

# FY-2022 1st quarter report

DIGITAL TECHNOLOGY SERVICES (DTS) / MANAGEMENT INFORMATION SYSTEMS (MIS)

## Status report of Outcomes/Goals

1. Which outcome/goal(s) does the Division wish to report on?
2. What metric is being used to measure the outcome/goal?
3. What are the accomplishments (i.e. positives, things for which the Division is proud, brags) have occurred over the reporting period that reflect the Division's progress for reaching the outcome/goal?
4. What can the community expect to see in the future (i.e. 6 months; next year; 18 months) from the Division related to the outcome/ goal?

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### Outcome/Goal # 1 Department Wide

Renaming of MIS (Management Information Systems) Department to DTS (Digital Technology Services) Department

MEASUREMENT: Renaming Department Artifact Completion Progress (estimated 25%)

#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Initiation with renaming to identify if any process exists with GM and Business Committee -
2. Finance, Legal, HR, Payroll, and other ancillary electronic systems would require more time estimated to April 2022 to complete Tribal wide renaming of DTS
3. Met with Direct Reports to initiate the internal department renaming request within the department control
4. Each Manager surveyed their departments about what areas of MIS naming can be changed to DTS with the results expected by 01-22-2022
5. Announcement of renaming to internal DTS department on 01-19-2022 Monthly DTS Townhall meeting
6. Purpose of renaming explained as DTS reflects the expanded role and services of the department in 2022 to adopt and support more Digital Technology related services beyond standard Information Technology Services

#### EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

1. Complete renaming ideally by end of March 2022
2. Initiate Digital Branding for DTS to reframe the department within Oneida Nation
3. Elevate the role of DTS within the Nation to reflect the partnership and unwavering support to the success of all Divisions and Business Units of Oneida Nation.
4. Build Additional Digital Technology Services offerings portfolio for data engineering, automation, artificial intelligence, cloud services, telecom/5G services
5. Externally Promote DTS as a Service Entity to other Tribes for additional revenue streams

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## Outcome/Goal # 2 – Gaming Services

### Goal – Sports Betting at the Oneida Casino

MEASUREMENT: Infrastructure setup and configuration for Sports betting Retail and Mobile applications

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

1. Met with Vendor to outline the infrastructure requirements and system design for the Sports betting software
  - a. Oneida Requirements
    - i. Internet connection with 3 available IP addresses
    - ii. Rack space in Oneida Data center with dual power connection
    - iii. Connection to Oneida network
    - iv. Configure Oneida firewall rules
    - v. Configure POS workstations
    - vi. Configuration of DNS entries for POS, Kiosks and Citrix clients
    - vii. Create separate VLAN for Kiosk network
    - viii. Configuration of Switches
2. Sports Betting Scope Discovery
  - a. Project Requirements
    - i. Retail Channel
      1. Tills (POS)
        - a. Setup/Configuration
        - b. Wiring
      2. Citrix clients
      3. Kiosks
        - a. Setup/Configuration
        - b. Wiring
      4. Digital signage (Odds boards)
        - a. Setup/Configuration
        - b. Wiring
      5. CMP Integration
      6. User management
    - ii. Mobile Wagering
      1. Geolocation - GeoComply
      2. Beacons
        - a. Setup/Configuration
        - b. Wiring
        - c. All Casino Locations
        - d. All Retail Locations
      3. Tills (POS) at all Locations
      4. GLI Testing
      5. Twilio SendGrid
      6. Twilio
      7. Apple Developer Account
      8. User management
    - iii. Training
      1. Mobile UAT APP Testing

