

Appendix A



October 5, 2017

To: Government Operations and Audit Committee
From: David Zolnowsky, Commissioner
Subject: Summary Report for Performance Indicators

Performance Indicators for BIT support our mission, vision, and department goals. These goals are:

- 1 Provide a Reliable, Secure and Modern Infrastructure.**
 Provide a well-designed and architected secure computing and communications environment to ensure optimal service delivery to business. Architecture and process will be optimized to support agile and reliable computing and communication services.
- 2 Deliver Valuable Services at Economical Costs.**
 Develop innovative and cost-effective solutions through collaboration, cooperation and in partnership with our clients. The solution sets include developing customized business solutions, efficient project management services and productive relationships with clients.
- 3 Build and Retain a Highly Skilled Workforce.**
 Improve the effectiveness, productivity and satisfaction of employees in order to attract (and retain) a highly-qualified workforce to foster individual innovation and professional growth. Appropriate training and tools will be provided to enhance and improve career skills in the workforce.

1 Provide a Reliable, Secure and Modern Infrastructure

