

**STATE OF NEW HAMPSHIRE
OFFICE OF LEGISLATIVE BUDGET ASSISTANT
AUDIT DIVISION**

**PROPOSED PERFORMANCE AUDIT SCOPE STATEMENT
DEPARTMENT OF INFORMATION TECHNOLOGY**

In November 2015, the Fiscal Committee of the General Court adopted a joint Legislative Performance Audit and Oversight Committee recommendation to conduct a performance audit of the Department of Information Technology (DoIT).

Background

In State fiscal year (SFY) 2004, most State information technology (IT) personnel were consolidated into one agency called the Office of Information Technology which was a part of the Office of the Governor. In 2008, under RSA 21-R this office was made into its own department. According to statute, DoIT is “responsible for managing and coordinating all technology resources in the executive branch of government, developing and implementing strategies to enhance state services, and creating statewide efficiencies through the use of information and other technologies.” DoIT spent approximately \$69 million during SFY 2017. A majority of these funds were transfers from State agencies.

DoIT’s administrative structure includes several components. The Commissioner of DoIT, also known as the State’s Chief Information Officer (CIO), is the head of the agency. Assisting the Commissioner are four Division Directors covering the following areas: 1) Agency Software, 2) Technical Support Services, 3) Operations, and 4) Web Support. Other bureaus or offices within the agency include the Bureau of Finance and Administration, Human Resources, the Information Technology Security Group, and Governance and Strategic Planning. A Deputy Commissioner position was authorized in SFY 2014, contingent upon DoIT fulfilling certain criteria. To date, the Deputy Commissioner’s position has not been filled, but the criteria has been satisfied. DoIT also has a Chief Information Security Officer who reports directly to the CIO.

The Agency Software Division (ASD) works with State agency leadership to provide IT solutions to improve efficiency and effectiveness of operations. With 152 employees, many of whom are embedded with other State agencies, the ASD is the largest division within DoIT.

The Technical Support Services Division (TSS) provides support to DoIT customers for all services related to the desktop environment (personal computers, laptops, printers, mobile devices, and other equipment). The TSS consists of 85 employees and is divided into three sections: 1) Regional Support Services, 2) Help Desk Services, and 3) Groupware Support Services.

The Operations Division (OPS) supports the State’s IT infrastructure. The goal of the OPS is providing a reliable and secure environment for IT resources. The OPS consists of 66 employees who are broken into five teams: 1) network operations, 2) system administration, 3) database administration, 4) telecommunications, and 5) data center administration.

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The Web Support Division (WSD) hosts, manages, and supports agency websites and web applications. The WSD is the smallest division, with 15 employees who are divided into four teams: 1) web application development, 2) web infrastructure support, 3) web content management, and 4) e-government. The WSD works with agencies to increase information, services, and resources located on agency websites; and implement website standards and security controls.

Along with stipulating the DoIT structure and mission, RSA 21-R created the IT Council, an advisory board for the Commissioner. The IT Council advises the Commissioner regarding Statewide strategic technology plans, outsourcing relationships, computer systems consolidation, implementation of centralized services, IT resource changes, Statewide IT policies and standards, IT budgeting and resource allocation, and security of data shared with the Federal government.

Audit Scope

Our audit period will include SFYs 2016 and 2017, and will seek to answer the following question: **How efficiently and effectively did DoIT manage and coordinate technology resources?** Specifically, we will evaluate DoIT's customer service and internal operations.

To address this question, we plan to:

- research industry practices and review relevant performance measures,
- review DoIT's strategic plans,
- conduct surveys of DoIT staff and customers,
- perform data analysis and review processes,
- assess the DoIT organizational structure, and
- interview key DoIT staff and stakeholders.

We anticipate completing this project in January 2018, and presenting the final report to the Fiscal Committee at its February 2018 meeting.