
- Workforce Commission
- Youth Services, Office of Juvenile Justice
- Division of Administration
- Governor's Office of Homeland Security & Emergency Preparedness
- Office of Elderly Affairs
- Office of Financial Institutions
- Coastal Protection & Restoration Authority
- Office of Group Benefits
- Office of the State Inspector General

EXTERNAL FACTORS

The Office of Technology Services has identified potential external factors beyond the control of the agency that could have a significant impact on the goals and objectives. This includes cyber-attacks, volume of customer demand, limited staff and employee turnover, changes in legislation, and lack of funding and support.

DUPLICATION OF EFFORT

One of the Office of Technology Services' primary functions is to effect the consolidation and sharing of the state's IT resources so as to reduce duplication of effort to the extent feasible, particularly in the areas of IT infrastructure, services, and support. There is no other state entity that performs this statewide function.

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PROGRAM ACTIVITY: OFFICE OF TECHNOLOGY SERVICES

As the central procurement and provisioning agency for all technology goods and services, OTS is uniquely positioned to identify the total cost of ownership/operations and make appropriate strategic sourcing determinations. OTS directly supports the administration's goal for a transparent, accountable, and effective state government through the full disclosure of consumption levels and cost of technology services. Additionally, OTS works collectively with the Division of Administration to increase customer satisfaction by establishing satisfaction level baselines for rates, service responsiveness and reliability and by improving upon them.

PROGRAM ACTIVITY MISSION:

- i. To provide a quality and comprehensive technology infrastructure.
- ii. To deliver quality, prompt, cost-effective and reliable technology services.
- iii. To establish and maintain an effective operational environment.

GOAL I: To provide innovative leadership and implementation of sound management practices for the cost-effective deployment of appropriate information and communications technology.

PROGRAM ACTIVITY OBJECTIVE I: The Office of Technology Services will maintain customer satisfaction rating of services at or above the baseline satisfaction level rating of 4, based on a 5-point scale that was established in FY 2009-2010.

STRATEGY I.1. Survey recipients of key services provided by the Office of Technology Services on an ongoing basis.

PERFORMANCE INDICATORS:

1. Quality: Average customer satisfaction rating (score on a 5-point scale)
2. Percentage of help desk incidents resolved at time of first contact by the End User Computing group (EUC)

PROGRAM ACTIVITY OBJECTIVE II: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

STRATEGY II.1: Protect the state's IT infrastructure network by ensuring all computers are provisioned using a secure base image and all data communications are filtered for malicious content following protocols defined by the InfoSec team.

PERFORMANCE INDICATORS:

3. Percentage of computers managed by OTS that utilize the standard baseline image approved by InfoSec.
4. Percentage of all inbound and outbound internet traffic that is filtered for content and malware through a security filter maintained by InfoSec.

STRATEGY II.2: Ensure key systems are highly available.

PERFORMANCE INDICATORS:

5. Percentage of Data Center facility uptime
6. Availability of LaGov consisting of Finance, Procurement, Human Capital Management (HCM), Property & Fleet Maintenance, and Inventory and Warehouse processing
7. Availability of Enterprise Architecture Service Master Data Management (MDM)
8. Availability of Enterprise Architecture Service Identity Access Management (IAM)
9. Availability of Enterprise Architecture Service Enterprise Service Bus (ESB)
10. Availability of Enterprise Architecture Service: Electronic Document Management System (EDMS)
11. Availability of Enterprise Architecture Service: Business Rules Engine (BRE)
12. Availability of Enterprise Architecture Service: Data Warehouse (DW)

STRATEGY II.3: Ensure business systems are developed and supported in compliance with defined service level agreements

PERFORMANCE INDICATORS:

13. Percentage of Basic Class Centrex Service orders processed within three days or less by Network Services
14. Percentage of enterprise mail qualified by PSS for Pre-sort postage discounts
15. Through Enterprise Printing activity, to process 90% of print jobs according to published Service Level Objectives
16. Installation of a new HVS phone number at an HVS ready location to be done within three business days

PERFORMANCE INDICATOR DOCUMENTATION (#1)

Activity: Office of Technology Services

Objective: The Office of Technology Services will maintain customer satisfaction with DOA services at or above the baseline satisfaction level rating of 4.5, based on a 5-point scale established in FY 2009-2010.

