FY-2021 4th quarter report

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

Expand and improve technology systems, infrastructure, and support

MEASUREMENT: TribalHub IT Assessment - Findings/Recommendations Roadmap Completion

Core Findings - 6
- ○ Core Findings Completion - 1/6
- ○ Core Findings Recommendations Completed - 1/9
  - • Recommendations In-Progress - 3/9

Additional Findings - 6
- ○ Additional Findings Completion - 0/6
- ○ Additional Findings Recommendations Completed - 0/7
  - • Recommendations In-Progress - 3/7

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- • Chief Information Officer (CIO) – Hired and now onboarding.
- • Personnel issues (hiring and separations) has slowed and/or halted the progress of completing findings/recommendations.
- • CIO hiring amongst other factors (hiring, wage, cloud adoption, etc.) should be able to help jump start work on the findings/recommendations.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Core Findings/Recommendations - 6 Findings and 9 Recommendations

1. Single MIS Leader - ***IN PROGRESS***
   a. CIO Hiring - **COMPLETED**
      1. **CIO ONBOARDING**
   b. ~~IT Director Hiring~~ – Recommendation discontinued per GM/OBC

1. **ON HOLD UNTIL CIO HIRED FIRST**
2. Executive Technology Steering Committee
    a. Create functional executive level technology steering committee representative of all Oneida.
3. Project Management Resources - ***IN PROGRESS***
    a. Identify and/or hire one or more project managers (PM).
        1. **BUDGETED FOR FY22, WORK FOR PROJECT MANAGEMENT OFFICE (PMO) UNDERWAY**
    b. Create nimble, agile, and repeatable project methodology to be used across the organization.
        1. **CENTRALIZED PROJECT LISTING CREATED WITHIN MS TEAMS.**
4. Data Management/Accessibility - ***IN PROGRESS***
    a. Resources focused on making data usable, accessible, and integrated in the organization.
    b. Data governance/classification Project
        1. **SYNERCOMM CONTRACT (INFORMATION SECURITY AUGMENTATION SERVICES)**
            a. **DATA LOSS PREVENTION**
            b. **LOG MANAGEMENT - SECURITY INFORMATION AND EVENT MANAGEMENT**
            c. **CLOUD SECURITY**
            d. **NIST GAP ANALYSIS - CYBERSECURITY FRAMEWORK**
        2. **HIRING ADDITIONAL INFORMATION SECURITY ADMINISTRATOR - GAMING**
5. Hybrid MIS Structure
    a. Create Hybrid MIS structure.
        1. Technology management structure under CIO that matches functions/responsibilities of hybrid model.
        2. Centralized/strategic technology focus across organization through single technology leader.
        3. Direct on-site MIS resources to divisions/enterprise as well as operational oversight/reporting.
6. MIS Re-Branding
    a. Rename Management Information Systems (MIS) to Information Technology Services (ITS)
        0. **CIO very interested in modernizing and rebranding the MIS Department name, brand, and services.**

Additional Findings/Recommendations - 6 Findings and 7 Recommendations
1. IT Procurement - ***PLANNED***
    a. Add personnel/staffing for procurement.
        i. **BUDGETED FOR FY22**
2. Contract Negotiation and Review
    a. 1 or more senior level MIS members should review and negotiate all new and renewal technology system/service agreements.
3. Help Desk Inefficiencies - ***IN PROGRESS***
    a. Automate password resets, review Help Desk for operational resolutions and efficiencies.

   i. PROJECT UNDERWAY FOR PASSWORD RESETS
    a. RESEARCH, DEVELOPMENT, AND DOCUMENTATION UNDERWAY
    b. ROLLOUT DATE TO BE DETERMINED (THIS YEAR)

4. MIS Policies and Procedures - ***IN PROGRESS***
   a. Review existing P&P's, centralize P&P's, create additional P&P's as necessary and communicate them out.
      i. PROJECT KICKED OFF TO REVIEW ALL TECHNOLOGY POLICIES AND PROCEDURES
5. Training - Technology and Soft Skills - ***IN PROGRESS***
   a. Provide Learning Management System for technology.
      i. ONLINE LEARNING PLATFORMS (OLP) RESEARCHED
      ii. WILL PURCHASE OLP IN FY21 - Q4
   b. Create training/development plan as part of the evaluation process.
      i. EVALUATIONS CANCELED FOR FY21
      ii. AFTER OLP PURCHASED, WILL DEVELOP TRAINING/DEVELOPMENT PLANS FOR MIS PERSONNEL
6. In-House Application Review
   . Review all In-House applications and make determination if they can be replaced with something that is more efficient and cost effective.