2. VPN for UAT environment
  3. POS setup
  4. Firewall configuration
3. Assist in design and build of Temporary Sportsbook
  - a. IT Requirements
    - i. Wiring, Cabling, installation and configuration for the following.
      1. POS
      2. Kiosks
      3. TVs
      4. Digital Signage
        - a. Odd Boards
      5. Cable/TV provider
4. On Tuesday, November 30, 2021, the Oneida Business Committee and Oneida Casino Senior Management opened the doors to Sports Betting with a 30-minute ceremonial ribbon cutting at 9 am.
  - a. The first bets will be placed by Oneida Bingo Queens, Sandra Brehmer and Alma Webster.
5. Assist in design and build of Permanent Sportsbook
  - a. IT Requirements
    - i. Wiring, Cabling, installation and configuration for the following.
      1. POS
      2. Kiosks
      3. TVs
      4. Digital Signage
        - a. Odd Boards
      5. Cable/TV provider

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

1. Mobile app launch is expected to go live the week of January 25<sup>th</sup>, 2022.
  2. Coordination and planning for the opening of the new Oneida Sportsbook location sometime in February 2022.
  3. Future Integration with Everi Compliance and Casino Patron Management System.
  4. Assist with future implementations of Kiosks and additional TV coverage at other casino locations.
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## Outcome/Goal # 3 – Network Services

### **Information Security Awareness Program Development**

**Goal** - Raise the awareness level of the Oneida Nation on cyber threats/attack vectors/best practices through an Information Security Awareness Program.

#### **Methods**

1. Organizational Training - Mandatory Security Awareness Training - **In Progress**
2. Employee Orientation Training - Security awareness training taken at point of entry to Oneida - **In Progress**
3. Optional Training - Specific targeted type training - **Not Started**
4. Information Security Content - Highly visible awareness posters within buildings/offices and updates via DTS Update - **In Progress**
5. Phishing Simulation Campaigns - Monthly, Quarterly, Weekly basis - **On-Going**

#### **MEASUREMENT:**

##### **Method 1 - Organizational Training**

Percent of employees completing the *Mandatory 2021 KnowBe4 Security Awareness Training - 30 Minutes*.

**Goal** - 100% of employees complete by expected completion date

**Current Percent** - 69% completed, Completion Date - January 31, 2022

Total Assignments (Employees) - 2,100

Progress as of 01/20/2022 @2:45 PM (KnowBe4 Reporting)

Course Name	Completed	In Progress	Not Started
2021 KnowBe4 Security Awareness Training - 30 Minutes	1,453	55	592



##### **Method 2 - Employee Orientation Training**

All new Oneida Nation employees complete Information Security Awareness Training during onboarding.

**Method 3 - Optional Training**

No metrics established yet.

**Method 4 - Information Security Content**

No metrics established yet.

DTS Update - Information Security Awareness topic included with first edition slated for January 28, 2022.

**Method 5 - Phishing Simulation Campaigns**

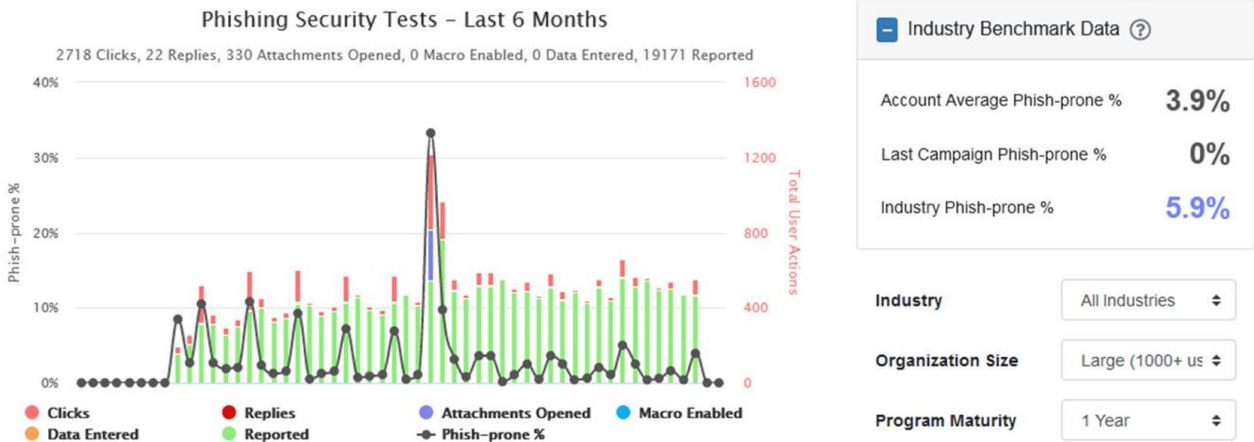
Percent of employees who are prone to a phishing email via the KnowBe4 Phishing Campaign Simulations.