Indicator Name: Average customer satisfaction rating (score on a 5-point scale)

Indicator LaPAS PI Code: 22633

1. Type and Level:

This performance indicator shows the level of quality of the services provided by OTS. The indicator is a key quality indicator.

2. Rationale, Relevance, Reliability:

Ensuring that OTS is providing professional, quality services in a timely manner is important. This performance measure was implemented to assess satisfaction with the quality of OTS services and ensure OTSs high standards are met. The current performance measure is reliable and provides valuable feedback related to the satisfaction level of OTS clients.

3. Use:

The customer satisfaction survey data has proved valuable in providing both qualitative and quantitative feedback to OTS related to the various services assessed. The information has proved useful for internal management purposes in identifying areas in which OTS staff provide exemplary services as well as identifying potential areas for continual quality improvement.

4. Clarity:

The indicator clearly identifies what is being measured.

5. Data Source, Collection and Reporting:

Customer satisfaction is gauged through a custom, standardized survey that was developed using Survey Monkey and is provided electronically to recipients of various OTS services at the time of the completion of the service. Data is tabulated and reported quarterly. Each quarter all of the survey responses received by end of the last day of the quarter are included in all analyses and reports. Data is ultimately tabulated on a fiscal year basis.

6. Calculation Methodology:

The measure is not a standard calculation. There is no existing standard for assessing or calculating customer satisfaction. Thus, a custom Customer Satisfaction Index was developed to quantify this performance measure. The Customer Satisfaction Index is calculated by averaging all ratings across four core areas provided by respondents to a

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survey; ratings for each of the four core areas (professionalism, communication, timeliness, resolution) are on a 5-point scale from Strongly Disagree=1 to Strongly Agree=5.

7. Scope:

This performance indicator is aggregated across several OTS units and services measured; the index could be broken down for individual OTS units and some service areas assessed.

8. Caveats:

The index currently covers several of the key service areas provided by OTS. The survey is voluntary and has a response rate in the 15-20% range. As such, it is always possible that the data is subject to non-response bias.

9. Accuracy, Maintenance, Support:

The performance data has not been audited by the Office of the Legislative Auditor. The data is currently maintained in an online, encrypted database hosted by Survey Monkey and is readily available if an audit of the data arises.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#2)

Activity: Office of Technology Services

Objective: The Office of Technology Services will maintain customer satisfaction with DOA services at or above the baseline satisfaction level rating of 4.5, based on a 5-point scale established in FY 2009-2010.

Indicator Name: Percentage of help desk incidents resolved at time of first contact by End User Computing (EUC). Target goal is 65% or greater.

Indicator LaPAS PI Code: 26260

1. Type and Level:

Efficiency; Supporting level indicator

2. Rationale, Relevance, Reliability:

Ensuring the timeliness of support provided to OTS-supported system users is critical to ensuring that data within the system modules is accurate, appropriate and existent. This performance measure was implemented to make sure that System User support staff continuously maintain prompt service delivery. This is necessary in order to ensure that data extracted and utilized in LaGov/ISIS processes such as payroll, financial and project reporting, work order processing, etc. accurately reflects the State's current position. The current performance measure is reliable and provides valuable feedback to OTS management teams.

3. Use:

This Help Desk ticket resolution data provides valuable insight to OTS Team Managers, easily pointing out the need for one-on one staff counseling, when tickets consistently fail to meet targeted timeframe or to identify inefficient team-to-team ticket transfer practices. Likewise this data can be used for identifying consistent exemplary service provided by support staff.

4. Clarity:

This indicator clearly identifies what is being measured.

5. Data Source, Collection and Reporting:

The OTS Help Desk application includes a First Call Resolution Response field on the Help Desk ticket form, to be populated by the Support person that works the ticket. Response timeframe values for selection include Within 1 workday, Within 2-3 workdays, Within 5 workdays, Greater than 5 Workdays and blank (no value indicated). LaGov Support Team Managers utilize a Business Object report (OTS Benchmark Report) that both summarizes and provides ticket specific detail. This report can be filtered to provide team-specific detail response values as well. It is used to accumulate data for monthly Performance reporting as well as follow up analysis done by Support Team Managers.

