# FY-2023 3rd quarter report

## DIGITAL TECHNOLOGY SERVICES (DTS)



**ONEIDA**
**DIGITAL TECHNOLOGY SERVICES**

## 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?

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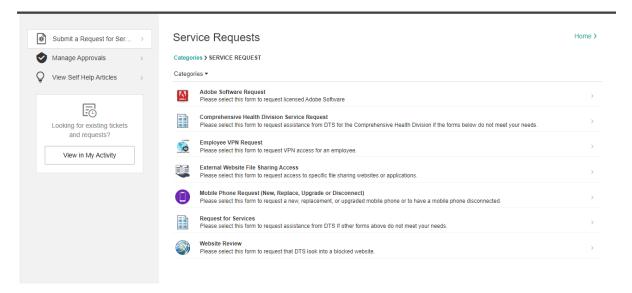## Outcome/Goal # 1 Digital Services

Refocus CSC to IT Service Desk to increase efficiency

MEASUREMENT:

Create Service Catalog and set up specific services to streamline service requests.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:
7 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.

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## Outcome/Goal # 2 Digital Infrastructure

### Oneida Nation Broadband Program

MEASUREMENT:

Under and unserved homes with reasonable Internet Access based on current minimum standards (25/3 - 25 Mbps Download and 3 Mbps Upload). OPD on new 800 MHz Radio System, Fixed-Wireless Access for 50% of reservation service area.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:
Kicked off Environmental Assessments (EA) for 3 communications towers. Awarded NTIA TBCP Grant in the amount of $498,217.00.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
Complete Environmental Assessments. Review RFPs after EAs completed, select vendor, begin procurement/building of towers.  Begin procurement of OPD 800 MHz components. Begin engineering/planning phase for the NTIA TBCP grant.

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## Outcome/Goal #3 Digital Strategy

### Building Awareness of AI in Oneida Nation

MEASUREMENT: Increase focus on awareness of AI with Digital Technology adoption and execution with AI toolsets such as ChatGPT, DALL-E, and MidJourney.  These tools are already infused into Microsoft Office 365 platform.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Focusing awareness of AI within the DTS team to leverage automation throughout the department by indicating the opportunities for AI advancement.  Additionally, focus on leveraging resources that are part of a Digital Technology strategy through increased use of Cloud Computing and focused advancement in the near future.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
Identify opportunities for AI usage that can leverage security models and best practices to allow our staff to do more with the same resources and serve our customers better with timely results.  The DTS Key Initiatives of Cloud Migration, Data Governance, and Digital Transformation will benefit from increased use of AI Tools as well.

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