

# MiScorecard Performance Summary

**Business Unit:** Technology, Management, and Budget  
**Executive/Director Name:** David Behen  
**Reporting Period:** Aug 2016

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 9/9/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>DTMB Goal 1: Develop Trusted Partnerships with our Customers</b>								
CIP 3	EXECUTE IT - Percentage of SOM employees completing IT Security Awareness training 1	Green		75%	73% April - June 2016	67%	Quarterly	This measure provides the percentage of state employees that have completed IT awareness training.
CSC 3	EXECUTE IT - Percentage of calls resolved by first level agents within the DTMB Client Service Center	Yellow		85.0%	70.0%	71.4%	Monthly	This metric represents the percentage of the number of incidents resolved by First Level agents, divided by all calls received through the CSC. Any incident that is pushed out to another support level (Desktop Support, Level 2 IT support, Vendor support, etc.) is, by definition, not resolved at Level 1 and thus not included in the numerator.
E-Mich 3	GOV DASHBOARD/EXECUTE IT - Number of citizen facing online services	Red	=	316	284	284	Monthly	The target is to develop 40 new citizen facing online services and tracks the cumulative total. FY2016 started with 276 services, the goal is to have 316 citizen facing online services by 9/30/16.
FBSA 1	EXECUTIVE SPACE PLAN - Satisfaction Survey Scores to measure Customer experience during the CAR Project	Green	=	3.75	4.56 Overall Mean Score	4.56	Monthly	Target Metrics: Green = >3.75 - Yellow = 3.0 - 3.74 - Red = <2.99 The Capital Area Reconfiguration (CAR) Project involves the reorganization of 7 State of Michigan Agencies between 6 Lansing Area Locations including more than 1,730 employees. The project is intended to create efficiencies of operations and use of State owned Buildings. The Satisfaction Survey will measure/track the Customer experience and level of satisfaction by Milestone Event/Location/Group. This will include documentation of milestones for Newsletters, Site Website and Scheduled Events. Reporting will be provided by Milestone/Location as well as status to overall CAR Project.
OPM 1 / GG1	CHANGE MANAGEMENT - Percentage of State of Michigan employees that are satisfied with DTMB services overall (biennial survey)	Yellow	=	65%	56% April 2015 Survey	New Metric	Every Other Year	In April of 2015, DTMB administered a customer satisfaction survey to all State of Michigan employees asking them a series of questions to rate DTMB overall and to provide feedback on individual services. This metric shows the combined percentage of respondents that Agree or Strongly Agree with the statement, "Overall, I am satisfied with the services I receive from DTMB."
CS8	Customer Contact Excellence	Green		90%	99%	98%	Monthly	The average QA score of all customer contacts evaluated and scored by the ORS QA evaluators. This score will be weighted according to overall percent of business.
<b>DTMB Goal 2: Achieve a Culture of Excellence and Accountability</b>								
CFO 1	Percentage of Programs operating within approved spend plans	Yellow		100%	80% April - June 2016	75%	Quarterly	Percentage of Programs operating within approved spend plans. New metric - will begin reporting in FY2016. Quarterly Percentage of programs that are operating within the established spend plans that have been approved by Exec. Management Team, using the process established, to define and set program spend plans. 3rd quarter metric will be available in August.
CTO 1	EXECUTE IT - Strategic Network Upgrade Meets Life Cycle Requirements	Green		100	98 April - June 2016	92	Quarterly	Strategic Network Upgrade: Project to remediate enterprise network issues, specifically number of devices replaced or upgraded to meet life cycle requirements.
OPM 3	CHANGE MANAGEMENT - Percent of DTMB Strategic Plan objectives on schedule	Green	=	90%	93%	93%	Monthly	Implementation plans have been created by DTMB Senior Management Team members for each of the department's 20 Strategic Plan objectives. This metric measures the total number of action plan tasks that are on schedule (marked with a green status) or completed, divided by the total number of action plan tasks. A green status indicates the major milestones are on schedule.
FBSA 2	Executive Space Plan - Percentage of CAR Project Milestones achieving budget and schedule adherence.	Green	=	100%	100%	100%	Monthly	The Capital Area Reconfiguration (CAR) Project involves the reorganization of 7 State of Michigan Agencies between 6 Lansing area locations including more than 1,730 employees. The project is intended to create efficiencies of operations and use of State owned buildings. The project schedule and budget will be tracked by milestone event/segment and overall CAR project. This will include documentation of/against original scope/schedule and any approved scope changes that impacted budget/schedule. Reporting will be provided by milestone/segment as well as status to overall CAR project.
<b>DTMB Goal 3: Value, Engage and Empower Employees</b>								
OPM 4	CHANGE MANAGEMENT - Percentage of DTMB employees participating in the biennial statewide Employee Engagement Survey	Green		90%	88% March 2015 Survey	72%	Every Other Year	Target = DTMB's percentage employee response rate goal for the next statewide Employee Engagement Survey planned for October 2016. Current = DTMB's actual percentage employee response rate achieved with the March 2015 statewide Employee Engagement Survey. Previous = DTMB's actual percentage employee response rate achieved with the September 2013 statewide Employee Engagement Survey.
OPM 5 / GG2	CHANGE MANAGEMENT - Percentage of "Champion" employees in DTMB as measured by the biennial statewide Employee Engagement Survey	Yellow		67%	59% March 2015 Survey	52%	Every Other Year	The Champion percentage represents those DTMB employees who are highly engaged and have a high likelihood of staying with the State of Michigan for another 12 months. Target = DTMB's percentage of employee Champions goal for the next statewide Employee Engagement Survey planned for October 2016. Current = DTMB's actual percentage of employee Champions achieved with the March 2015 statewide Employee Engagement Survey. Previous = DTMB's previous percentage of employee Champions achieved with the