6. Calculation Methodology:

OTS Benchmark Report totals the number of tickets tracked in OTS Help Desk application for the calendar month and of that number, what percentage were responded to within 1 workday utilizing Initial Response field data values.

7. Scope:

This data is collected for systems supported by OTS staff.

8. Caveats:

This indicator currently primarily covers statewide system applications supported by OTS to include both ISIS and LaGov systems, while also encompassing Division of Administration-specific applications as well.

9. Accuracy, Maintenance, Support:

The data is available in the OTS Help Desk application and has not been audited by the Louisiana Legislative Auditor, but is readily available should the desire for an audit of the data arise.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#3)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Percentage of computers managed by OTS that utilize the standard baseline image approved by InfoSec. Target goal is 98%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Quality; supporting level indicator

2. Rationale, Relevance, Reliability:

Standardizing on a secure base image for all computers insures not only that devices are built on a secure foundation, but also reduces support cost by standardizing on a core list of software that is configured in a uniform manner.

3. Use:

While the goal is initially optimistic, it will provide an index to measure our progress toward internal expectations.

4. Clarity:

A baseline image consists of an approved set of software and configurations that can be bundled into a single "image" that can be installed all at once onto a new computer. This saves time by avoiding the need to install all software and updates individually, and insures consistency of installations.

5. Data Source, Collection and Reporting:

Data logs from Microsoft SCCM tool.

6. Calculation Methodology:

Total number of computers deployed using baseline image / Total # of computers under OTS control.

7. Scope:

Applies to all computers under OTS's jurisdiction.

8. Caveats:

It may take a number of years to achieve full goal compliance. OTS inherited control of a vast majority of machines that were already provisioned before the baseline images was

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available. The new baseline image will be installed when these older machines are retired and replacement machines provisioned.

9. Accuracy, Maintenance, Support:

The metric is new so has not been audited, but data will be available to audit once implemented. Log data will be retrieved from SCCM on a monthly basis and stored as a monthly report for 12 months.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#4)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Percentage of all network traffic filtered for content and malware through Consolidated Secure Web Gateway maintained by the State's Information Security Team (IST). Target Goal is 97%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Quality; supporting level indicator

2. Rationale, Relevance, Reliability:

Filtering connections computers make out to the internet is a critical control required to protect Agency confidential and restricted data and state infrastructure. Filtering external traffic is critical to ensure that known malicious threats will not be accessed and newly discovered threats can be addressed quickly.

3. Use:

Used by Management to gauge compliance with internal goals.

4. Data Source, Collection and Reporting:

Logs from security appliances

5. Calculation Methodology:

\underline{X} = Number of firewall connection events generated where destination is an external network connection over web ports *and source does not* match web gateway address group.

\underline{Y} = Number of firewall connection events generated where destination is an external network connection over web ports *and source does* match web gateway address group.

\underline{Z} = Total number of firewall connection events generated where destination is an external network. ($\underline{X} + \underline{Y}$)

$$(\underline{Z} / \underline{X}) * 1 = i$$

7. Scope:

All outbound internet traffic.

8. Caveats:

None anticipated

9. Accuracy, Maintenance, Support:

Data will be reported from the State's Security Information and Event Management (SIEM) platform. Quarterly reports will be exported and archived in the IST's Data Share.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#5)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Data Center Facility availability (% uptime). Target Goal is 100% uptime.

Indicator LaPAS PI Code: 26261

1. Type and Level:

Efficiency; Supporting level indicator

2. Rationale, Relevance, Reliability:

Uptime is the measure of time a computer is in operation and is an industry standard for measuring the reliability of IT systems. Mainframes support some of the most critical Statewide Systems, such as ERP, and continuous operation and availability is one of the most critical measures of these systems.

3. Use:

Uptime levels are reviewed regularly to determine if there are issues with system stability that require adjustments to hardware and/or configurations to ensure high performance levels.

4. Clarity:

This indicator clearly identifies what is being measured.

5. Data Source, Collection and Reporting:

External monitoring tool (Solar Winds IP monitor) which checks mainframe availability continuously to provide detailed uptime reports.

6. Calculation Methodology:

The total number of minutes in the given period divided by the total number of minutes of reported uptime for that period.

7. Scope:

All logical partitions on the mainframes.

