



Agency Participation in Strategic Planning

Use of the Statewide PIJ / Strategic Planning Platform

- **250%** increase in agency participation
- **96** agency IT strategic plans submitted

Improved efficiencies via the annual strategic planning process



Devices Migrated to the Cloud

- **1076 devices** migrated to the cloud
- **15% retired and 5% shifted to the SHDC**
- Total cost savings/avoidance: **\$4.2 million**



2020 Digital States Survey Results

- Arizona **received A-grade**
- Improvement from B in 2018
- The State won **Leadership Award in IT Strategy**



Customer Surveys

- **12 months of baseline data** – Net Promoter Scores (NPS)
- **100% of customers** surveyed on all IT Services
- First ever services data on: Quality, Price, Value, Communication



Enterprise Cybersecurity

- **15 cyber controls** deployed to 85 agencies
- **1,142** security gaps closed
- **725 - Statewide Cyber Risk Score** – For better quantifying and managing cyber risk



Total Cost Savings

- ASET has achieved cost savings/avoidances totaling **\$69.2 million**

Savings/avoidances attributed to Arizona 2017-2022 IT Strategic Plan



Service Connectivity

- **99% reduction** of network-related service outages to date
- **95% of workforce** transitioned to remote in 2 weeks



Customer-Facing Services

- **1852** customer-facing services digitized to date
- **249,000+** documents were signed using electronic/digital signatures in FY20



Results That Matter

- **CIO 100 Winner**
ADEQ, Top 100 IT Organizations
- **CIO 100 Winner**
ADEQ, Gary Heller, Chief Information Officer
- **NASCIO Winner**
AZLottery, Digital Government Experience Award