



LBA Performance Audit Update

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Agenda

- Audit Overview
- Findings Summary
- Status
- Challenges
- Sample Report Out
- Questions

Audit Overview

- Performance Audit Covering SFYs 2016-17
- Conducted over 8 month period
- 24 Observations:
 - Service Delivery (12), Financial Operations (8), Administration (4)
- DoIT Response: 23 Concur; 1 Concur in Part
 - Reviewed at Fiscal Oversight Committee 3/16/18
- Commissioner Feedback:
 - Audit is an opportunity to improve
 - Findings align with the principles embodied in the DoIT Strategic IT Plan

Findings Summary

- Delivering “satisfactory” services to agencies
- Inefficient service delivery and financial practices
- Need focus on driving statewide efficiencies
 - Consistency in our policies, processes & tools
 - Replacing outdated methodologies
 - Setting customer expectations
 - Measuring outcomes to ensure we’re delivering what we promise
- Encouraging signs of positive maturity trajectory

Current Status

- Owners assigned
- High level actions & plans being defined
- 15 Activities in Motion
- Phased approach for several activities
 - Example: Financial Observations (8 findings):
 - Phase 1: Lean sessions to identify issues and approach ✓
 - Phase 2: Conduct Kaizen events and Tools Analysis
 - Phase 3: Update Policies & Procedures
 - Phase 4: Implement Tools/Solutions
- Report Out dashboard

Challenges

- Alignment of state vs. agency view
- Short term fixes vs. long term solutions
- Competing priorities
- Funding for new tools/solutions
- How do we measure “success”?
- How do we know we’re done?

Sample Report Out

STATE OF NEW HAMPSHIRE
 Department of Information Technology (DoIT)
 LBA Audit - Corrective Action Plan
 6 month Status Report: September xx, 2018

Completion Status:
 Open ●
 Partial ●●
 Substantial ●●●
 Full ●●●●

	Observation Title	Recommendation	Due date	Completion Status	Comments
1	Improve Information Technology Planning	Develop policies and procedures ensuring all agencies have a current, complete, and statutorily compliant Agency Information Technology Plan (AITP) Integrate and align AITPs and the Statewide IT plan with the strategic and budgetary initiatives of the customer agencies Develop a more efficient AITP process.	Q3 FY19	●●	AITP's completed
2	Establish Formal Service Level Agreements with State Agencies	Create formal service level agreements (SLA) which specify baseline services and expectations covering all major Department of Information Technology (DoIT) service areas. Ensure staff are accountable for achieving customer service goals and establish metrics and collect data to evaluate performance.	Q4 FY19	●	
3	Consolidate and Standardize Use of Internal Systems	Evaluate business needs, identify systems that can best fulfill those needs, and mandate the use of those systems by creating policies and procedures and decommissioning duplicate systems.		●	
4	Portfolio Management Needed	Adopt portfolio management practices in prioritizing and managing development projects. Identify which personnel are needed for maintenance software projects and which positions should become shared positions and assigned to projects according to a priority established at the State level.		●	

Questions?