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

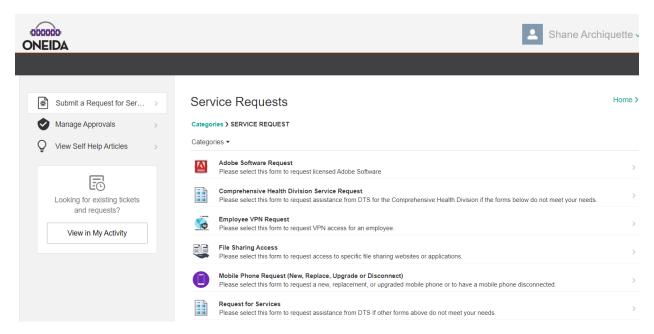
Refocus CSC to IT Service Desk to increase efficiency

MEASUREMENT:

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

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

5 new services have been created:



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

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