Attachment D: Sample Assessment Survey Outline

**All items below must be included in the Contractor's suggested survey submission.
Additional items for consideration are desirable.**

**Topics / Areas / Categories of Assessment and of Strategic Plan Recommendations –
Contractor to provide Detail for each Category.**

A. Current State (as-is) of CAPABILITIES / PRACTICES – high level categories only:

1) Structure of IT departments – who reports to whom?
2) Governance of IT – how are decision made, who decides, who has influence?
3) What is the current state of IT management? The quality and standards of performance?
4) What is the state of the current IT plan?
5) How are IT financial operations currently managed?
6) How are IT vendor contracts, risks, and relations currently managed?
7) How is IT (and enterprise operational) risk managed?
8) How is Business Continuity and IT Disaster Recovery managed?
9) What is the current state of IT security management (including access and privacy protection)?
10) What is the current state of IT project management? What processes, practices, and tools are currently used?
11) How are architectures and standards developed and managed and what are they currently for technology, personnel, contractors, …?
12) What is the state of current software development, integration, and maintenance practices? What processes, practices, and tools are currently used?
13) How are software applications currently managed?
14) How are IT activities currently monitored, assessed, audited, and evaluated? How is IT performance measured?
15) What are the current processes, practices, tools, and standards for managing IT Operations including both technical quality and service quality?
16) What are the current processes and practices for managing the IT workforce and IT human resources?
17) What are the current capabilities of the IT workforce?
18) Complete inventory of all hardware, software, networks, facilities, etc…
19) Complete spending estimates – operations, personnel, projects, vendors, etc …
20) Complete inventory of current IT project portfolio – status (on time, on budget, on target), cost, Indicate which projects are required because of federal mandates or requirements.
21) Existing Agency Vendor Contracts

22) How much of your IT budget is federally funded

B. Current State (as-is) IT PERFORMANCE ASSESSMENT
1) Overall user satisfaction
    a. internal agency users
    b. internal agency leadership

     c. other state government users
     d. external users – citizens
2) IT Performance – relative to stated service level targets
3) IT Resource utilization – cost-benefit
4) IT core capabilities assessment