PROGRAM FACT SHEET

Government Information Technology Agency

Services:

Established in 1996 under A.R.S. §41-3502, GITA is responsible for state-wide information technology (IT) planning, policy setting, and consulting. GITA also plays a role in reviewing and monitoring IT projects. The GITA Director serves as the Chief Information Officer for Arizona government.

Personnel:

For fiscal year 2005, GITA is authorized 21 full-time equivalent positions and had no vacancies as of February 2005.

Facilities and equipment:

The agency owns no facilities, but pays approximately $100,000 in rent for space from the Department of Administration. This space is located in the Arizona State Office Building at 100 North 15th Avenue, Suite 440, Phoenix, Arizona. The agency owns only standard office equipment.
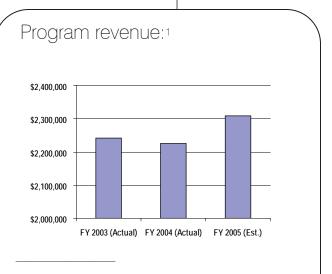
Mission:

To partner with state agencies and private sector organizations to improve information technology capabilities, both technical and human, to efficiently add value and improve delivery of public services for the people of Arizona.

Program goals:

During the audit, GITA operated under a 2004 agency strategic plan. This plan contained the following seven goals:

- To maintain the current updated policies, standards, and procedures.
- Finish the Quality Assurance (QA) assessment and analysis in calendar year 2004.
- To train an additional 40 to 50 agency IT personnel in current security practices and technology within 6 months. Ten classes have been scheduled to date.
- To increase participation in the Web portal and improve Web site utilization by state agencies.
- To streamline and improve the IT planning and inventory process.
- To improve review times for projects and project timeliness.
- To have an operational 211 Web site by April 2005.

Program revenue:[1]

FY 2003 (Actual)	FY 2004 (Actual)	FY 2005 (Est.)

[1] GITA is funded entirely from a 0.15 percent charge on state agency payroll expenditures.

Adequacy of goals and performance measures:

GITA's 2004 strategic plan's 7 goals and 14 performance measures related to some of its statutory responsibilities. These goals include reviewing agencies' proposed IT projects, determining whether agencies' IT projects are completed on time and within budget, and completing IT policies and standards for agencies to follow. However, there are several improvements that GITA should make to its goals and performance measures in its next strategic plan:

- **Not all goals strategic**—Three of GITA's goals are narrow in scope and time frame, rather then being strategic. For example, one goal is to finish the QA assessment and analysis in calendar year 2004. According to the Governor's Office of Strategic Planning and Budgeting's *Managing for Results: 1998 Strategic Planning and Performance Measurement Handbook,* goals should encompass at least a 3-year period. GITA should broaden goals to reflect its strategic issues and ensure they reflect long-term planning.

- **Not all types of performance measures adequately used**—GITA does not use all types of performance measures and should develop some more meaningful measures. For example, GITA lists the number of policies completed or revised (output), but does not measure the number of these policies adopted by agencies (outcome), except for the Web site policies. Also, there are no measures evaluating GITA's performance.

- **Some performance measures do not reflect GITA's performance**—GITA should focus on performance measures that demonstrate its involvement. Currently, 9 of the 14 performance measures rely on other organizations' activities. For example, one performance measure tracks the number of transactions available on the Internet. Since other agencies provide these services, and not GITA, it is not clear how GITA's efforts affect this measure. GITA should develop measures that evaluate their efforts to influence these other organizations.

As of June 2005, GITA had developed a new set of goals and is planning to create performance measures for these goals.