

# FY-2025 1st quarter report

## DTS (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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### Strategy 1 – Operational Excellence

#### **DTS Goal** – Improved Information Technology Service Management (ITSM)

##### MEASUREMENT:

- **Key Performance Indicator (KPI)**: Increased Effectiveness Scores. **N/A to 10.0**
  - N/A = Not in Place | Not Effective = 0.0-4.9 | Somewhat Ineffective = 5.0-5.9 | Somewhat Effective= 6.0-6.9 | Effective=7.0-10.0
- **Baseline**: Average Score of 6 processes, 6.61
- **Target**: Average Score; 7.0
- **Data Source**: ITRG Management and Governance Framework Assessment (\*note, based on COBIT 5 Framework.)

##### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Organizational Design: DTS Organizational Re-Alignment. Completed Info-Tech onsite workshop which resulted in designs for DTS organizational structures (Futuristic and Realistic). Communications of DTS structure with DTS personnel, GM, Gaming, Comp Health, HRD, and Finance to ensure alignment. Security Management: Security Operations Center (SOC). Palo Alto selected as partner for Managed Detection and Response. This managed service will provide 24X7 monitoring of the Oneida Nations technology infrastructure and services. Implementation has begun and is expected to be operational before the 2025 NFL Draft for additional protection for the high-profile event.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Organizational Design: DTS Organizational Re-Alignment. Begin work with HRD and other interested parties to move into new DTS organizational structure. Security Management: Security Operations Center (SOC). Infrastructure buildout, Cortex XDR implementation and threat monitoring/detection. Data Architecture: Data Management. Create a Data Management Roadmap Workshop with Info-Tech Research Group (February).

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[Strategy 2 Organizational Support](#)

**DTS Goal** – Prudent Financial Stewardship

MEASUREMENT:

- **Key Performance Indicator (KPI)**: Percentage of projects started with an approved business case
- **Baseline**: 60%
- **Target**: 90%
- **Data Source**: PPM Tool

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

ERP-CRM: Citizen Services (Artic IT Tribal Platforms). Project kicked off to migrate the Enrollments Database from the Power 8 to the Oneida Nation's Microsoft Cloud tenet. Project is on track. ERP-Data and Analytics. RSM Knowledge Lake was selected via the RFP process to replace OnBase. The project will kick off in the next few months and started with Records Management. ERP-PMO/PPMO. Posted to hire a PMO Manager.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

ERP-CRM: Citizen Services (Artic IT Tribal Platforms). Migration of the Enrollments Database to the Cloud. ERP/HCM, GHR WFM implementation.

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[03 Innovation & Individual Organizational Support](#)

**DTS Goal** – Improved communications with business unit technology needs.

MEASUREMENT:

- **Key Performance Indicator (KPI):** IT Satisfaction and Value; Net Promoter Scores
- **Baseline:** IT Satisfaction - 73%, IT Value - 59%
- **Target:** IT Satisfaction - 80%, IT Value - 80%
- **Data Source:** CIO Business Vision Survey

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Gaming Division – On-Demand Marketplace Kiosk go-live. Broadband: Communications Towers, Fiber Connectivity, and Smart Nations. Construction work has begun on the 3 towers, awarded 6.6 million grant for Fiber to the Home (FtH) project on the reservation, Smart Nations Feasibility Report completed by Broadband Consultant.

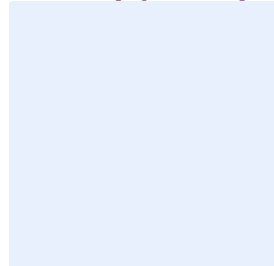
EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Gaming Division – Migration of the Oneida Hotel into the Oneida Nations networks and systems. Gaming Lab (Test Environment for slots/systems) completion. Broadband: Communications Towers, Fiber Connectivity, and Smart Nations. Tower construction completion, begin work with planning Grant for FtH project with Nsight/Cellcom, determine next steps for Smart Cities Feasibility study (presentation), look at budgeting for FY26 and beyond.

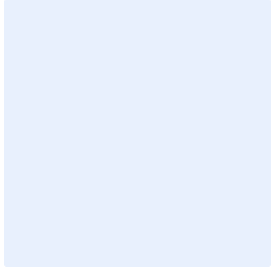
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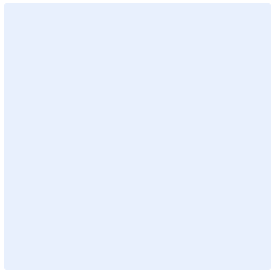
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