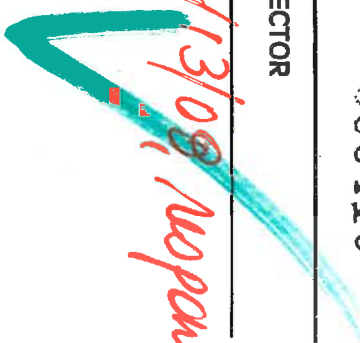


DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Mells</i>	DATE <i>2-5-08</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000410</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Cleaved 2/13/08, no paper attached.</i> 	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>2-17-08</i> <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			



UNIVERSITY OF
SOUTH CAROLINA

RECEIVED

FEB 05 2008

Department of Health & Human Services
OFFICE OF THE DIRECTOR

INSTITUTE FOR PUBLIC SERVICE AND POLICY RESEARCH

February 3, 2008

Ms. Emma Forkner
Dept. of Health & Human Services
1801 Main Street, Suite 1100
Columbia, SC 29201

*Log Wells
Appro Sign*

Dear Ms. Forkner:

The University of South Carolina's Institute for Public Service and Policy Research has been engaged by Frank Fusco, Executive Director of the SC Budget and Control Board, to conduct an independent assessment of its CIO Division as part of an effort to improve the services provided by this Division. One component of this assessment is a survey of department heads to determine the extent to which agencies interact with the State CIO Division, the understanding of the services provided by this office, the level of satisfaction with the services received, and how services provided by the State CIO Division could be improved, and I am asking for your assistance in this effort.

I would appreciate it if you, personally, would complete the enclosed questionnaire and not delegate it to another person in your agency. The perspectives of department heads are essential to this evaluation. The views of agency chief information officers or IT directors as well as those of users of the services provided by the State CIO Division are being collected in independent surveys that are part of this overall assessment.

Individuals responding will not be identified and responses will be kept confidential. The results will be provided collectively.

Please complete the enclosed questionnaire and return it to the Institute in the envelope provided by February 17th.

If you have any questions or comments about this study, please contact me at (803) 777-4566 or by e-mail at oldendick-bob@sc.edu.

Thank you for your participation.

Sincerely,

Robert Oldendick

Robert Oldendick, Ph.D.
Director

South Carolina Budget and Control Board

Assessment of the State CIO Division

In an effort to improve the services provided by the Chief Information Officer (CIO), the South Carolina Budget and Control Board is conducting an assessment of this office. Part of this effort involves a survey of department heads to determine the extent to which agencies interact with the State CIO Division, the understanding of the services provided by this office, the level of satisfaction with the services received, and how services provided by the State CIO could be improved. We would appreciate it if you would complete this questionnaire and return it in the envelope provided by February 11th.

1. In the past twelve months, how often did you, personally, have contact with the State CIO and/or its Division at the Budget and Control Board?
 1. Five or more times a month
 2. 2 – 4 times a month
 3. About once a month
 4. Less than once a month
 5. No contact in the last twelve months
2. Is the amount of contact that you have with the State CIO and/or its Division at the Budget and Control Board sufficient to meet your agency's needs or is this not sufficient?
 1. Amount of contact is sufficient
 2. Not sufficient
3. Information technology services are currently divided between those that are provided by the state CIO Division and those provided by the individual agencies. The State CIO is largely responsible for areas such as telephone service, data processing, and Homeland Security while individual agencies are more responsible for items such as desktop hardware and software. Which of the following comes closest to your point of view:
 1. The State CIO should have much more responsibility for providing information technology than it does currently.
 2. The State CIO should have slightly more responsibility for providing information technology than it does currently.
 3. The current division between the information technology provided by the State CIO and your agency is about right.
 4. Your agency should have slightly more responsibility for providing information technology than it does currently.
 5. Your agency should have much more responsibility for providing information technology than it does currently.

4. Which information technology services that are currently provided through the State CIO Division could be provided more effectively through your agency?

5. Which information technology services that are currently provided through your agency could be provided more effectively through the State CIO Division?

6. On a scale from 1 to 5, where one indicates very important and five represents not at all important, how would you rate the importance of the State CIO's programs and services for:

	<u>Very</u>				<u>Not At All</u>
a. your agency's programs and operations	1	2	3	4	5
b. helping your agency to meet its statutory responsibilities	1	2	3	4	5
c. your agency's planning	1	2	3	4	5
d. achieving the mission of your agency	1	2	3	4	5

7. On a scale from 1 to 5, where one indicates strong agreement and five represents strong disagreement, please indicate the extent to which you agree or disagree with the following statements concerning the State CIO Division:

	<u>Strongly Agree</u>				<u>Strongly Disagree</u>
a. the State CIO Division considers your agency's needs in making decisions about information technology	1	2	3	4	5
b. the State CIO Division responds to requests for service in a timely manner	1	2	3	4	5

Strongly
Agree

Strongly
Disagree

- c. the State CIO collaborates with you in making decisions about information technology that affect your agency 1 2 3 4 5
- d. the charges that the State CIO Division makes to agencies for providing information technology services are fair and reasonable 1 2 3 4 5
- e. the State CIO Division has too much control over decisions about information technology for your agency 1 2 3 4 5
- f. you trust the State CIO Division to make decisions about information technology that will benefit your agency 1 2 3 4 5
- g. there is sufficient oversight of the State CIO Division to assure that it is providing information technology that meets the needs of the State 1 2 3 4 5
- h. in making decisions about information technology, the State CIO is more concerned with the impact it will have on itself rather than the overall technology needs of the State 1 2 3 4 5

8. In the past twelve months, has your agency had any concerns about the cost reimbursement that the State CIO uses in charging agencies for its services?

