November 14, 2018

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

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

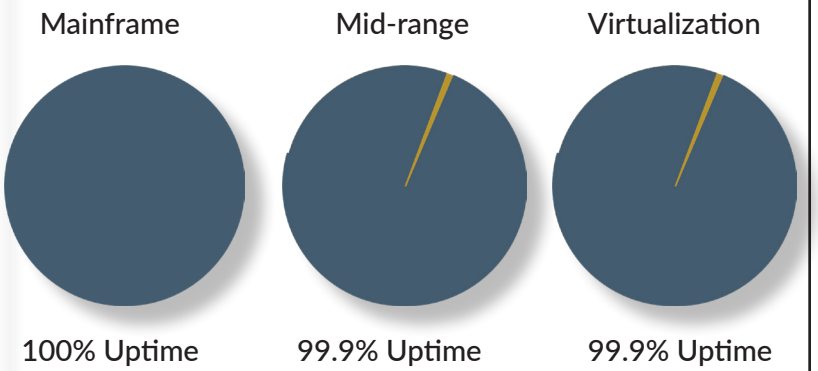
1 **Provide a Reliable, Secure and Modern Infrastructure.**
Provide a well-designed and architected secure computing and communications environment to ensure optimal service delivery to business. Architecture and process will be optimized to support agile and reliable computing and communication services.

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.

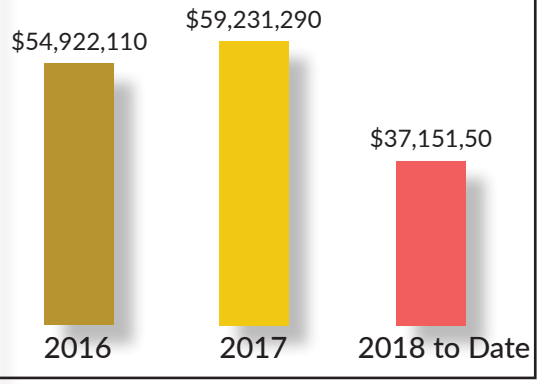
3 **Build and Retain a Highly Skilled Workforce.**
Improve the effectiveness, productivity and satisfaction of employees in order to attract (and retain) a highly-qualified workforce to foster individual innovation and professional growth. Appropriate training and tools will be provided to enhance and improve career skills in the workforce.

