

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025, 5.030 & 5.045

Program Name Application Delivery

Program is found in the following core budget(s): Information Technology Services Division

1a. What strategic priority does this program address?

- Deliver the right stuff at the right price and at the right time
- Use data and analytics to improve decision-making and transparency
- Partner to innovate the way we work

1b. What does this program do?

ITSD Application Delivery is automating business processes to help state agencies fulfill their mission by:

- Delivering processes efficiently and securely while ensuring accessibility and ease of use to our citizens.
- Providing guidance to agencies when purchasing software to ensure that standards for secure, accessible and user-friendly applications are delivered.
- Creating standards for development so that ITSD delivers consistent, quality applications and responds quickly to business needs.

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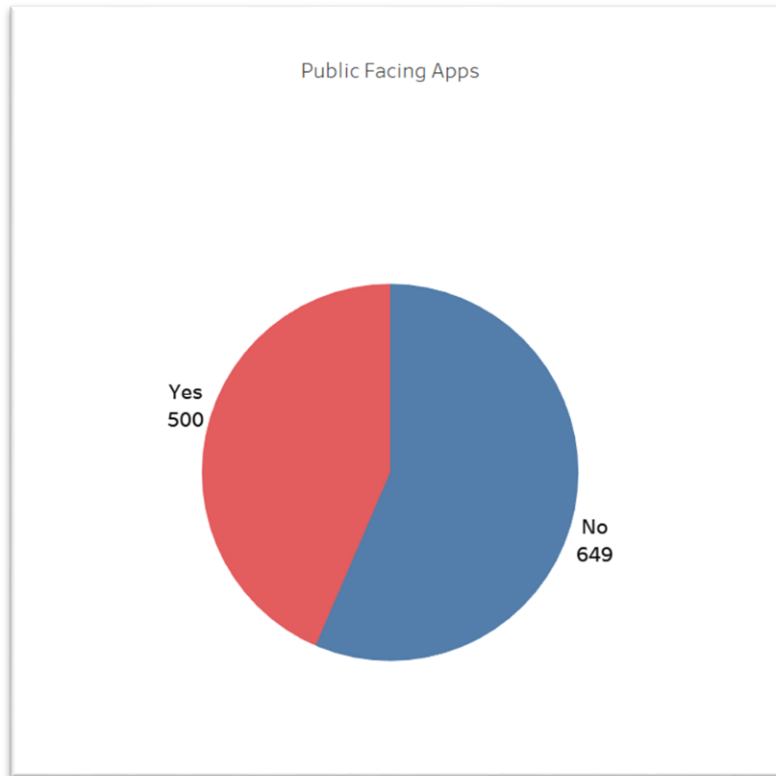
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2a. Provide an activity measure(s) for the program.

- ITSD Application Development teams develop, modernize, and maintain applications for state agencies. These applications are for both our internal digital services at the State as well as external digital services for our citizens.



