FY-2023 4th 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?

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:
Created self-help article section.

Created, "Submit an Incident" option.

- Defined and clarified differences between an Incident and a Service Request
    o When to submit or call in for an incident
    o When to submit a Service Request
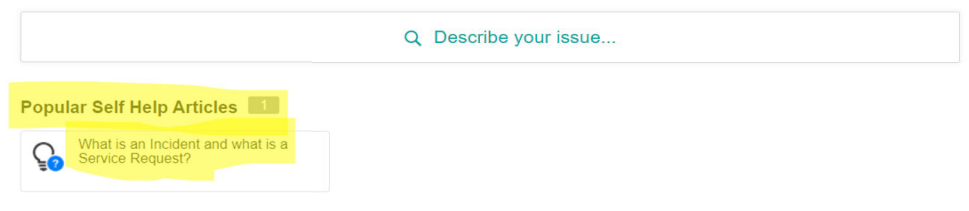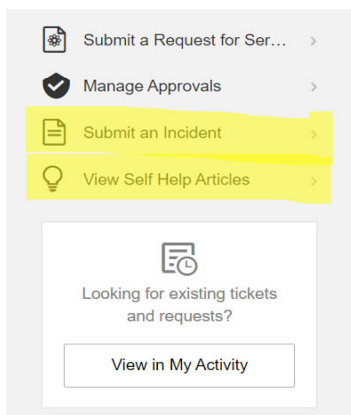
Add additional self-help articles for common issues for quicker service and support.
Communicate new self-help incident section

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:
Environmental assessments completed.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
RFPs will need to be re-opened to vendors to allow for additional time to put together bids. Opening bidding to additional vendors to ensure tribal preference as well as fair bidding.

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:

Exploring AI options and platforms, specifically Microsoft Copilot. Received initial pricing for platform, $30.00 per user per month, minimum 300 users. Reviewing business use requests, Microsoft AI capabilities, and the necessary security controls.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
Development of an AI strategy. Microsoft Copilot discovery and exploration. Better pricing options with Microsoft/SoftChoice. Policies and Procedures development. Use cases exploration.
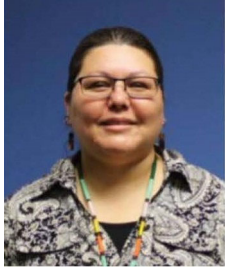
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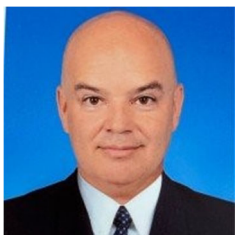**Photos (optional):**

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