8. Caveats:

None.

9. Accuracy, Maintenance, Support:

The data has not been audited by the Louisiana Legislative Auditor, but it will be available for audit.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#6)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Availability of LaGov consisting of Finance, Procurement, Human Capital Management (HCM), Property & Fleet Maintenance, Inventory and Warehouse Management. Target Goal is 98%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Efficiency; Key level indicator

2. Rationale, Relevance, Reliability:

Uptime is the measure of time a computer system is in operation and is an industry standard for measuring the reliability of IT systems. The system's comprising LaGov are some of the most critical IT systems within the state and are relied upon by multiple state agencies. Continuous operation and availability is one of the most critical measures of this system.

3. Use:

Uptime levels are reviewed regularly to determine if there are issues with system stability that require adjustments to hardware and/or configurations to ensure high performance levels.

4. Clarity:

This indicator clearly identifies what is being measured.

5. Data Source, Collection and Reporting:

Uptime data collection occurs from the DCO SolarWinds application. Uptime is verified every 300 seconds and SolarWinds emails a monthly uptime report.

6. Calculation Methodology:

The total number of minutes in the given period divided by the total number of minutes of reported uptime for that period.

7. Scope:

All identified systems within LaGov

8. Caveats:

Uptime data collection would be dependent on the SolarWinds application running on the DCO Statewide mainframe with reliable network connectivity. Notification of downtime is dependent on Statewide Email.

9. Accuracy, Maintenance, Support:

The data has not been audited by the Louisiana Legislative Auditor, but it will be available for audit. The monthly reports are saved via email to be referenced.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#7)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Availability of Enterprise Architecture service Master Data Management (MDM). Target Goal is 98%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Outcome: Key Performance indicator.

2. Rationale, Relevance, Reliability:

This indicator was selected as it is a generally accepted best practice to monitor systems using this metric. The indicator is reliable and measurable as it uses automated systems to build the reports and it is based on system generated log information

3. Use:

The indicator will be used to determine if additional resources are needed to support the component and to be able to report back to applications which use the component how well the component is functioning.

4. Clarity:

Uptime is measured as the amount of time a system has been working and available – indicating reliability, availability, and stability of the system. It is measured in seconds over a 30 day window.

5. Data Source, Collection and Reporting:

This indicator uses system generated log files and is calculated in real time. Reports are based on 30 day windows

6. Calculation Methodology:

This indicator is calculated using industry standard calculations for availability.

7. Scope:

This indicator is aggregated across all system usage, but can be broken down by specific system usage if required or requested.

8. Caveats:

This indicator is calculated using system generated information and is therefore precise and unbiased.

9. Accuracy, Maintenance, Support:

This data has not been audited by the Legislative Auditor. As the data is system generated and reported, it is accurate. The data is kept in system data archives.

10. Responsible Person:

Michael Allison
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PERFORMANCE INDICATOR DOCUMENTATION (#8)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Availability of Enterprise Architecture service Identity Access Management (IAM). Target Goal is 98%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Outcome: Key Performance indicator.

2. Rationale, Relevance, Reliability:

This indicator was selected as it is a generally accepted best practice to monitor systems using this metric. The indicator is reliable and measurable as it uses automated systems to build the reports and it is based on system generated log information

3. Use:

The indicator will be used to determine if additional resources are needed to support the component and to be able to report back to applications which use the component how well the component is functioning.

4. Clarity:

Uptime is measured as the amount of time a system has been working and available – indicating reliability, availability, and stability of the system. It is measured in seconds over a 30 day window.

5. Data Source, Collection and Reporting:

This indicator uses system generated log files and is calculated in real time. Reports are based on 30 day windows

6. Calculation Methodology:

This indicator is calculated using industry standard calculations for availability.

7. Scope:

This indicator is aggregated across all system usage, but can be broken down by specific system usage if required or requested.

8. Caveats:

This indicator is calculated using system generated information and is therefore precise and unbiased.

9. Accuracy, Maintenance, Support:

This data has not been audited by the Legislative Auditor. As the data is system generated and reported, it is accurate. The data is kept in system data archives.

10. Responsible Person:

Michael Allison
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PERFORMANCE INDICATOR DOCUMENTATION (#9)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Availability of Enterprise Architecture service: Enterprise Service Bus (ESB).
Target Goal is 98%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Outcome: Key Performance indicator.