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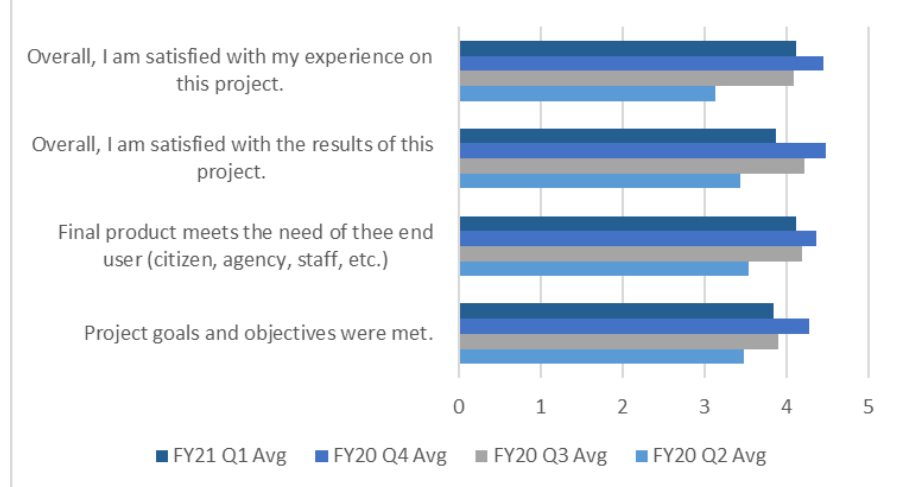
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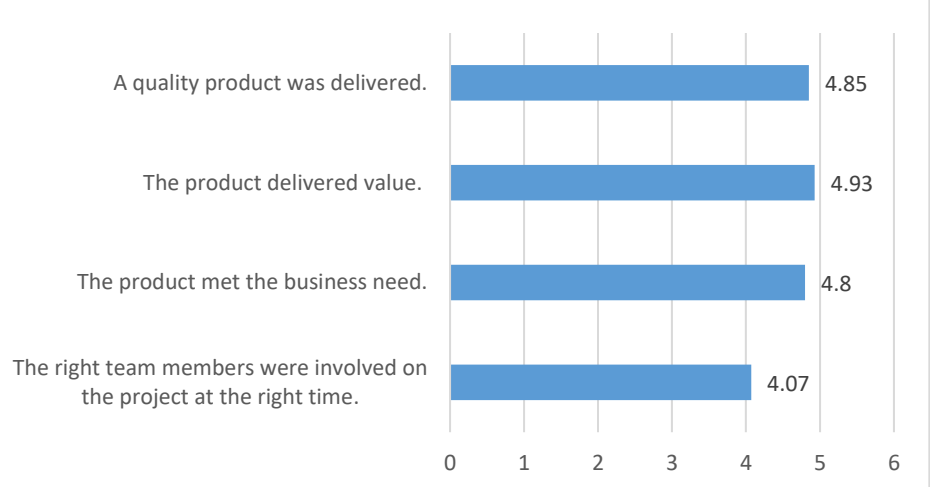
2b. Provide a measure(s) of the program’s quality.

- ITSD conducts a survey after the completion of each project. Overall scores are averaged for each quarter. The scale is from 1 to 5 with 5 being the highest. Our projects were an area identified that need improvement. We developed a training program for both IT and our business partners to address this needed improvement. This program started in the fall of 2019 and we are starting to see the positive results. In FY21 Q2 we modified the questions asked in the survey.

