

From: Soura, Christian  
To: Earley, Jimmy <jearley@cio.sc.gov>  
Date: 10/1/2012 8:49:45 AM  
Subject: RE: Digital States Survey 2012 results

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Thanks. Couldn't help but notice Pennsylvania's A-. Heh heh heh.

CLS

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Deputy Chief of Staff

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From: Earley, Jimmy  
Sent: Thursday, September 27, 2012 5:14 PM  
To: Soura, Christian  
Subject: FW: Digital States Survey 2012 results  
Importance: High

FYI

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From: Janet Grenslitt [<mailto:JGrenslitt@centerdigitalgov.com>]  
Sent: Thursday, September 27, 2012 4:57 PM  
To: Earley, Jimmy  
Cc: Bane, John  
Subject: Digital States Survey 2012 results  
Importance: High

Dear Jimmy:

I am writing to announce the results of the 2012 Digital States Survey and the grade earned by the State of South Carolina. Since its inception 15 years ago, the survey has helped benchmark state government use of digital technologies to improve service delivery, increase capacity, change cost structures and reach policy goals.

The 2012 survey focused on results achieved by states in a number of key areas -- a high bar as states continue to deal with budget cuts, a lagging recovery and increased demand for services. The Center believes that letter grades are an effective way to reflect the work of states in this important area, with the end goal of improving performance state by state.

South Carolina has received grade C in the 2012 Digital States Survey. Under the Digital States criteria, a grade of C reflects a state that is "Trending stable. Demonstrated results in some categories. Modernization used to realize operational efficiencies. Includes those states that had launched reforms but where results had not been fully harvested. Organizational constraints limit collaboration. Measures uneven. Cuts constrained progress.."

A copy of the grades for all 50 states and the grading criteria for all letter grades is attached for your reference.

*The results are embargoed until after our press release on Tuesday, October 2, 2012.* At that time results may be publically viewed at [www.centerdigitalgov.com](http://www.centerdigitalgov.com) and individual state announcements or press releases may be issued.

The Digital States Survey awards party and ceremony are being held on Oct. 21<sup>st</sup> in San Diego, CA following the NASCIO conference opening reception - please hold the date. A formal invitation will follow.

In approximately mid-October in a letter to you, the CIO and the Governor, additional summary data on your state's performance will follow and an opportunity for further dialogue and review will be made available.

The Center's Digital States Performance Institute (DSPI) is also developing a follow-on program for sharing best and emerging practices, in addition to companion publications that document the state of the digital states. We welcome your input on how to best shape this program to suit your needs and interests.

Please feel free to contact me if you have any questions.

Sincerely,

Janet

Janet Grenslitt  
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