1 Provide a Reliable, Secure and Modern Infrastructure

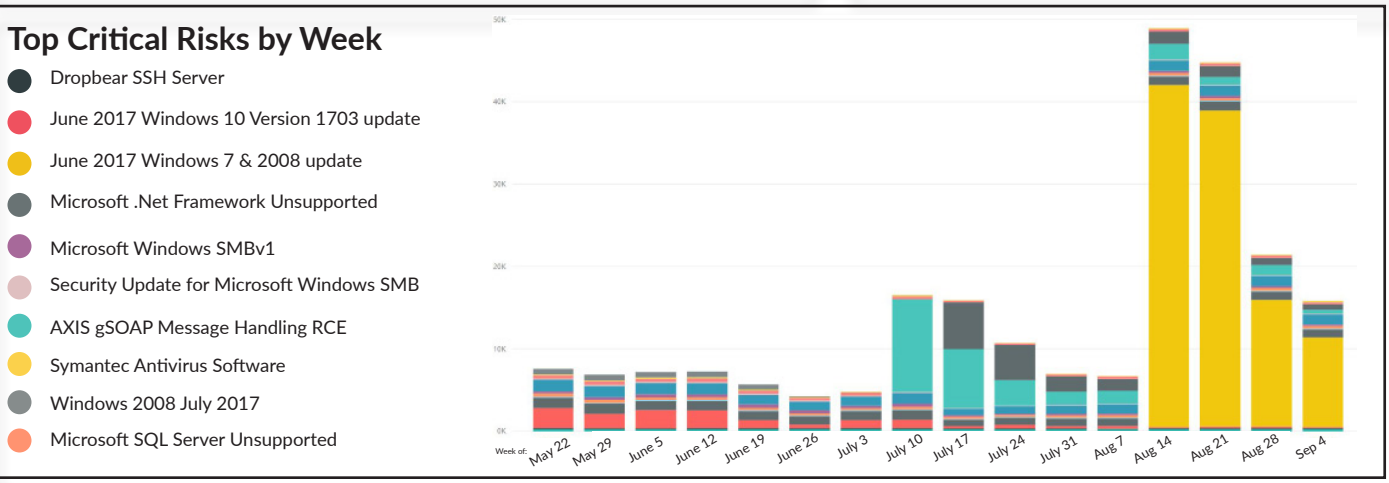
Uptime Metrics



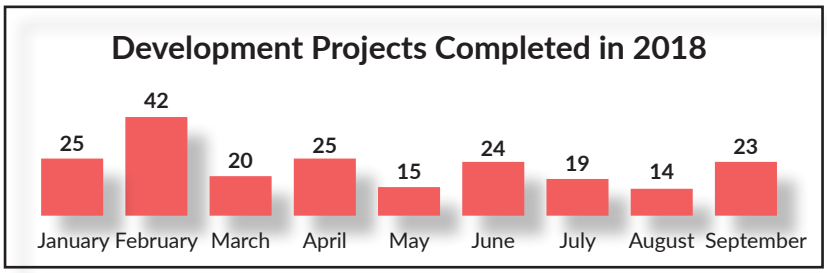
Value of BIT Consulted Technology Investments

