

FY-2025 2nd quarter report

DIGITAL TECHNOLOGY SERVICES

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 communications of DTS structure with DTS personnel, GM, Gaming, Comp Health, HRD, and Finance to ensure alignment. Finalized FY25 DTS organizational structure. Leadership, Culture, Value: Core Expectations – DTS management created core expectations for DTS and have communicated them to the Department, implementation has begun of holding people to account of those expectations. Security Management: Security Operations Center (SOC). Palo Alto Unit 42 managed service provide 24X7 monitoring for over 2200+ device (PCs/Laptops/Servers).

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Organizational Design: DTS Organizational Re-Alignment. Per request of GM move DTS from Department to a Division. Work with Accounting and HRD for alignment of account codes. Begin planned moves within the department of DTS organizational alignment. Security Management: Finalize Cybersecurity Incident Response Plan (CSIRP), Finalize charter for Cybersecurity Steering Committee, implementation automation and playbooks for SOC. Assessment of Strategy 1 will begin, end of Q3 with the IT Management and Governance Framework Assessment (Internal Assessment of IT).

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). Enrollments database to go-live in May/June time frame. Community Portal and Distribution Payments modules will be delayed to the Fall for Go-Live, as more communication and content must be created for the tribal membership. FY25 GWA Payment distribution will use the same method as past years. ERP-Data and Analytics. Hire a Data Operations Supervisor to begin to oversee improvements with the Nation's data such as data governance, management, and sovereignty. RSM Knowledge Lake (OnBase replacement) project kicked off. ERP-PMO/PPMO. PMO Manager hired, assessments of current PMO underway to set forth a strategy and operational improvements.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

ERP-CRM: Citizen Services (Artic IT Tribal Platforms). Enrollments database Go-Live. ERP/HCM, GHR WFM Go-Live, June. After GHR-WFM Go-Live, pause in project to reassess remaining project phases. Data Management Workshop, scheduled for February, rescheduled for after Data Operations Supervisor hired.

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 – Completed all strategic initiatives; Oneida Hotel Wireless, On-Demand Marketplace Kiosk, Agilysys PMS/POS, A/V LED Wall and Infrastructure Upgrade. Broadband: Communications Towers, Fiber Connectivity, and Smart Nations. Also, setup a test lab for gaming systems. Construction still underway for 3 towers. Fiber to the Home (Ftth) project/grant project kicked-off. Hired a Manager of Digital Infrastructure to help line up key broadband projects and initiatives in addition to other duties/responsibilities.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Gaming Division – Migration of the Oneida Hotel's technologies into the Oneida Nations networks and systems, May/June timeline. Broadband: Communications Towers, Fiber Connectivity, and Smart Nations. Tower construction completion, complete operational agreement work with Nsight for fixed-wireless access. Assessment of Strategy 3 will begin, end of Q3 with the CIO Business Vision Assessment (External Assessment of IT).

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