Activity: Information Technology Support

This activity provides secure communications medium for state operations of all executive branch agencies, including public safety. EITS's Help Desk serves all State agencies by providing one access point for all EITS services (e.g. mainframe security and passwords, e-mail accounts, billing questions, WAN outages, etc.).

Resources

Funding		FY 2018	FY 2019
Transfers	$	31,231,778	32,260,583
Other	$	680	680
TOTAL	$	31,232,458	32,261,263

Goals	FY 2018	FY 2019
Improve efficiency of operations & service delivery	31,232,458	32,261,263

Performance Measures

1. Percent of Statewide Endpoints Scanned for Security Vulnerabilities

	2015	2016	2017	2018	2019
Type:	Actual	Actual	Projected	Projected	Projected
Percent:	92.85%	62.43%	73.33%	83.33%	100.00%

2. Percent of Microwave Circuits that are Used

	2014	2015	2016	2017	2018	2019
Type:	Actual	Actual	Actual	Projected	Projected	Projected
Percent:	90.48%	90.48%	88.10%	88.10%	88.10%	88.10%

3. Average Mainframe Capacity Used

	2014	2015	2016	2017	2018	2019
Type:	Actual	Actual	Actual	Projected	Projected	Projected
Percent:	87.23%	87.77%	87.77%	71.81%	61.09%	61.09%

4. Number of Operating System and Key Third Party Software Patches Deployed

	2016	2017	2018	2019
Type:	Actual	Projected	Projected	Projected
Amount:	4,835	5,000	5,000	5,000

5. Percent of SilverNet Circuits that are Stressed

	2014	2015	2016	2017	2018	2019
Type:	Actual	Actual	Actual	Projected	Projected	Projected
Percent:	2.44%	6.25%	3.33%	0.00%	0.00%	0.00%

Population / Workload

1. Nevada Card Access System - Number of NCAS Customer Agency Partitions

	2015	2016	2017	2018	2019
Type:	Actual	Actual	Projected	Projected	Projected
Amount:	53	60	64	70	75

Activity: Project and Program Delivery, Review and Management

This activity provides cost effective IT solutions for enterprise applications. Database hosting provides technical assistance for state databases. Enterprise web development provides state agencies with website development and support.

Performance Measures

1. Percent of Programming Projects Completed on Time

	2015	2016	2017	2018	2019
Type:	Actual	Actual	Projected	Projected	Projected
Percent:	96.15%	96.15%	92.59%	96.30%	96.30%

2. Percent of Problems Solved on Initial Inquiry

	2014	2015	2016	2017	2018	2019
Type:	Actual	Actual	Actual	Projected	Projected	Projected
Percent:	28.00%	83.42%	58.43%	60.00%	65.00%	65.00%

3. Percent of Help Desk Surveys Satisfactory

	2014	2015	2016	2017	2018	2019
Type:	Actual	Actual	Actual	Projected	Projected	Projected
Percent:	95.13%	80.09%	90.00%	95.00%	95.00%	95.00%

4. Percent of Database Operationally Current

	2014	2015	2016	2017	2018	2019
Type:	Actual	Actual	Actual	Projected	Projected	Projected
Percent:	35.71%	93.31%	94.42%	96.02%	96.95%	100.00%

Population / Workload

1. Total Annual Managed Project Hours

	2014	2015	2016	2017	2018	2019
Type:	Actual	N/A	Actual	Projected	Projected	Projected
Amount:	4,125	0	10,895	10,900	10,900	10,900

2. Number of Help Desk Incidents for Service

	2014	2015	2016	2017	2018	2019
Type:	Actual	Actual	Actual	Projected	Projected	Projected
Amount:	75,066	88,612	113,718	120,000	126,000	126,000

Resources

Funding		FY 2018	FY 2019
Transfers	$	18,181,747	16,152,209
Other	$	1,332	1,332
TOTAL	$	18,183,079	16,153,541

Goals	FY 2018	FY 2019
Improve efficiency of operations & service delivery	18,183,079	16,153,541