

FY-2024 1st quarter report

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?

01 Oneida Nation – Organizational Support

DTS Goal – Value Enablement

MEASUREMENT:

Metrics and Key Performance Indicators – To Be Determined

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

DTS has begun an effort to align the Oneida Business Committee strategies as well the strategic directions of other Oneida Nation divisions, business units, programs, services, and entities to provide focus and priorities to the DTS Department. This strategy is focused towards large scale efforts such as Enterprise Resource Planning (ERP) and has the greatest impact for ALL of the Oneida Nation.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

ERP – Project Management Office (PMO) and Project Management Portfolio Management (PPMO) will be a focus for FY24. ERP – Human Capital Management (HCM) will also continue to be a focus/priority area for FY24 and FY25. DTS will also begin research, discovery, and potential project initiation for other subsequent ERP "spokes" this fiscal year, such as Customer Relationship Management (CRM) aka "Citizen Services," Data and Analytics, Point of Sale (POS)/E-Commerce, and Finance/Accounting.

02 DTS Operational Excellence

DTS Goal – Value Sustainment

MEASUREMENT:

Metrics and Key Performance Indicators – To Be Determined

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

DTS has completed several IT related assessments over the past year and within my first 100-days as CIO. The output of these assessments will help to optimize and improve DTS operations leading to reduced risk, process maturity and to systematically improve the DTS department for the Oneida Nation.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Key initiatives for FY24 include, Organizational Structure/Staffing, Implement IT Management/Governance Framework, Implement IT Service Management best practices, Develop DTS Orientation, Onboarding, and Development processes, Implement Zero-Trust Architecture/Principles, and Establish a Security Operations Center for 24X7 threat detection/monitoring.

03 Innovation & Individual Organizational Support

DTS Goal – Value Creation

MEASUREMENT:

Metrics and Key Performance Indicators – To Be Determined

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

DTS is counted to provide guidance on emerging technologies and to assist in applying them to the organization. DTS is also expected to assist individual organizational support to help the meet their strategic goals. This strategy helps to drive technology innovation and support individual business unit support

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The key initiatives for this strategy include, Broadband Initiatives, Artificial Intelligence, Gaming – Casino/Hotel Merger, Comprehensive Health, Education – ONHS/ONES, Public Safety – 800 MHz/Surveillance, Retail – POS resourcing/Digital Marketing/Gift Cards/Workflows.

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