

FY-2023 2nd quarter report

DIGITAL TECHNOLOGY SERVICES (DTS)



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 Digital Services

Refocus CSC to IT Service Desk to increase efficiency

MEASUREMENT:

Create Service Catalog and setup specific services to streamline service requests.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

5 new services have been created:

A screenshot of the ONEIDA Service Requests portal. The header shows the ONEIDA logo on the left and the user name "Shane Archquette" on the right. The main content area is titled "Service Requests" and includes a "Home" link. Below the title, there are navigation options for "Categories" and "SERVICE REQUEST". A list of service request categories is displayed, each with an icon and a brief description: "Adobe Software Request", "Comprehensive Health Division Service Request", "Employee VPN Request", "File Sharing Access", "Mobile Phone Request (New, Replace, Upgrade or Disconnect)", and "Request for Services". On the left side of the screenshot, there is a sidebar with navigation options: "Submit a Request for Ser...", "Manage Approvals", and "View Self Help Articles". A prominent call-to-action box in the sidebar says "Looking for existing tickets and requests? View in My Activity".

/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Create a full and comprehensive list of services that employees can select from to increase efficiency of the IT Service Desk. Add an Integrated Voice Response (IVR) system from Microsoft Teams Digital Phone service.

Outcome/Goal # 2 Digital Infrastructure

Oneida Nation Broadband Initiatives

MEASUREMENT:

Tower project to be bid on by 3 Tower Builders to increase competitiveness for the project

**CONSTRUCT AND EQUIP THREE TELECOMMUNICATIONS
TOWER SITES
for the**

ONEIDA NATION



Proposal due date: Monday, May 8, 2023 at 3 PM, Central Daylight Time

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

RFP has been created and multiple bidders contacted to bid for the project which is one more step towards reservation broadband for our Tribal Members.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Award Bidder and begin project for Tower Construction for all 3 sites, work with NSight Communications for testing Broadband in underserved, unserved areas of the reservation.

Outcome/Goal #3 Digital Strategy

Optimize Use of Resources

MEASUREMENT: Increase focus on alignment of Business with Digital Strategy planning and execution

WORKSHOP ACTIVITIES AND OUTPUTS

Phases:	Elicit Business Context	Establish the Scope of Your IT Strategy	Build Your Key Initiative Plan	Build Your Key Initiative Plan (cont.)	Define Your Operational Strategy	Document Strategy
Duration	Session 0 (Pre-Workshop)	Session 1	Session 2	Session 3	Session 4	Session 5 (Post-Workshop)
Activities	0.1 Complete recommended diagnostic programs. 0.2 CIO to identify business context: business goals, initiatives, organization's mission and vision. 0.3 (Optional) CIO to compile and prioritize IT success stories.	1.1 Review/Validate business context. 1.2 Construct your mission and vision statements. 1.3 Elicit your guiding principles and finalize IT strategy scope.	2.1 Identify key IT initiatives that support the business. 2.2 Identify key IT initiatives that enable operational excellence. 2.3 Identify key IT initiatives that drive technology innovation. 2.4 Consolidate and prioritize (where needed) your IT initiatives.	3.1 Determine IT goals. 3.2 Complete goals cascade. 3.3 Build your IT strategy roadmap.	4.1 Identify metrics and targets per IT goal. 4.2 (Optional) Identify required skills and resource capacity. 4.3 Discuss next steps and wrap-up.	5.1 Complete in-progress deliverables. 5.2 (Optional) Set up review time for workshop deliverable.
Outputs	1. Diagnostics reports (CIO Business Vision, Management and Governance Diagnostic, CEO-CIO alignment). 2. IT Strategy Workbook - Business Context.	1. IT strategy scope (IT mission, vision, and guiding principles).	1. List of key IT Initiatives.	1. Goals cascade. 2. Roadmap (Gantt Chart).	1. IT metrics and targets. 2. IT resourcing changes. 3. Next steps and strategy refresh schedule.	1. IT strategy presentation

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Scheduled a 5-day workshop in May for the entire DTS staff to participate in to understand the importance and daily focus on strategic thinking and doing. The workshop will greatly increase the top-of-mind awareness and focus on Digital Strategy.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Execution of strategic plans through mentoring, coaching, Professional Development Plans and measurement for each individual contributor, supervisor, and manager of DTS

Contact Info

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MAIN WEBSITE: <https://oneida.sharepoint.com/sites/TechnologyResources>

Photos (optional):



Josephine Skenandore, DTS Gaming Manager



Jason Doxtator, Manager of Network Services



Eric Bristol, Manager of Application Services



Dr. Shane Archiquette, Chief Information Officer