

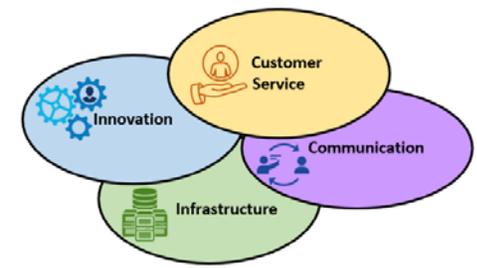
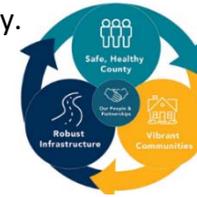
Lane County Technology Services Strategic Plan 2018-2021

Vision: Lane County Technology Services is a leader in innovation and support for our community.

Mission: Leverage technology to improve lives.

Motto: Solutions, Service, Value

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



Strategic Priority

Key Strategic Initiatives

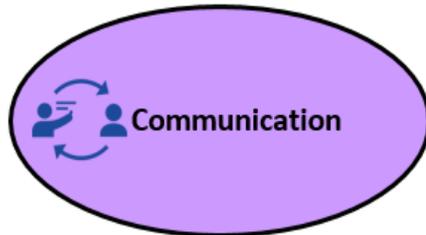
Measures



Set standards for the IT services we provide that meet or exceed our customer's expectations.

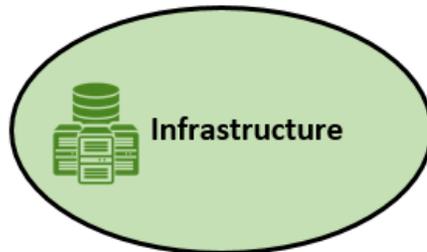
- Resource & Performance Management
- Leverage Technology for Customer Interactions
- Invest in Ongoing Customer Service
- Evolve the Customer Alignment Team

- Staff Evaluations completed by review date.
- Implementation of a workforce plan.
- 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.
- Published comprehensive communication plan on InsideLane.
- Increased customer awareness of vital technology infrastructure costs.
- More detailed list of technology options and better utilization of existing tools.
- Present a Disaster Recovery plan to Information Technology Advisory Group.
- Implement network and security monitoring tools.
- Standardized use of validated county data for business decisions.
- Increased TS presence in customer strategic planning and future focus.
- Increased outreach to customers.
- Increased number of utilized mobile friendly applications.
- Central location on InsideLane to access all TS offerings and resources.
- Increase the number of Open Datasets for community access.



Develop and maintain tactics for customer and interdepartmental communication.

- Foster a Team Oriented Culture within TS
- Define TS Services & Set Expectations
- Develop a Long Term Communication Plan
- Clearly Explain TS Services and Value



Focus on maintenance and investments that deliver robust, secure and reliable technology infrastructure.

- Advocate for Infrastructure Replacement Fund
- Standardize on Technology Offerings
- Create a Disaster Recovery Plan
- Proactive Technology Security



Blend customer outreach with business analysis to drive IT innovation that delivers exceptional value.

- Develop a Business Analysis Strategy
- Develop a Business Intelligence Strategy
- Safely Mobilize Applications
- Provide a User-Friendly Interface with TS