

FY-2021 2nd quarter report

MANAGEMENT INFORMATION SYSTEMS (MIS)

Status report of Outcomes/Goals

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 - 0/6
- Core Findings Recommendations Completed - 0/9
 - Recommendations In-Progress - 3/9

Additional Findings - 6

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

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- TribalFocus IT Assessment - Assessment completed and presented
- CIO Consulting Engagement SoW - COMPLETED
 - Agreement for CIO and IT Director guidance
 - OBC Sub-Committee Guidance for CIO and IT Director hiring underway.
 - Work towards IT Assessment recommendations
 - IT Leadership Team and TribalFocus Meetings Scheduled.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Core Findings/Recommendations - 6 Findings and 9 Recommendations

1. Single MIS Leader
 - a. CIO Hiring - **IN PROGRESS**
 - b. IT Director Hiring - **IN PROGRESS**
2. Hybrid MIS Structure
 - a. Create Hybrid MIS structure.
 - i. Technology management structure under CIO that matches functions/responsibilities of hybrid model.
 - ii. Centralized/strategic technology focus across organization through single technology leader.
 - iii. Direct on-site MIS resources to divisions/enterprise as well as operational oversight/reporting.
3. Data Management/Accessibility
 - a. Resources focused on making data usable, accessible, and integrated in the organization.
 - b. Data governance/classification Project
 - i. Identifies - Sensitive data and establishes organizations accessibility/security guidelines.
4. Project Management Resources
 - a. Identify and/or hire one or more project managers (PM). - **IN PROGRESS**
 - b. Create nimble, agile, and repeatable project methodology to be used across the organization. - **IN PROGRESS**
5. MIS Re-Branding
 - a. Rename Management Information Systems (MIS) to Information Technology Services (ITS)
6. Executive Technology Steering Committee
 - a. Create functional executive level technology steering committee representative of all Oneida.

Additional Findings/Recommendations - 6 Findings and 7 Recommendations

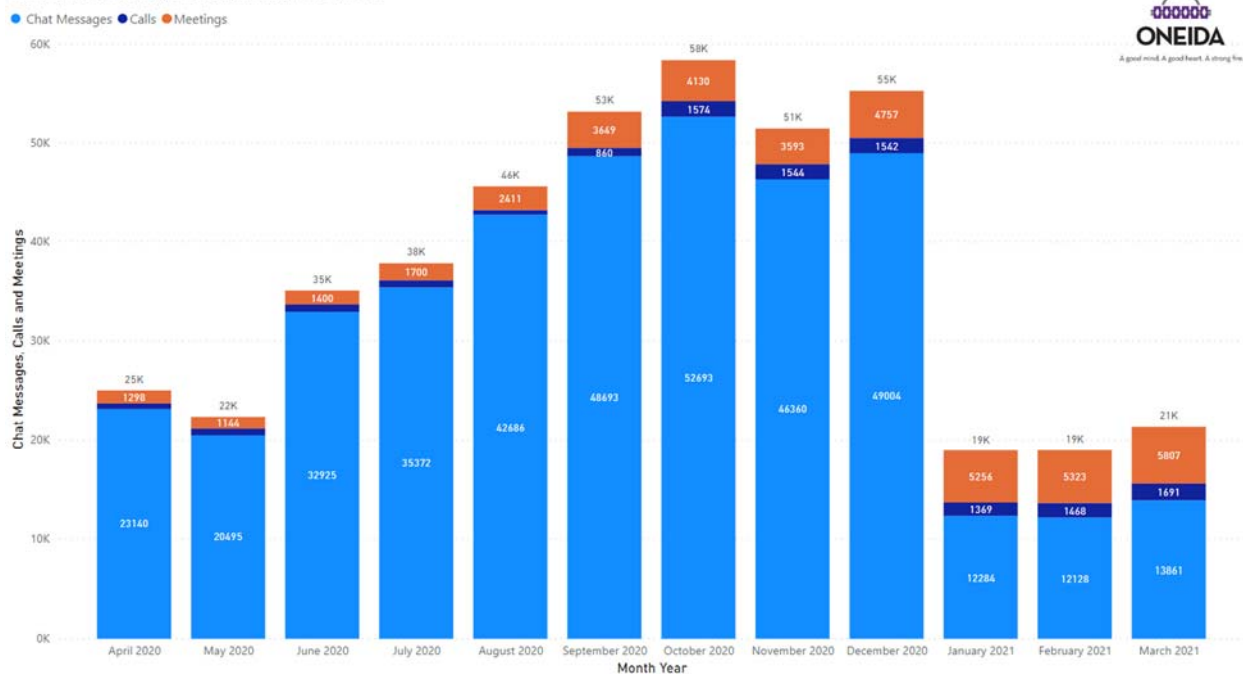
1. IT Procurement
 - a. Add personnel/staffing for procurement. - **IN PROGRESS**
2. Contract Negotiation and Review
 - a. 1 or more senior level MIS members should review and negotiate all new and renewal technology system/service agreements.
3. Help Desk Inefficiencies
 - a. Automate password resets, review Help Desk for operational resolutions and efficiencies.
4. MIS Policies and Procedures
 - a. Review existing P&P's, centralize P&P's, create additional P&P's as necessary and communicate them out.
5. Training - Technology and Soft Skills
 - a. Create training/development plan as part of the evaluation process. - **IN PROGRESS**
 - b. Provide Learning Management System for technology. - **IN PROGRESS**
6. In-House Application Review
 - a. 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

MEASUREMENT: Improve Utilization of Microsoft Teams Tools

Sum of Teams Activity Count by Activity for Q2 2021



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Increase Team communication tool usage (Calls, Chats, Meetings) throughout the reporting period.

For Q2 FY21, there was a 74% drop in chat messages from Q1. On average, 1219/day less chat messages were sent from Q1 to Q2.

- Findings
 - Meetings +28%
 - Calls -3%
 - Chats -74%
- Chat reduction
 - Employees returning Onsite utilizing face to face vs chat.
 - Retail stopped using MS Shifts for Shift Swapping.
 - Microsoft may have changed the way messages are categorized.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Continued Promotion of MS Teams. Provide additional Microsoft Training content to ensure the Oneida Nation is getting the most out of this solution.

Outcome/Goal # 3

Optimize Use of Resources

MEASUREMENT: Rollout of new Online Forms for the Oneida Community

+5

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

- **Emergency Rental/ Utility Assistance**
 - Intake of applications and all verification documents sent to Economic Service's email
 - Provide criteria and qualifications for eligibility
 - Reduction in calls, emails, and in-person visits for questions and applications
 - Removed need for in-person signing documents or scanning and emailing documents
- **COVID Vaccination Form**
 - Intake of appointment request sent to Vaccination team
 - Provide eligibility and updates to more qualifying patients
 - Reduction in calls, emails, and in-person visits for eligibility
 - Removed need for cold calls for appointment scheduling
- **Child Support Application for Service**
 - Intake of application sent to Child Support
 - Reduction in calls, emails, and in-person visits for questions and scheduling
 - Removed need for in-person signing documents or scanning and emailing documents
- **Child Support Case Transfer**
 - Intake of application sent to Child Support
 - Reduction in calls, emails, and in-person visits for questions and scheduling
 - Removed need for in-person signing documents or scanning and emailing documents
- **Just Move It Oneida Event Registration**
 - Intake of registration and waiver for events sent to Health Promotions
 - Reduction in calls, emails, and in-person visits for questions
 - Removed need for in-person signing documents or scanning and emailing documents

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

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