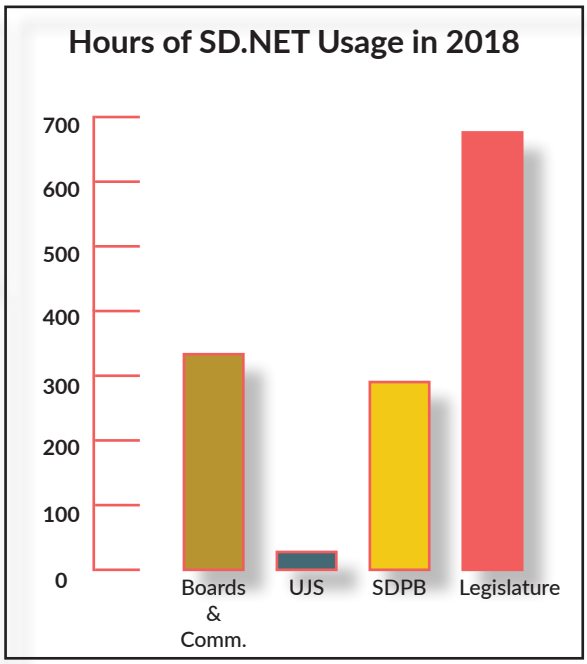


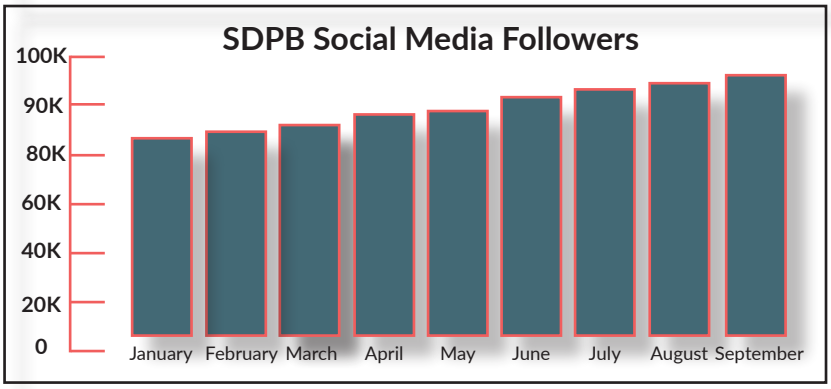
Top Critical Risks by Week

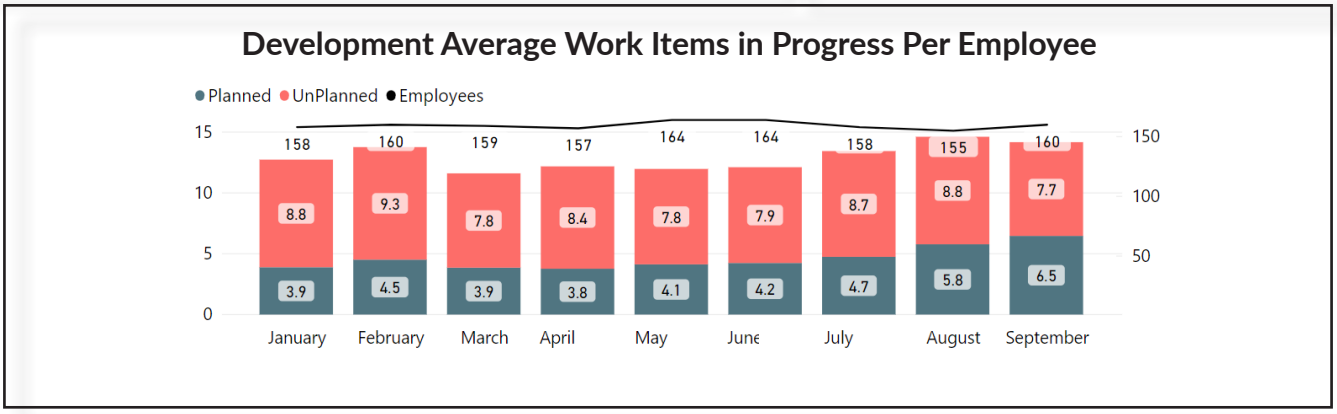
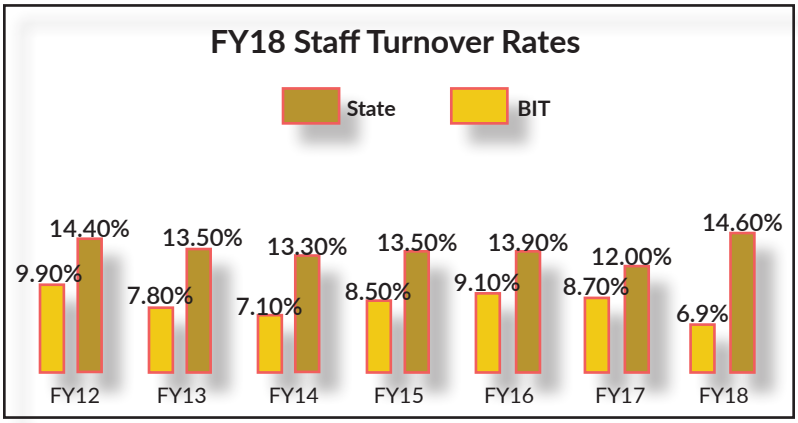
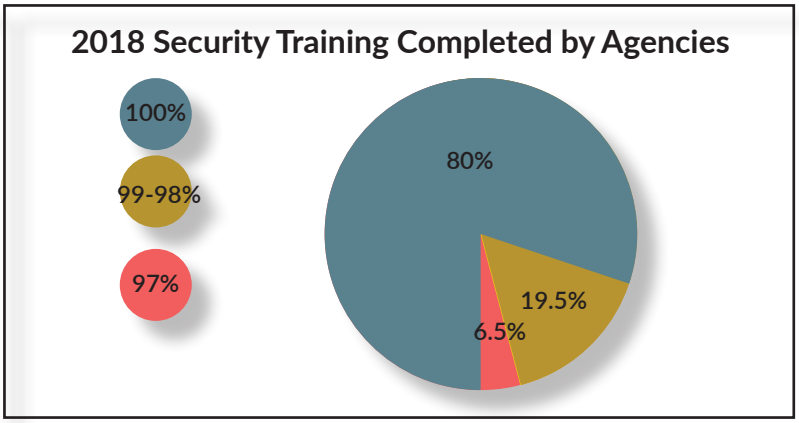


2 Deliver Valuable Services at Economical Costs.









3 Build and Retain a Highly Skilled Workforce.