DTMB Goal 4: Lead, Innovate and Deliver Solutions								
CS 7	Project success score for completed IT Investment Fund (ITIF) projects.	Green	=	80%	91.06%	91.06%	Monthly	This score takes into account five metrics to determine a more comprehensive viewpoint of overall project success. These five metrics are: Schedule, Cost, Scope, Benefits Realized, and Customer Satisfaction. Note: Updated this metric in January. Still validating initial data on the 23 completed investment fund projects. Aggregated score is currently 85%.
E-Mich 2	Number of mobile applications, web and downloadable, developed for the State of Michigan	Red	=	80	45	45	Monthly	This metric measures the total number of mobile applications, web and downloadable, for the State of Michigan. This metric includes mobile applications developed for citizens and workers. The target is to develop 40 new applications per fiscal year. The number is reported monthly, and tracks the cumulative total for the fiscal year.
Procurement A 12	EXECUTE PROCUREMENT - Progress Toward Procurement Improvement Plan Best In Class Characteristics	Green		100%	61%	57%	Monthly	This metric identifies the percentage of objectives targeted for completion in CY 16. This is the third year of a five year plan to achieve green status for 16 best in class characteristics
OPM PI 4-2 /GG5	Number of processes documented/improved as prioritized by DTMB leadership	Green	=	6	5 April - June 2016	5	Quarterly	Drive innovation by developing a strategic list of business processes prioritized for improvement, annually by December 31st.
OPM PI 4-2/GG6	Average projected improvement in cycle time per process improvement project	Green	=	50%	79% April - June 2016	79%	Quarterly	During a process improvement, current cycle time is measured, improvements are developed, a new process map is created based on these improvements. Subsequently, and a new, improved cycle time is calculated/projected.
Good Government								
GG-3	The percentage of completed or on track department level employee engagement action plans	Red		100%	60% April - June 2016	83%	Quarterly	Percentage of department level employee engagement action plans that are completed or on track. Employee Engagement Action Plans reported in MiResults.

<sup>1</sup> The status color for this metric reflects breaking points at 60% to 70% of the established target value.