Survey Results Pre-FY21 Q2



Survey Results FY21 Q2



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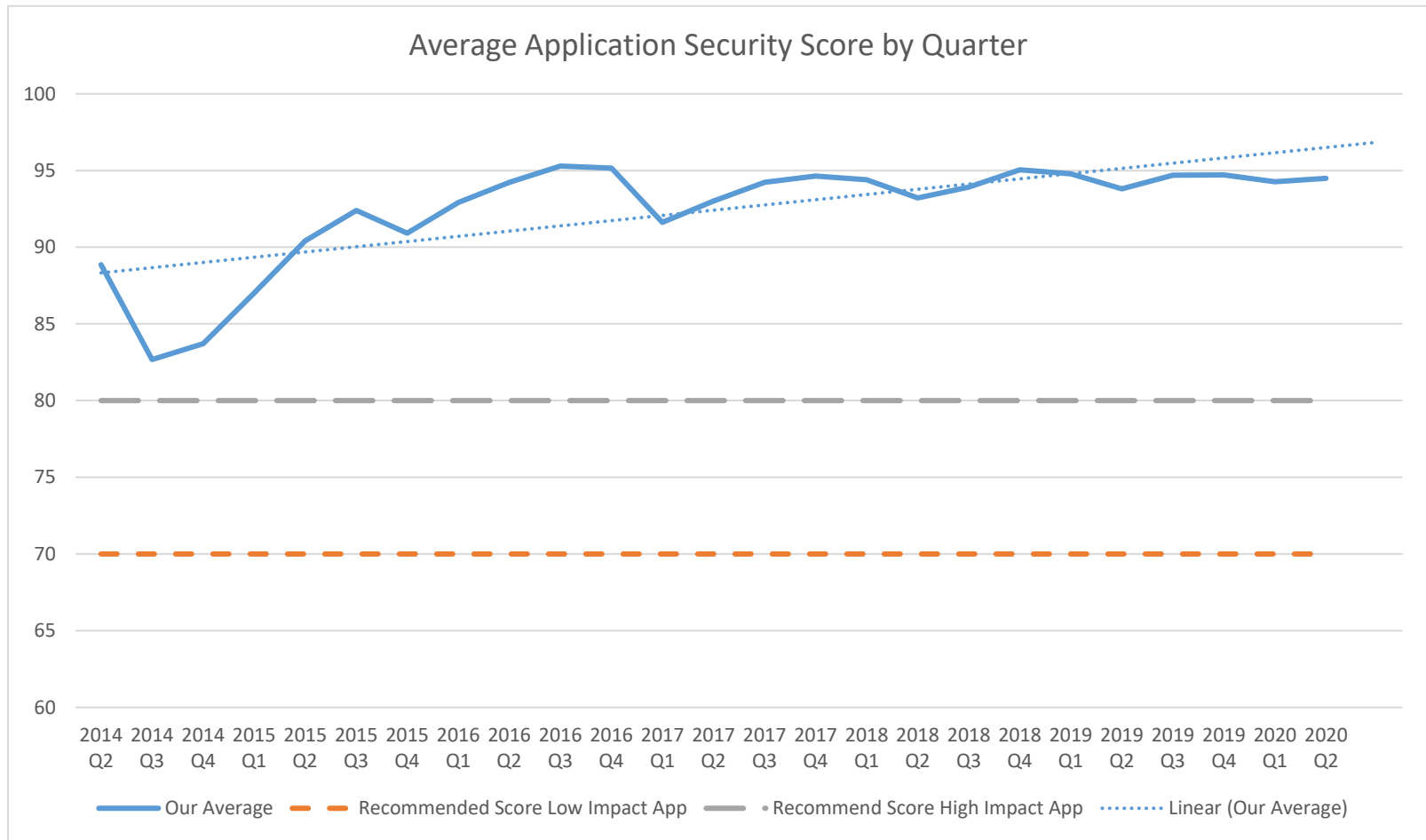
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- Security Scans are conducted at least quarterly for an application. Our targets are higher than industry security standard recommendations. This chart depicts our average security score each calendar quarter as well as the recommend target score for a low impact and high impact application. Impact is based on the business criticality of the application. The goal is to remain above 90 for our average scores regardless of impact.



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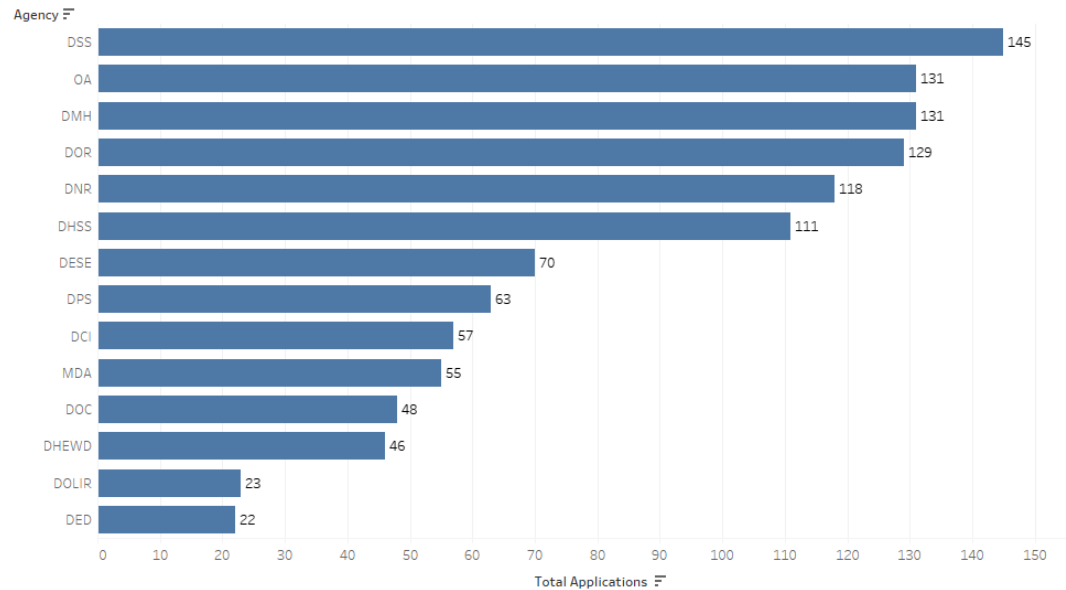
2c. Provide a measure(s) of the program's impact.

