IT/Technology Innovaton Administration

Department of Social and Health Services

Strategic Plan Metrics

January 2025

IT/Technology Innovation Administration

Success Measures Associated with Charts

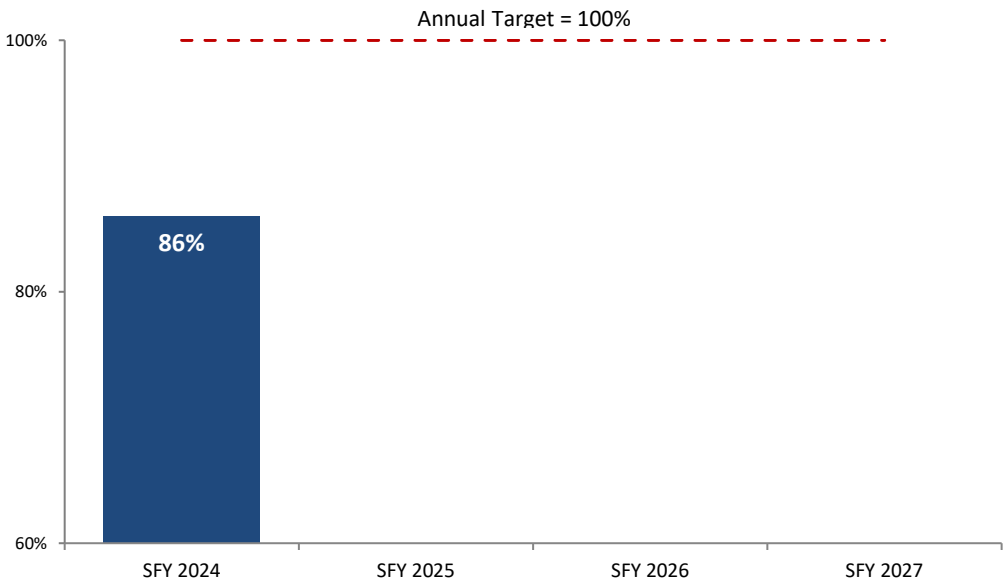
		Strategic Plan Success Measure #
	Operational Excellence	
TIA.1	Percent of DSHS staff who completed IT Security Training	5.1
TIA.2	Percent of completed administration mission-critical disaster recovery plans approved by TIA	5.2

Technology Innovation Administration

Operational Excellence

Percent of DSHS staff who completed IT Security Training

Annual



DATA SOURCE: DSHS Learning Management System (LMS); supplied by Jess Clayton, Mauriella DiTommaso, and Jason Wiss.
MEASURE DEFINITION: Completion of mandatory IT Security Training by all DSHS staff annually.
DATA NOTES: **1** Data will be measured at the conclusion of the annual DSHS performance evaluation period.

SUMMARY

• This measure supports the Technology Innovation Administration Strategic Goal 5: IT Security and Risk Management.

• Success Measure 5.1: Annual IT Security training completed by 100% of DSHS staff each year and demonstrated adherence through fewer technology incidents year over year.

• DSHS staff are required to complete mandatory IT security training annually.

• IT security training provides education, insight, and information on how to protect DSHS information assets.

• IT security awareness is an important function of the day to day responsibilities for every DSHS employee.

• IT security is important in order to protect DSHS confidential data and other information assets.

ACTION PLAN

• DSHS staff complete IT security training as a part of new employees orientation and as a part the annual performance review process.

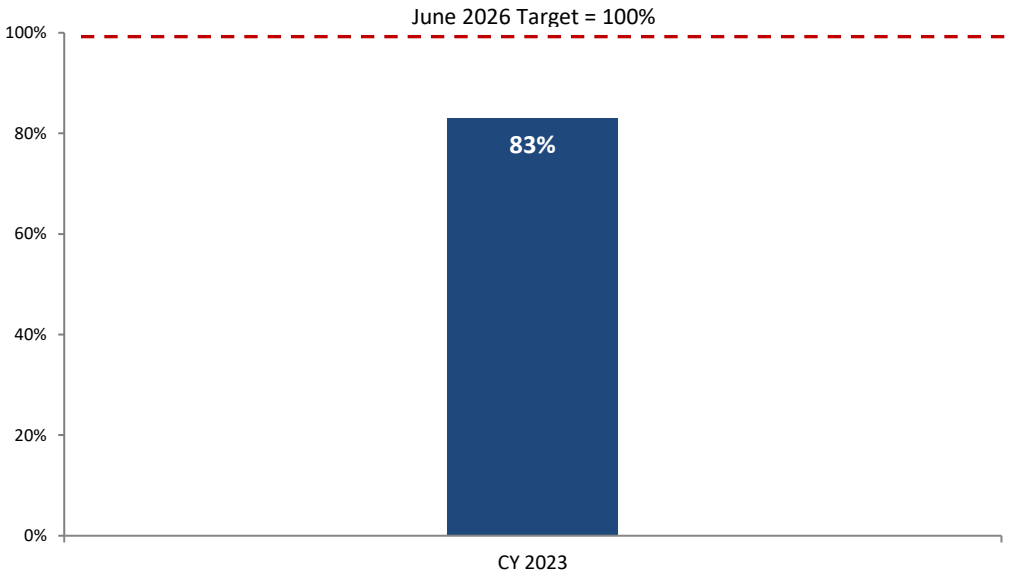
• Completion of IT Security training is evaluated and monitored.

TO DATA: https://www.dshs.wa.gov/data/metrics/TIA.1.xlsx

Technology Innovation Administration

Operational Excellence

Percent of completed administration mission-critical disaster recovery plans approved by TIA



DATA SOURCE: DSHS Information Security Office (ISO) report tracking; supplied by Jess Clayton, Mauriella DiTommaso, and John Stokes.
MEASURE DEFINITION: Percent of completed required disaster recovery plans for mission-critical systems approved by TIA.
DATA NOTES:

SUMMARY

• This measure supports the Technology Innovation Administration Strategic Goal 5: IT Security and Risk Management.

• Success Measue 5.2: TIA approval of all administrations' disaster recovery plans completed for ensuring information technology-based and mission-critical assets improvements identified are implemented by 6/30/2026, improving IT resilience and management of emergent events.

• DSHS mission-critical system applications are required to have current and documented disaster recovery plans.

• Disaster recovery plans are important to ensure restoration of mission-critical systems in the event of a serious service delivery disruption.

• Disaster recovery plans provide agency guidance in the event of a significant IT event that impacts client services, and improve resilience and management of emergent events.

ACTION PLAN

• DSHS administrations complete all mission-critical application disaster recovery plans.

• Completion of mission-critical disaster recovery plans are evaluated, monitored, and documented.

TO DATA: https://www.dshs.wa.gov/data/metrics/TIA.2.xlsx