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| Organizational Change Management |
| Mastery | Competent | Adequate | Insufficient |
| Investment demonstrates complete consideration and resources for OCM. Efforts are proportional to the size of the change taking place. | Mostly aligned with Mastery | Partially aligned with Mastery | Investment dramatically underestimates OCM requirements for this effort, or OCM efforts inadequate to address the impact of the change in the organization.  |

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| Agency Technology Portfolio Risk Impact |
| Mastery | Competent | Adequate | Insufficient |
| Investment demonstrates complete consideration of the current state of the agency’s IT Portfolio. Investment specifically addresses inherent weaknesses within portfolio. Criteria evaluation focuses on how the technology impacts the overall health of the agency’s IT portfolio.  | Mostly aligned with Mastery | Partially aligned with Mastery | Investment proposes something radically inconsistent with the agency’s existing portfolio and needs. Investment appears to be a ‘one-off’ solution inconsistent with the agency’s IT portfolio. |

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| Solution Scale |
| Mastery | Competent | Adequate | Insufficient |
| Investment is appropriate size and scale for the agency’s business needs. The investment addresses the agency’s needs sufficiently and holistically. Criteria evaluation focuses on how this specific solution is right sized for the agency’s need.  | Mostly aligned with Mastery | Partially aligned with Mastery | Investment is the inappropriately sized to address agency need. Investment narrowly targets agency needs and the proposed solution does not serve all areas that would be impacted by the investment.  |

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| Resource Availability |
| Mastery | Competent | Adequate | Insufficient |
| Investment has completely considered SME availability and resource backfilling. Investment and agency normal business is adequately staffed for duration of project. Availability of resources includes: project team, SMEs, other technical resources, and backfilled resources.  | Mostly aligned with Mastery | Partially aligned with Mastery | Investment has only nominally considered availability of SMEs & resource backfilling. Investment is not adequately staffed for duration of project.  |

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| Investment Urgency |
| Mastery | Competent | Adequate | Insufficient |
| Investment addresses a currently unmet, time sensitive legal mandate or addresses audit findings requiring urgent action.  | Investment addresses imminent failure of a system or infrastructure and will assuage that issue. | Investment addresses an agency’s technical debt of aging systems and provides an opportunity for modernization.  | Investment provides an opportunity to improve services, but does not introduce new capability or address imminent risks.  |

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| Strategic Alignment |
| Mastery | Competent | Adequate | Insufficient |
| Investment incorporates multiple elements of state strategic vision, including but not limited to: modular implementation methods, ‘buy don’t build,’ LEAN process improvements, early value delivery, and accessibility. Investment was arrived at using data driven methods and proposed solution is strategically consistent with State vision.  | Mostly aligned with Mastery | Partially aligned with Mastery | Investment is inconsistent with elements of the state strategic vision and does not incorporate the state’s strategic values.  |

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| Technical Alignment |
| Mastery | Competent | Adequate | Insufficient |
| Investment incorporates multiple elements of state technical vision, including but not limited to: data minimization, security principles, publishing open data, mobile solutions, modern hosting technologies such as cloud, and configuration over customization. Proposed solution is technically consistent with State vision.  | Mostly aligned with Mastery | Partially aligned with Mastery | Investment is inconsistent with elements of the state technical vision and does not incorporate the state’s technical values.  |

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| Governance Processes |
| Mastery | Competent | Adequate | Insufficient |
| Agency has existing governance processes in place or is introducing new ones to accommodate this investment. Processes include multiple of the following elements: executive sponsorship, steering committees, vendor management, contract management, change control, QA, IV&V, and stakeholder representation processes. | Mostly aligned with Mastery | Partially aligned with Mastery | Agency does not have adequate existing governance processes and has only nominally considered incorporating them in to this investment.  |

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| Interoperability, Interfaces, and Reuse |
| Mastery | Competent | Adequate | Insufficient |
| Investment interoperates with existing systems to improve efficiency, reuses components in use today, or creates new reusable components. Utilizes interfaces with state solution (e.g. identity management). | Mostly aligned with Mastery | Partially aligned with Mastery | Investment proposes a standalone, isolated solution that can’t be reused.  |

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| Measurable Business Case Outcomes |
| Mastery | Competent | Adequate | Insufficient |
| This investment provides measurable business outcomes that will be improved as a direct result of this investment. Specific examples of business case improvements are provided (i.e. reduces wait times by x). Investment is consistent with the agency’s internal strategic plan and direction.  | Mostly aligned with Mastery, including examples | Partially aligned with Mastery, no examples | Investment does not incorporate any information on how this will improve agency’s business outcomes. Investment does not cohere with agency strategy.  |

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| Customer Centered Technology |
| Mastery | Competent | Adequate | Insufficient |
| Investment is focused on providing customer value. For public services, the citizen experience is primary. For agency investments, provides tangible benefits to agency users. Investment plan includes customer stakeholdering and addresses methods to incorporate user experience/feedback.  | Mostly aligned with Mastery, including examples | Partially aligned with Mastery, no examples | Investment is being implemented in isolation from customers and end users. There is no demonstrated plan for incorporating citizen or customer feedback.  |

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| Business Process Improvement |
| Mastery | Competent | Adequate | Insufficient |
| Investment implementation is being driven by business processes and integrated with this technology. If public facing, citizen interaction with business process is improved as a result of this investment. Solution supports and/or improves existing business processes.  | Mostly aligned with Mastery | Partially aligned with Mastery | Investment implementation is nominally considering business processes and their integration with technology. Investment has no relationship with an agency’s business processes. Agency is thinking ‘tool first’ to solve business problems.  |