- Application Delivery enables our agencies to deliver direct impact to our citizens. Specific details of those impacts are in the individual agency program descriptions. The number of applications supported by agency are listed below.

Total Applications Supported

1,149

Applications by Agency



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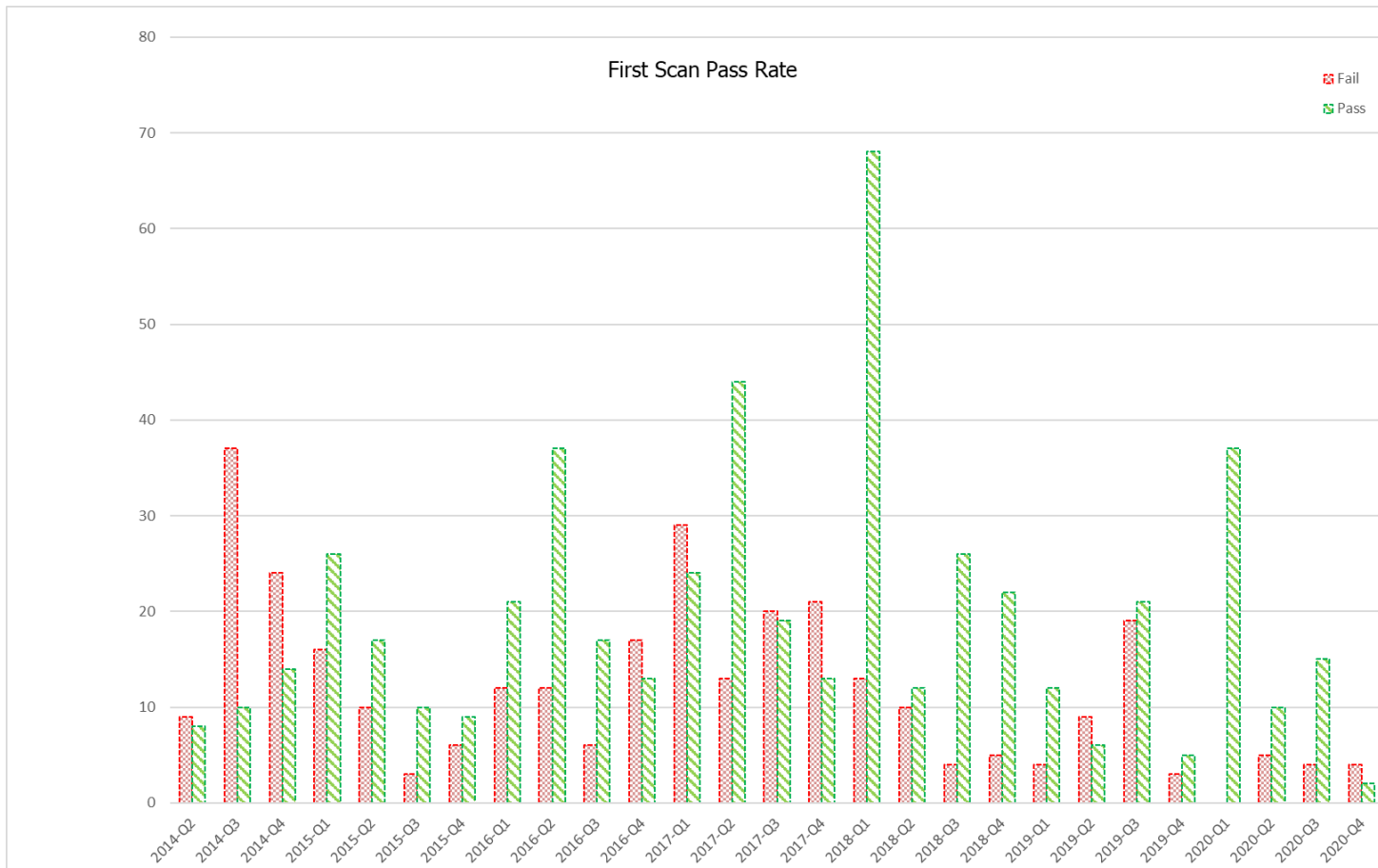
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2d. Provide a measure(s) of the program's efficiency.