Outcome/Goal # 2

Provide Technologies and Processes that Promote Information Sharing and Collaboration

<u>Measurement</u>: Improve Utilization of Microsoft Office Tools

Due to staff shortages, this goal has been put on hold.

<u>Expectations/future plans regarding the Outcome/Goal</u>:
Future Plans

- Establish an external business partner to complete an assessment of the Power Apps Platform. Assessment to include:
  o Design Strategy
  o Security Review
  o Deployment Best Practices
- Leverage partner for Managed Services Support
- Evaluate Staff Augmentation opportunities
- Update existing job description to match the current skills, roles, and responsibilities of the position to attract potential candidates

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Outcome/Goal # 3

Optimize Use of Resources

<u>MEASUREMENT</u>: Increase Labor Savings by digitizing manual processes
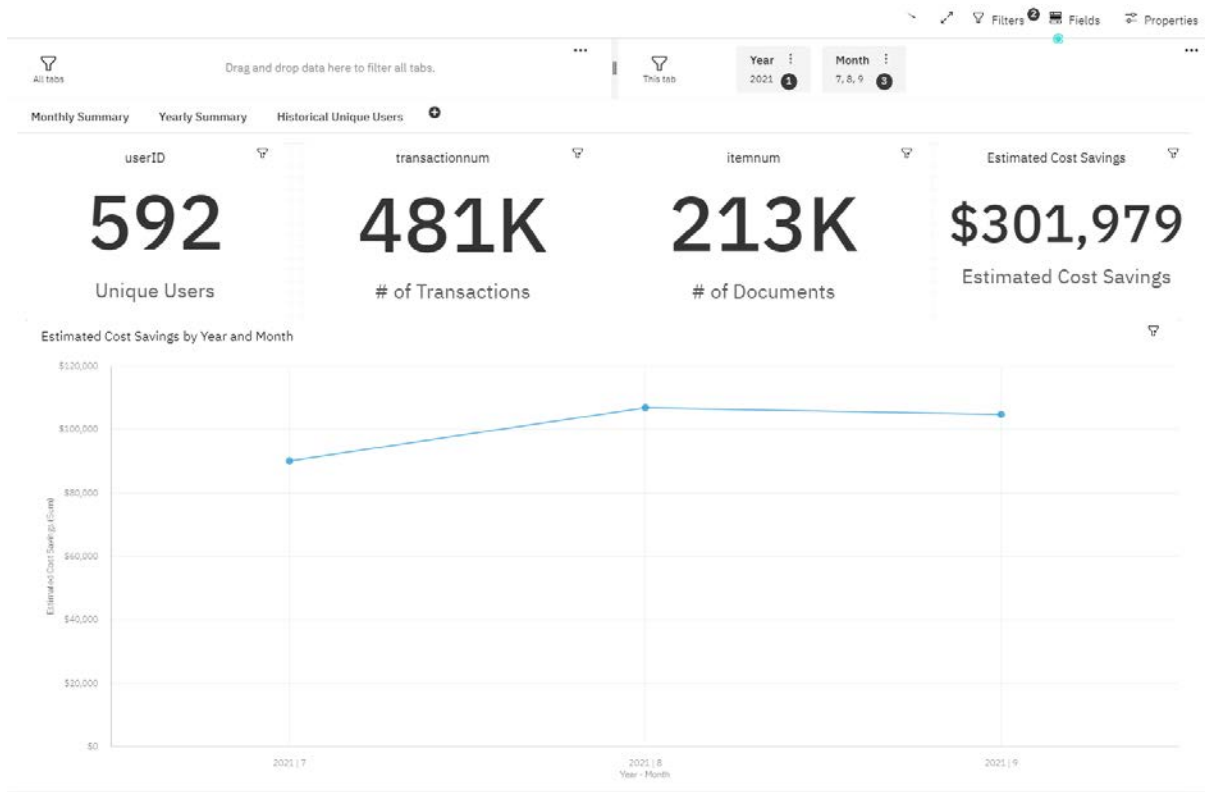
<u>ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL</u>:

Utilizing the Nation's Document Management solution OnBase, 592 unique users generated 481K transactions uploading and retrieving 213K unique documents for an estimated labor savings of **$301,979** 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.

<u>EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL</u>:

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

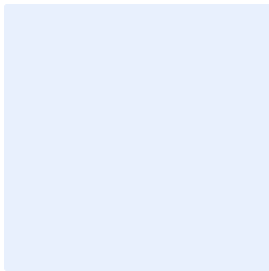|	
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Photos (optional):

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