

LBA Performance Audit Report Summary:

Office Of Information Technology Performance Audit Report – July 2008

This audit addresses whether centralizing the executive branch's information technology (IT) resources in the Office of Information Technology (OIT) has resulted in more efficient, effective, and economical IT services. The audit period includes State fiscal years 2006-2007.

Chapter 223, Laws of 2003, created the OIT as a new unit within the Office of the Governor. The Fiscal Committee approved 426 executive branch IT positions be transferred to the OIT. The OIT is responsible for managing and maintaining mainframe computers, servers, personal computers, networks, internet access, email service, web pages, software, and agency applications. In addition, the Chief Information Officer must approve all IT expenditures over \$500.

Results In Brief

The OIT has a number of good project management practices, but more could be done to provide a statewide perspective rather than an agency-based perspective. The OIT should review the entire IT procurement process for efficiencies. Further there are a number of improvements the OIT should make to fulfill its statutory requirements. The OIT should re-examine data center consolidation and develop a plan as required by statute. The OIT does not formally monitor technical or industry trends to be better able to assist agencies in considering emerging technologies. The OIT only collects satisfaction metrics from users of its technical support services; however, State law requires user satisfaction data be collected for all OIT services. The OIT has not developed training programs for its technical personnel as required by statute. In addition, the OIT should seek legislative action on reporting requirements to provide clearer guidance on what information the Legislature wants.

Our interviews and surveys of OIT personnel and State agency leaders identified a number of benefits and drawbacks resulting from the consolidating of IT services under the OIT. While approximately 70 percent of those surveyed reported OIT services were good to excellent; we also found larger agencies and the OIT employees embedded in them were less satisfied with the OIT.