

FY-2021 3rd 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 - 0/6
- Core Findings Recommendations Completed - 0/9
 - 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:

- Job Descriptions for CIO and MIS Director created
- CIO contract position advertised for hiring; interviews have begun
- Project Management - Centralized project listing created in MS Teams
- MIS Policies and Procedures - Project Kicked-Off

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Core Findings/Recommendations - 6 Findings and 9 Recommendations

1. Single MIS Leader - ***IN PROGRESS***
 - a. CIO Hiring
 1. GM AND TRIBALHUB - OWNERS
 2. CANDIDATES IDENTIFIED
 3. INTERVIEWS TO BEGIN
 - b. IT Director Hiring

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)

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**

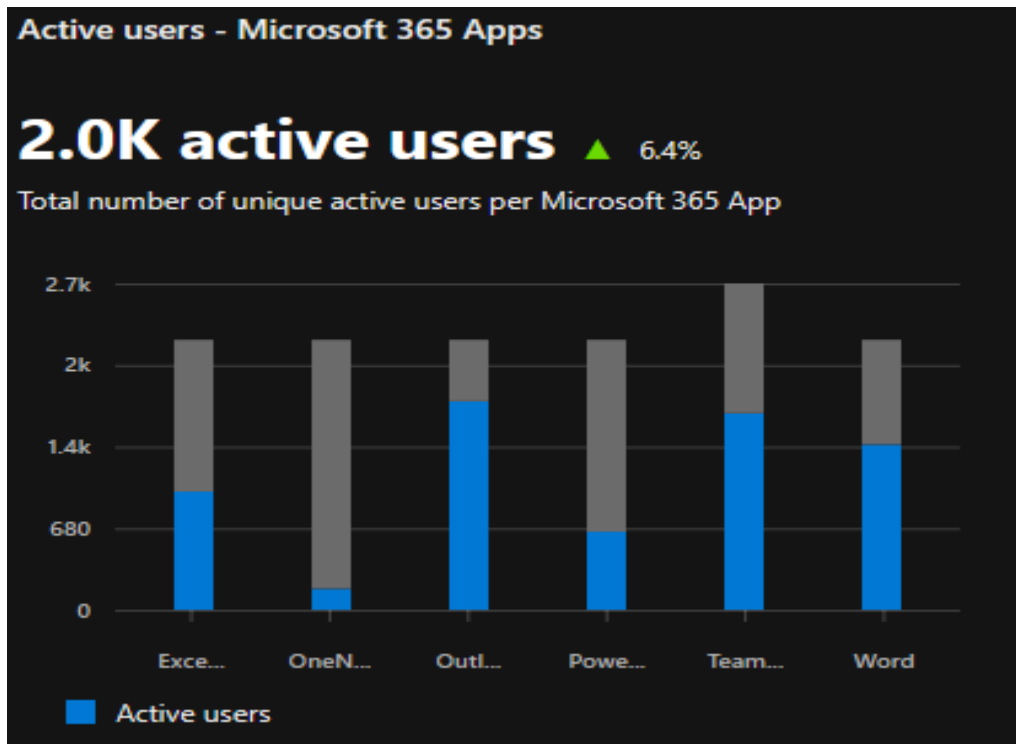
b. ROLLOUT DATE TO BE DETERMINED (THIS YEAR)

- 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

MEASUREMENT: Improve Utilization of Microsoft Office Tools



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

This stacked bar chart compares the Active users (blue) of Licensed users (grey) per Office tool for the Oneida Nation O365 tenant. X-axis values are Excel, OneNote, Outlook, PowerPoint, Teams and Word respectively.

- Findings
 - Active users +6.4% vs previous quarter.
 - High utilization of communication tools Outlook and Teams.
 - Expected utilization of productivity tools Excel, PowerPoint, and Word.
 - Lower than expected utilization of OneNote.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Continued promotion of the MS Office Suite. To increase the utilization of OneNote, MIS will create an informational campaign on the Oneida Portal promoting the benefits of the tool including training resources.

Outcome/Goal # 3

Optimize Use of Resources

MEASUREMENT: Increase member applications for Covid Relief Funds

+8%

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Through the combined efforts of the Business Committee, General Managers Office, MIS, Economic Support, Enrollments and Accounting; the # of Applications for GWA (General Welfare Assistance) funds has increased 8% over the # of Applications for the 1st PRAP payment. The efforts of the team also resulted in an 95% automated solution from Application to Validation to Payment Processing saving 1,000s of hours of manual labor.

- **GWA** (as of 8/10)
 - 14,599 Eligible Members
 - 12,369 Registered in Members Only Portal
 - 12,262 Applications Submitted
 - 11,632 Members Only Entries
 - 630 Manual Entries
 - 95% Electronic Submissions
 - 83% of Eligible Members have submitted an application
 - 11,280 PRAP1
 - 11,231 PRAP2

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.

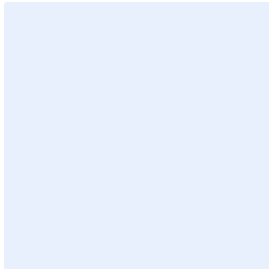
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Photos (optional):

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