2. Rationale, Relevance, Reliability:

This indicator was selected as it is a generally accepted best practice to monitor systems using this metric. The indicator is reliable and measurable as it uses automated systems to build the reports and it is based on system generated log information

3. Use:

The indicator will be used to determine if additional resources are needed to support the component and to be able to report back to applications which use the component how well the component is functioning.

4. Clarity:

Uptime is measured as the amount of time a system has been working and available – indicating reliability, availability, and stability of the system. It is measured in seconds over a 30 day window.

5. Data Source, Collection and Reporting:

This indicator uses system generated log files and is calculated in real time. Reports are based on 30 day windows

6. Calculation Methodology:

This indicator is calculated using industry standard calculations for availability.

7. Scope:

This indicator is aggregated across all system usage, but can be broken down by specific system usage if required or requested.

8. Caveats:

This indicator is calculated using system generated information and is therefore precise and unbiased.

9. Accuracy, Maintenance, Support:

This data has not been audited by the Legislative Auditor. As the data is system generated and reported, it is accurate. The data is kept in system data archives.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#10)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Availability of Enterprise Architecture service: Electronic Document Management System (EDMS). Target Goal is 98%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Outcome: Key Performance indicator.

2. Rationale, Relevance, Reliability:

This indicator was selected as it is a generally accepted best practice to monitor systems using this metric. The indicator is reliable and measurable as it uses automated systems to build the reports and it is based on system generated log information

3. Use:

The indicator will be used to determine if additional resources are needed to support the component and to be able to report back to applications which use the component how well the component is functioning.

4. Clarity:

Uptime is measured as the amount of time a system has been working and available – indicating reliability, availability, and stability of the system. It is measured in seconds over a 30 day window.

5. Data Source, Collection and Reporting:

This indicator uses system generated log files and is calculated in real time. Reports are based on 30 day windows

6. Calculation Methodology:

This indicator is calculated using industry standard calculations for availability.

7. Scope:

This indicator is aggregated across all system usage, but can be broken down by specific system usage if required or requested.

8. Caveats:

This indicator is calculated using system generated information and is therefore precise and unbiased.

9. Accuracy, Maintenance, Support:

This data has not been audited by the Legislative Auditor. As the data is system generated and reported, it is accurate. The data is kept in system data archives.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#11)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Availability of Enterprise Architecture service: Business Rules Engine (BRE). Target Goal is 98%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Outcome: Key Performance indicator.

2. Rationale, Relevance, Reliability:

This indicator was selected as it is a generally accepted best practice to monitor systems using this metric. The indicator is reliable and measurable as it uses automated systems to build the reports and it is based on system generated log information

3. Use:

The indicator will be used to determine if additional resources are needed to support the component and to be able to report back to applications which use the component how well the component is functioning.

4. Clarity:

Uptime is measured as the amount of time a system has been working and available – indicating reliability, availability, and stability of the system. It is measured in seconds over a 30 day window.

5. Data Source, Collection and Reporting:

This indicator uses system generated log files and is calculated in real time. Reports are based on 30 day windows

6. Calculation Methodology:

This indicator is calculated using industry standard calculations for availability.

7. Scope:

This indicator is aggregated across all system usage, but can be broken down by specific system usage if required or requested.

8. Caveats:

This indicator is calculated using system generated information and is therefore precise and unbiased.

9. Accuracy, Maintenance, Support:

This data has not been audited by the Legislative Auditor. As the data is system generated and reported, it is accurate. The data is kept in system data archives.

10. Responsible Person:

Michael Allison
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PERFORMANCE INDICATOR DOCUMENTATION (#12)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Availability of Enterprise Architecture service: Data Warehouse (DW).
Target Goal is 98%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Outcome: Key Performance indicator.

2. Rationale, Relevance, Reliability:

This indicator was selected as it is a generally accepted best practice to monitor systems using this metric. The indicator is reliable and measurable as it uses automated systems to build the reports and it is based on system generated log information

3. Use:

The indicator will be used to determine if additional resources are needed to support the component and to be able to report back to applications which use the component how well the component is functioning.