- ITSD scans applications to address any potential cyber security vulnerabilities. The chart below shows how often the very first scan of an application is passing. When an application passes the first scan, there is no rework that must be done to comply with our security standards. The practice of scanning applications and training developers on mitigating cyber security risks keeps citizen data as secure as possible from the inception of an application. Applications are routinely scanned to ensure any new threats are addressed timely.



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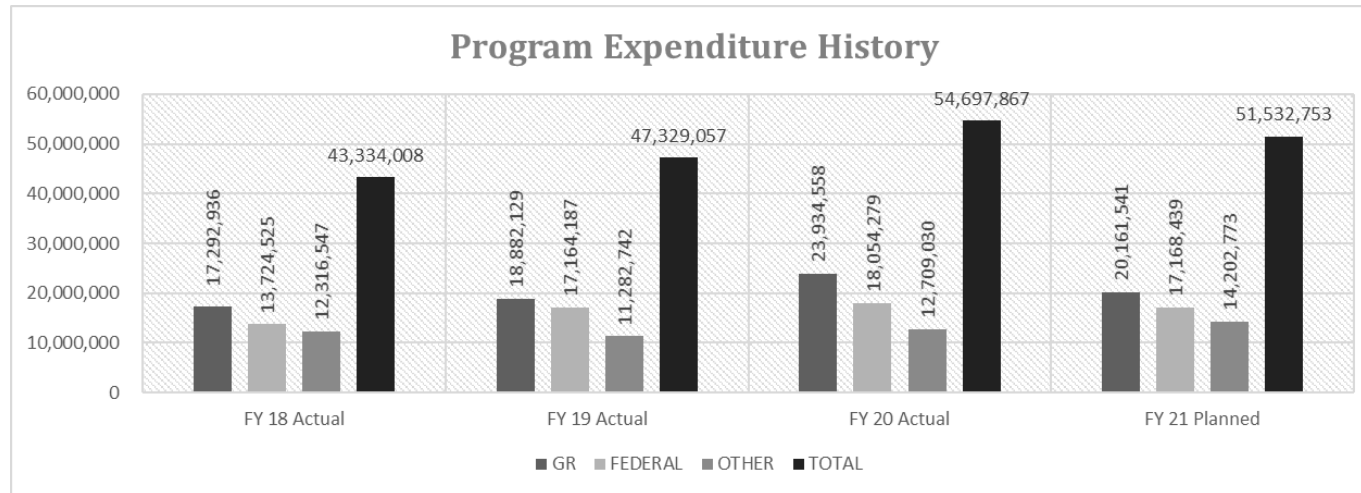
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other" funds?

- Various Sources – ITSD supports 14 executive agencies, as well as the Governor and Lt. Governor

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.110, RSMo

6. Are there federal matching requirements? If yes, please explain.

- No

7. Is this a federally mandated program? If yes, please explain.

- No