

**An Introduction to:**

# **House Commerce and Economic Development**

**Presentation by:**

**Kevin G. Moore Jr., Director**

**January 10, 2023**



**Office of Legislative  
Information Technology**

# Our Mission

The Office of Legislative Information Technology is a collaborative team charged with providing non-partisan technology design, support, and maintenance for the Vermont General Assembly. The office is overseen by the Joint Legislative Management Committee and is advised by the Joint Information Technology Oversight Committee.

## Design

We create technical solutions to improve our clients overall work.

## Integration

We are constantly working on new technologies, as well as improvements to existing systems.

## Support

Provide high quality customer support to all who enter the State House.

## Maintenance

Your IT team maintains the entire Legislative Information System.

## Non-Partisan

We provide equal support to everyone. Period.

## Multiple “Hats”

We’re a small team. We require our team members to “wear many hats”, while also being a SME in their primary role.



# Your Legislative IT Team



Kevin Moore



Duncan Goss



Shawn Allen



Ryan Torres



Shadi Battah



Delia Gillen



Tony Morse



Adam Wood

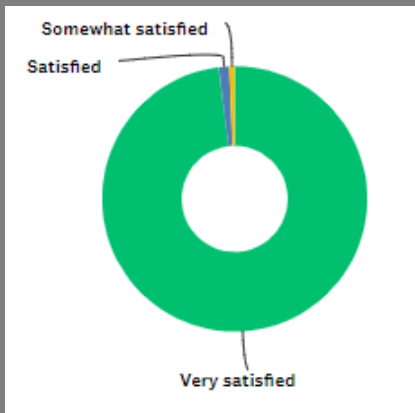


S/O User Support  
Specialist



# Performance Measures

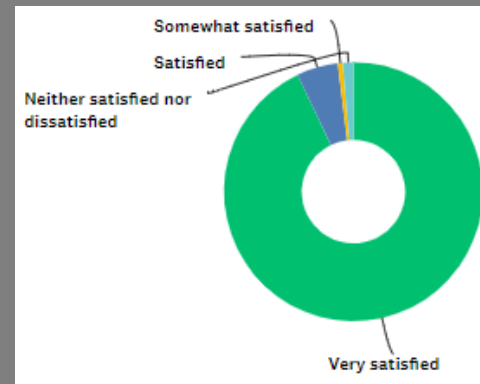
What do our clients say?



**98%**

## Quality of Support

98% of our survey respondents state they are “Very Satisfied” with the quality of support they received.



**92.9%**

## Timeliness

92.9% of our survey respondents state they are “Very Satisfied” with the amount of time it took to resolve their problem.

Based on “Legislative Information Technology Support Feedback” Survey  
FY 2022 (July 1, 2021 – February 15, 2022)



# Performance Measures (cont.)

What do our clients say?

## Technical Knowledge



**5.0**

(Average Rating)

## Communication Skills



**5.0**

(Average Rating)

Based on "Legislative Information Technology Support Feedback" Survey  
FY 2022 (July 1, 2021 – February 15, 2022)



# Performance Measures (cont.)

What do our clients say?

## Professionalism



**5.0**

(Average Rating)

## Ability to Solve Problem



**5.0**

(Average Rating)

Based on "Legislative Information Technology Support Feedback" Survey  
FY 2022 (July 1, 2021 – February 15, 2022)



Questions?



Office of Legislative  
Information Technology