1. No concerns

2. Yes (What were those?) _____

9. The South Carolina Enterprise Information System (SCEIS) is designed to standardize and streamline business practices within the government of South Carolina to achieve cost-effective delivery of services. How would you characterize your agency's involvement in planning for the SCEIS project?

1. The agency was not involved in planning for the SCEIS project.
2. The agency had some involvement in planning for the SCEIS project, but should have had more input.
3. The agency had about the right amount of involvement in planning for the SCEIS project.

10. In terms of cost, SCEIS will ...

1. Result in substantial cost savings for your agency.
2. Result in some cost savings for your agency.
3. Neither result in cost savings nor in additional costs for your agency.
4. Result in some additional costs for your agency.
5. Result in substantial additional costs for your agency.

11. Do you believe that SCEIS will ...

1. Enable your agency to conduct business more efficiently.
– OR –
2. Not have much impact on how efficiently your agency conducts business.

12. The overall impact of SCEIS on your agency will be ...

1. Very positive
2. Somewhat positive
3. Neither positive nor negative
4. Somewhat negative
5. Very negative

13. Is there anything about the planning and implementation of SCEIS that you think could have been improved?

14. Overall, how satisfied are you with the services that the State CIO Division provides to your agency?

1. Extremely satisfied
2. Very satisfied
3. Somewhat satisfied
4. Not too satisfied
5. Not at all satisfied

15. How could the State CIO Division better serve your agency?

The following questions are about your agency.

16. Does your agency have its own chief information officer or IT Director?

1. Yes
2. No

17. What is the size of your agency's IT staff?

_____ Number of full-time employees
_____ Number of part-time employees

18. Approximately what percentage of your agency's information technology is provided through the State CIO Division?

1. None
2. 1% - 25%
3. 26% - 50%
4. 51% - 75%
5. 76% - 100%

19. What is the major IT challenge or opportunity facing your agency?

[illegible]

20. Please use the space below for any other comments you would like to make concerning the State CJO Division and its relationship with your agency.

[illegible]

Thank you for your participation in this survey. Please return the completed survey in the envelope provided.

809 0410 ✓

South Carolina Budget and Control Board

Assessment of the State CIO Division

In an effort to improve the services provided by the Chief Information Officer (CIO), the South Carolina Budget and Control Board is conducting an assessment of this office. Part of this effort involves a survey of department heads to determine the extent to which agencies interact with the State CIO Division, the understanding of the services provided by this office, the level of satisfaction with the services received, and how services provided by the State CIO could be improved. We would appreciate it if you would complete this questionnaire and return it in the envelope provided by February 11th.

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 5. Your agency should have much more responsibility for providing information technology than it does currently.

4. Which information technology services that are currently provided through the State CIO Division could be provided more effectively through your agency?

None

5. Which information technology services that are currently provided through your agency could be provided more effectively through the State CIO Division?

None

6. On a scale from 1 to 5, where one indicates very important and five represents not at all important, how would you rate the importance of the State CIO's programs and services for:

Very Not At
All

- a. your agency's programs and operations 1 2 (3) 4 5
- b. helping your agency to meet its statutory responsibilities 1 2 3 (4) 5
- c. your agency's planning 1 2 3 (4) 5
- d. achieving the mission of your agency 1 2 3 (4) 5

7. On a scale from 1 to 5, where one indicates strong agreement and five represents strong disagreement, please indicate the extent to which you agree or disagree with the following statements concerning the State CIO Division:

Strongly Strongly
Agree Disagree

- a. the State CIO Division considers your agency's needs in making decisions about information technology 1 2 3 (4) 5
- b. the State CIO Division responds to requests for service in a timely manner 1 (2) 3 4 5

Strongly
Agree

Strongly
Disagree

- c. the State CIO collaborates with you in making decisions about information technology that affect your agency 1 2 3 4 5
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8. In the past twelve months, has your agency had any concerns about the cost reimbursement that the State CIO uses in charging agencies for its services?

1 No concerns

2 Yes (What were those?)

SC EIS allocation.

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4. Result in some additional costs for your agency.
5. Result in substantial additional costs for your agency.

11. Do you believe that SCEIS will ...

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- OR -
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12. The overall impact of SCEIS on your agency will be ...

1. Very positive
2. Somewhat positive
3. Neither positive nor negative
4. Somewhat negative
5. Very negative

13. Is there anything about the planning and implementation of SCEIS that you think could have been improved?

Planners failed to understand the complex accounting structures in place.

14. Overall, how satisfied are you with the services that the State CIO Division provides to your agency?

1. Extremely satisfied
2. Very satisfied
3. Somewhat satisfied
- ☒ 4. Not too satisfied
5. Not at all satisfied

15. How could the State CIO Division better serve your agency?

Develop an understanding of the
huge scope of the agency's IT
systems. Develop realistic requirements
for agencies.

The following questions are about your agency.

16. Does your agency have its own chief information officer or IT Director?

- ☒ 1. Yes
2. No

17. What is the size of your agency's IT staff?

50 Number of full-time employees

0 Number of part-time employees

18. Approximately what percentage of your agency's information technology is provided through the State CIO Division?

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20. Please use the space below for any other comments you would like to make concerning the State CIO Division and its relationship with your agency.

[illegible]

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