

Lane County Technology Services Strategic Plan 2021-2023

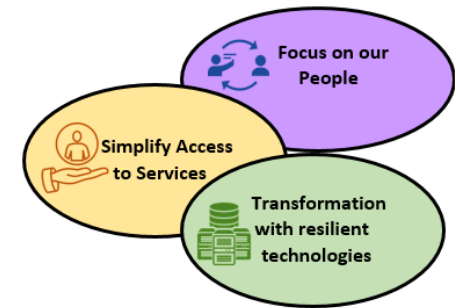
Vision: Transforming services and connecting our community with Information Technology

Purpose: Leveraging technology to improve lives

Mission: Stabilizing services & maximizing value in an environment of rapid change and growth

Motto: Solutions, Service, Value

Core Behaviors: Passion to Serve • Driven to Connect • Focused on Solutions



Strategic Priority

Key Strategic Initiatives

Measures



Commit time and resources to training, growing and providing clarity to our people in Technology Services

- Invest in training & documentation of services
- Provide timely performance evaluations
- 2 or more people supporting each service
- Share trainings & knowledge with all our users
- Ensure clarity in roles & responsibilities



Improve support and visibility of services we already have in place and remove duplicate services & content no longer needed

- Cleanup our portals and service listings
- Clarify our service catalog, provide SLA's
- Invest in service management systems
- Remove duplicative services
- Invest in service user groups/governances



Stand up new services & support sustainable innovation with robust infrastructure, Business Analysis, Managed projects and superior technology expertise

- Grow Business Analysis services
- Expand DevOps processes for change
- Cyber Security first
- Invest in modern data infrastructure
- Cloud, M365 & other resilient strategies

- Staff Evaluations completed by review date.
- Department wide adoption of a customer accessible ticketing system.
- Increased number of satisfactory customer survey results.
- Increased communications between customers and TS.
- Employee engagement and satisfaction results increased.
- Increased negotiated Service Level Agreements between divisions and with our customers.
- Lower average number of days to resolve a service request.
- Increased use of DevOps
- Increased investments in BA resources
- More detailed list of technology options and better utilization of existing tools.
- Present a Disaster Recovery plan to Information Technology Advisory Group.
- Reduced number of PC's overdue for replacement.
- Smaller queue of open requests
- Standardized use of validated county data for business decisions.
- Central location to access all TS offerings and resources.
- Increase the number of Open Datasets for organizational and community access.
- Annual licensing costs of modern and secure desktop experience per workstation.

A message from the Chief Information Officer

In March 2020, our lives were turned upside down, both personal and professionally. People turned to technology to help provide solutions for a world needing to work and interact digitally. For Lane County, this began a digital transformation that saw 2/3 of our workforce transition to remote work within weeks and rapid deployments of new digital delivery of services including telemedicine, inspections and more. 18 months later, our organization continues to experience a high volume of need from our community as we work to recover from multiple emergencies. More than ever we rely on technology to deliver high value services and provide solutions for rapidly changing needs. Our mission is stabilizing services & maximizing value in an environment of rapid change and growth.

Achieving our mission will be accomplished through 3 key objectives.

- **Focus on our people** – The last 18 months of rapid change have stretched our Lane County Technology Professionals in taking on support for dozens of new or expanded services. We will support our people in their Passion in Service, Drive to Connect and Focus on Solutions through investments in training, feedback, role clarity and sustainable support structures.
- **Simplify Access to Services** – We will maximize value from the service we provide by improving visibility to them and training in how to use them. We will also work to eliminate duplication in services as well as stale or outdated content in our systems.
- **Transformation with resilient technologies** – We will stand up new services and support sustainable innovation with robust infrastructure, Business Analysis, managed projects and superior technology expertise.

We look forward to leveraging technology to improve live in our community through this 2 year strategic plan. Together, we will transform services and connect our community with Information Technology that helps Lane County achieve its overall vision, mission and goals.