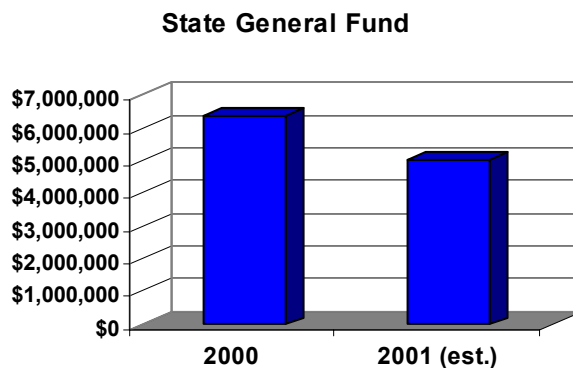


Program Fact Sheet

Arizona Department of Corrections Information Technology

Services: The Information Technology (IT) subprogram provides the Department with a variety of services, including: 1) *support of software development services, data management, networking, and LAN/WAN connectivity*; 2) *access to statewide mainframe systems, criminal justice information and identification, systems security, technology asset management, and telecommunications services*; and 3) *planning of statewide customer service needs*.

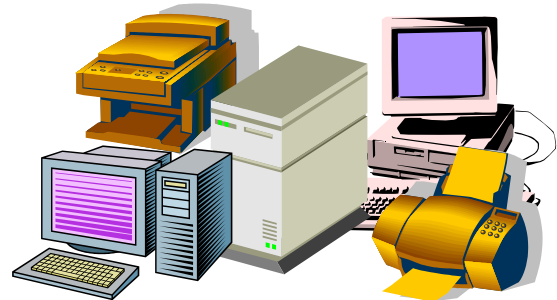
Program Revenues: \$5,016,300
(fiscal year 2001 estimates)



Personnel: Seventy-nine full-time equivalent employees carry out information technology duties. Eleven information technology positions were vacant as of April 2001.

Facilities: The Information Technology subprogram is operated from four locations in Phoenix. Three locations at 2200 North Central Avenue, 2005 North Central Avenue, and 3120 North 35th Avenue are leased. The fourth, at 1601 West Jefferson, is state-owned. Additionally, IT has at least one employee at each of the Department's ten prison complexes.

Equipment: The Department uses the following equipment to carry out information technology responsibilities: 128 computers, 38 radios, 29 printers, 24 modems, 12 servers with multiple disk drives, 4 disk drives, 2 IBM processors, and 1 controller.



IT Mission:

"To provide leadership of standardized information technology solutions in support of the Department's mission."

Subprogram Goals: The Department has 6 goals and 28 performance measures related to information technology. The goals are:

- To manage and provide leadership for standardized information technology solutions that support the Department's mission;
- To provide responsive, customer-driven, professional services;
- To standardize and ensure reliability of technology systems within the Department;
- To develop and/or improve accurate, available, effective, efficient, and usable systems within the Department;
- To improve the Department's communication via technology; and
- To help Human Resources Development establish a training curriculum for the Department's systems.

Adequacy of Goals and Performance Measures:

The Department's goals related to information technology appear to be appropriate, but the associated performance measures are all output or outcome measures.

- The Department should establish input measures. Input measures indicate demand for a service or product, such as the number of requests for information or reports using IT system data.

- The Department should establish efficiency measures. Efficiency measures reflect the cost of providing services, such as the number of programming hours needed to generate ad hoc reports or make changes to Department IT systems.
- The Department should establish quality measures. Quality measures emphasize reliability or responsiveness to the customer or stakeholder, such as timeliness in responding to requests for computer service.