4. Clarity:

Uptime is measured as the amount of time a system has been working and available – indicating reliability, availability, and stability of the system. It is measured in seconds over a 30 day window.

5. Data Source, Collection and Reporting:

This indicator uses system generated log files and is calculated in real time. Reports are based on 30 day windows

6. Calculation Methodology:

This indicator is calculated using industry standard calculations for availability.

7. Scope:

This indicator is aggregated across all system usage, but can be broken down by specific system usage if required or requested.

8. Caveats:

This indicator is calculated using system generated information and is therefore precise and unbiased.

9. Accuracy, Maintenance, Support:

This data has not been audited by the Legislative Auditor. As the data is system generated and reported, it is accurate. The data is kept in system data archives.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#13)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Percentage of Basic Class Centrex Service orders processed within three days or less by Network Services. Target Goal is 93%

Indicator LaPAS PI Code: 21210

1. Type and Level:

Quality and Key

2. Rationale, Relevance, Reliability:

The largest single category of telephony service received by OTS's Network Services unit is Standard Dial Tone with 80% for Basic Class Centrex service. These orders require minimal coordination with other departments or outside parties' prior to processing. The total number of Basic Class orders received will be compared to the total number of Basic Class orders processed within the stated objective to determine effectiveness.

3. Use:

Data will be used to compare actual performance against internal service level agreement expectations and as input parameter in adjusting staffing workloads to ensure our customers are serviced in a timely manner.

4. Clarity:

Basic Centrex Service is defined as: A centralized telephone service provided by AT&T which functions as a PBX (Private Branch Exchange) but the provisioned equipment is owned by AT&T and is located on AT&T's premise.

5. Data Source, Collection and Reporting:

The source is the service order logs. The information will monitored monthly and reported on a quarterly basis.

6. Calculation Methodology:

N/A (Output of report logs)

7. Scope:

The indicator is the average time it takes, over a specified period of time, to process an order for Centrex service. We process orders for many other services as well.

8. Caveats:

None anticipated

9. Accuracy, Maintenance, Support:

The metric was believed to have been audited in 2014. The data is stored in the Telecommunication Expense Management System “MySoft” Reports can be pulled as needed. This data has been actively maintained since 2014.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#14)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: Percentage of Enterprise Mail qualified by PSS for Pre-Sort postage discounts. Target Goal is 94%

Indicator LaPAS PI Code: 25973

1. Type and Level:

Efficiency; Key indicator

2. Rationale, Relevance, Reliability:

The success rate for presorted First Class mail measures PSS's effectiveness at qualifying outbound government mail for discounted postage rates, utilizing advanced presort and barcoding equipment and USPS-approved software. Total number of pieces of First Class mail submitted for bar-coding provides the baseline for computing PSS's postage discounting effectiveness.

3. Use:

This indicator provides information used to identify deficiencies and develop corrective action(s) to increase the discount success rate and improve postage savings for the agencies served

4. Clarity:

- "Presorted mail" is mail sorted by its destination's ZIP code and that is eligible to be entered into the USPS mail stream at reduced postage rates. Discounts are tiered as a factor of address quality, or the density of mail pieces by destination ZIP code, such that concentrating outbound government mail improves density
- "First Class Mail" is a USPS category of mail that contains restricted, confidential, and business transactional correspondence, the transmission by USPS Mail of all of which is mandated by various State and Federal laws

5. Data Source, Collection and Reporting:

Reports from mail sortation equipment are generated by USPS approved software.

6. Calculation Methodology:

The total number of pieces of presorted First Class mail that successfully qualify for discounted postage rates is divided by the total number of First Class pieces presented for discounting (with postage barcoding services applied by PSS), then multiplied by 100, to express the figure as a percentage

7. Scope:

Aggregated data

8. Caveats:

The indicator does not include any mail with postage paid by a permit or any mail metered as Standard Mail. USPS requirements for mailers to obtain discounted rates include sending a minimum number of pieces with final destination ZIP codes to the same or similar locations, electronically cataloging an indexing each day's mailings at per-piece level, generating and maintaining up to 45-days' uniqueness among postal barcodes affixed to this index, and suitable overall outbound mail volume to qualify for discount rates at an effective level. First Class mail can be co-mingled with other clients' mail to meet this minimum. Mail utilizing a permit or metered at Standard Rates cannot be co-mingled with any other mailing to obtain discounted rates. PSS's and our partners' equipment can do everything required but must rely on the mailer to provide enough pieces of Permit/Standard mail to meet the minimum volume and ZIP code density requirements.

