

STATE OF COLORADO
Department of State

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Department of State
Strategic Plan Performance Evaluation for Fiscal 2014-15

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The Colorado Secretary of State's Office has delivered on our mission to serve the American Dream. For this performance evaluation, the Office has updated progress on selected goals described in the Colorado Department of State Strategic Plan for FY 2014-15. The selected goals in this report best capture the priorities of the Department's divisions.

Administration Division

The Administration Division supports the Secretary of State and the Business and Licensing, Elections, and Information Technology divisions in the department by providing personnel, finance, and general administrative support.

Goal: Attract, retain, and develop a high-performing workforce

Performance Measure		FY 13-14	FY 14-15
Percentage of employees who have attended training	Target	100%	100%
	Actual	90%	100%

Business and Licensing Division

The Business and Licensing Division provides document filing, records management, information retrieval, and educational services. It registers business names and organizations, trade names and trademarks, and files secured transactions records and notary applications, making them, as well as other document filings, accessible to the public. The division also administers the lobbyist program, licenses entities involved in charitable bingo and raffle, registers charitable organizations, and publishes the Code of Colorado Regulations. The division's Business Intelligence Center harnesses the state's public data and knowledge resources and, in concert with Colorado's technology community, delivers value added software tools for business decision-making.

Goal: Increase customer satisfaction through improved system usability and efficiency

Performance Measure		FY 13-14	FY 14-15
Number of filings rejected	Target	2,200	2,400
	Actual	1,266	1,800

Elections Division

The Elections Division supports the Secretary of State as the state’s chief election official by administering and supervising statutory and constitutional provisions that relate directly or indirectly to the conduct of Colorado elections. These include certifying content to the ballot, publishing the abstract of vote totals, as well as overseeing the verification of petitions for ballot issues, campaign finance filings, voting equipment certifications, requirements of the National Voter Registration Act and Help America Vote Act, and maintaining the statewide voter registration system.

Goal: Campaign Finance fine collection improvement

Performance Measure		FY 13-14	FY 14-15
Percentage of fines paid (including reduced amounts)	Target	60%	63%
	Actual	60%	63%

Information Technology Division

The Information Technology Division provides technical and project management services, system development, and support to programs administered by the division and other divisions in the department. The division has developed its own mission statement to express its purpose: “To provide continuous commitment in delivering innovative, cost-effective, and secure Information Technology Solutions that support the unique and individual goals of all divisions within the Department.”

Goal: To maintain a strong security posture

Performance Measure		FY 13-14	FY 14-15
Percentage of new employees completing information security training within 10 business days of starting work	Target	100%	100%
	Actual	97%	100%