Goal - Remain under the 5.9% industry average of 5.9%

ULTIMATE GOAL - 0% for Account Average Phish-prone %

Current Present - 3.9%

**Phishing**



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- Mandatory 2021 KnowBe4 Security Awareness Training assigned to the whole organization.
- Phishing Simulation Testing - Regular campaigns in progress.
- Information security awareness update content within first DTS Update.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- 1.)** Provide better reporting for Directors, Managers, Supervisors on the completion status of their direct reports via the HR system.
- 2.)** Utilize the Information Security SharePoint site to distribute posters, tip sheets.
- 3.)** Sent out electronic messaging on Information Security Awareness throughout the organization via e-mail and other methods.
- 4.)** Provide additional training to learn more about Information Security.
- 5.)** Outreach to the Oneida Nation community on Information Security Awareness via the Oneida Nation website.

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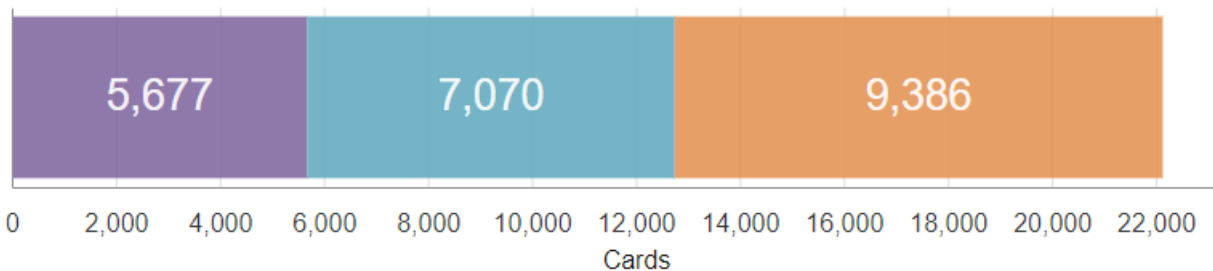
## Outcome/Goal # 4 – Application Services

### Optimize Use of Resources

MEASUREMENT: Increase Tribal member access to benefits utilizing Covid Relief Funds

#### Event

● 2020 1st Distribution ● 2020 2nd Distribution ● 2021 Distribution



#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Through the combined efforts of the Business Committee, General Managers Office, DTS (MIS) and dozens of volunteers; the Oneida Nation was able to distribute 2,316 (32.7%) more Holiday Gift cards than the previous event held at the end of 2020. This increase helped lift the burden of holiday expenses for more Oneida families in 2021.

- 2020
  - 12,747 x \$125 = 1.59M
- 2021
  - 9,386 x \$500 = 4.69M

#### EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

DTS (MIS) staff will continue to look for opportunities to automate manual processes to reduce labor hours and improve access to Programs and Services through the Oneida Nation.

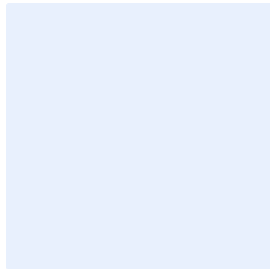
**Contact Info**

CONTACT: DR. SHANE C. ARCHIQUETTE  
TITLE: CHIEF INFORMATION OFFICER  
PHONE NUMBER: 949-516-1110  
E-MAIL: CUSTOMER\_SERVICE\_CENTER@ONEIDNATION.ORG  
MAIN WEBSITE: <https://oneida.sharepoint.com/sites/TechnologyResources>

**Photos (optional):**

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