9. Accuracy, Maintenance, Support:

The data has not been audited by the Louisiana Legislative Auditor, but it will be available for audit.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#15)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: OTS's Enterprise Printing unit will process 90% of print jobs according to published Service level Objectives. Target Goal is 90%

Indicator LaPAS PI Code: N/A

1. Type and Level:

Efficiency; Key indicator

2. Rationale, Relevance, Reliability:

The Enterprise Print Center aims to complete all client orders by a customer-specified due date, or by a date acceptable to the customer and commensurate with industry standards, or in a manner consistent with published PSS SLAs. At times and due either to equipment or program limitations, PSS may under authority of La RS 43:1, determine that an agency's requested due date is not feasible and will consult with such agencies to arrive at a timeframe consistent with PSS Enterprise Printing SLAs.

3. Use:

This indicator will determine SLA compliance.

4. Clarity:

No unclear terms.

5. Data Source, Collection and Reporting:

Existing software will track jobs that have been delivered for the current fiscal period. Each job is entered by order number and includes the original due and actual delivery dates. A total is calculated showing the percentage of orders delivered by the agreed-upon due date.

Information can be gathered and reviewed by-job, on a daily basis if necessary, but will be tracked at the end of each fiscal period

6. Calculation Methodology:

A sum total of the number of jobs received is counted and the number of jobs delivered within the SLA timeframe is divided by this sum total to compute a performance indicator, expressed as a percentage out of 100 possible points.

7. Scope:

Aggregated data

8. Caveats:

Weakness or limitation is the accuracy of reporting as affected by PSS user input or process errors and by uncontrollable external factors affecting mailability or executability of certain agency materials presented to PSS for processing.

9. Accuracy, Maintenance, Support:

The data has not been audited by the Louisiana Legislative Auditor, but it will be available for audit.

10. Responsible Person:

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PERFORMANCE INDICATOR DOCUMENTATION (#16)

Activity: Office of Technology Services

Objective: The Office of Technology Services will ensure its core services meet the reliability standards expected of our customers and defined by our published service level agreements (SLA's).

Indicator Name: OTS's Network Services unit will install a new HVS phone and new telephone number at Capitol Park HV-ready locations within four business days. Goal is 93%.

Indicator LaPAS PI Code: N/A

1. Type and Level:

Efficiency; Key indicator

2. Rationale, Relevance, Reliability:

HVS phone service is a relatively new OTS offering. It is expected to eventually replace Centrex phone service in Capitol Park, and be adopted statewide. Once the customer site is HVS-ready, these installations will require minimal coordination with other departments or outside parties' prior to processing. The total number of single line HVS installation orders requested will be compared to the total number of single line HVS installation orders processed within the stated objective to determine effectiveness.

3. Use:

Data will be used to compare actual performance against internal service level agreement expectations and as input parameter in adjusting staffing workloads to ensure our customers are serviced in a timely manner.

4. Clarity:

HVS is Enterprise Hosted IP Communications (VoIP) telephone service for Data Dial Tone (secure Local Area Network line of service) Customers. The indicator identifies how long it takes for a single line HVS phone request to be ordered and installed

5. Data Source, Collection and Reporting:

The source is the service order logs. For reporting purposes, the information will be monitored monthly and reported on a quarterly basis.

6. Calculation Methodology:

N/A (It is output from report logs.)

7. Scope:

The indicator is the average time it takes, over a specified period of time, to process an order and install service for a new single line HVS phone in Capitol Park.

8. Caveats:

None anticipated.

9. Accuracy, Maintenance, Support:

The data has not been audited by the Louisiana Legislative Auditor, but it will be available for audit.

10. Responsible Person:

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STRATEGIC PLANNING PROCESS

This plan was developed using a review of the data reported to LaPAS for all performance indicators. All documents used in the development of the strategic plan as well as the data used for the completion of quarterly performance progress reports through the Louisiana Performance Accountability System (LaPAS) will be maintained according to the records retention laws applicable to the agency.

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