

FY-2022 2nd 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?

Outcome/Goal # 1 Department Wide

DTS Strategy Development

MEASUREMENT: Progression of DTS Strategy in percentage achievement 75%

SharePoint Link: [DTS Strategy 04-19-2022](#)

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- Established DTS Strategy structure and main sections
- Established Timelines for executing strategy
- Established alignment to Oneida Nation business and tribal goals
- Established initial leadership training criteria and succession planning

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL: (next quarter)

- Build 100% DTS Strategy including refactored organizational chart
- Build 100% Project plans with dates and assigned resources for execution
- Build and Track progression for leadership training and certifications
- Develop emerging departmental functions outlined in the DTS Strategy

Outcome/Goal # 2 – Gaming Services

Successful move into the New Sportsbook

MEASUREMENT: Completion of all project tasks and coordination with all departments and vendors for a successful Go Live Date into the new Sportsbook.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- Construction completion

- Networking and Patching completion
- Surveillance Camera Installation
- Camera Corner equipment installation, programming and testing for all TVs
- Direct TV and Spectrum receivers' connection
- POS and Kiosk move and testing
- Workstation setup for Supervisor/Manager office
- Audio/Video training for Video Controller

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

- Future plans to create a sportsbook and add additional TV coverage at the West Mason Casino
- Place Kiosks at other Casino locations

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 - **COMPLETED**
2. Employee Orientation Training - **In Progress**
3. Optional Training - Specific targeted type training – **Development**
4. Information Security Content - **In Progress**
5. Phishing Simulation Campaigns - Monthly, Quarterly, Weekly basis - **On-Going**

MEASUREMENT:

Method 1 - Organizational Training

- Percent of employees, vendors, contractors completing annual security awareness training.
 - **Goal** - 100% of employees complete by expected completion date
 - Completion Percentage – 96%
 - 1,963 completed of 2,036 assignments.

Training Status Overview By Course

This report is organized by the courses within selected campaigns. It displays the total number of users under each training status.



2021 KnowBe4 Security Awareness Training – 30 Minutes

● Not Started ● In Progress ● Completed

Method 2 - Employee Orientation Training

- No metrics established yet.
- New Oneida Nation employees complete Information Security Awareness Training during onboarding.

Method 3 - Optional Training

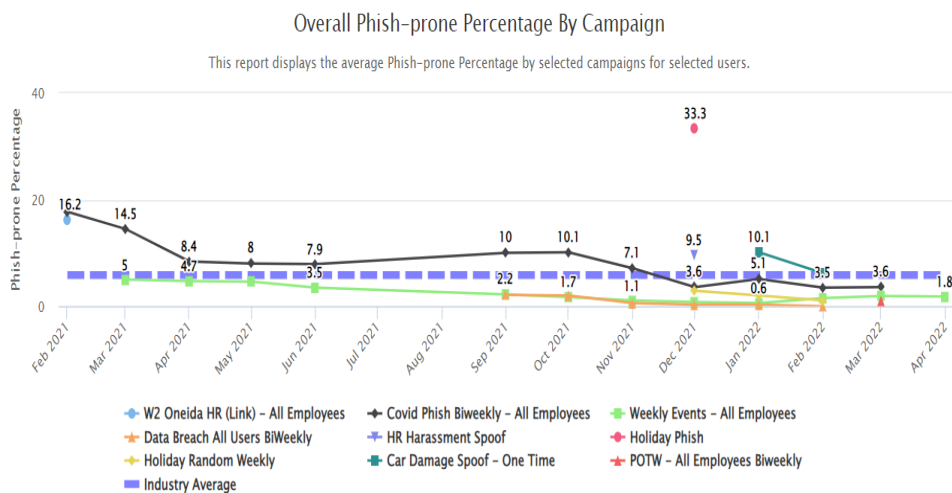
- No metrics established yet.

Method 4 - Information Security Content

- No metrics established yet.
- DTS Update - Information Security Awareness topics included in all Monthly DTS Updates.
- KnowBe4 Scam of the Week E-mail

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 Percent - 3.3%; .6
 - Previous Percent – 3.9%



Industry Benchmark Data ?

Account Average Phish-prone % **3.3%**

Last Campaign Phish-prone % **2.2%**

Industry Phish-prone % **5.8%**

Industry:

Organization Size:

Program Maturity:

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- Annual information security training for 2021 completed with a 96% completion rate.
 - NOTE: remaining 4 percent who did not complete include seasonal workers and some vendors/contractors.
- Phishing Simulation Testing – Reduced Average Phish-prone % from the last report by .6%
- Provided information security awareness updates via Monthly DTS Update, KnowBe4 Weekly Scam E-mails, and additional one-off organizational update on Russia/Ukraine War concerning cyber threats.

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.)** Rollout 2022 Annual Information Security Training.
- 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.

Outcome/Goal # 4 – Application Services

Optimize Use of Resources

MEASUREMENT: Increase Labor Savings by digitizing manual processes

594

Unique Users

506K

of Transactions

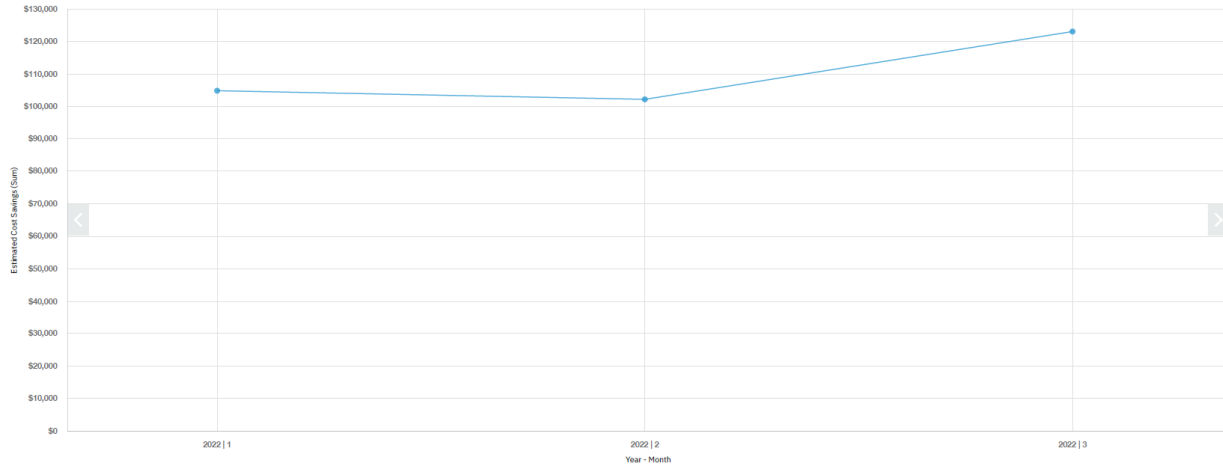
218K

of Documents

\$329,958

Estimated Cost Savings

Estimated Cost Savings by Year and Month



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Utilizing the Nation's Document Management solution OnBase, 594 unique users generated 506K transactions uploading and retrieving 218K unique documents for an estimated labor savings of **\$329,958** to the organization.

The cost savings is calculated as # of transactions * 2.5 (estimated minutes saved in a transaction from physical files (3 minutes / manual transaction) – (0.5 minutes) for digital transaction) / 60 minutes per hour * \$15 dollars per hour for the labor cost.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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

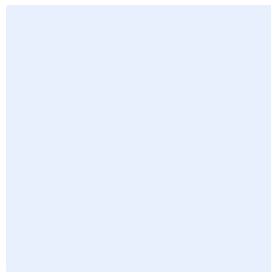
Contact Info

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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