FY-2025 3rd 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***

    o 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:

Leadership, Culture, Values: CIO and Manager of Digital Infrastructure attended the Info-Tech IT Leadership Summit in Chicago, IL. Discussed the CIO Playbook (12 steps to systematically achieve IT excellence). Based on the CIO 100-day planning, DTS is already headed in the CIO Playbook direction. There are a few gaps to shore up but the movement in this direction is very positive and encouraging. There are other IT playbooks that DTS will be investigating such as Data, Applications, Infrastructure & Operations, and Security. Security Management: Information Security Steering Committee (ISSC) created and started. 2 meetings held, May and June. Discussed purpose of ISSC and discussion on implementation of the Digital Security Policies and Procedures per the Technology Resource Law, Cybersecurity Training, and improving password complexity.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Organizational Design: DTS Organizational Re-Alignment, continued movement towards the Shared IT Services operating model. IT PMO moving from Digital Services to CIO Office and Gaming Desktop Support Supervisor to Digital Services with a dotted line to the Gaming Technology Manager. Continued work on moving from a department to a division, DTS is in line behind other department/divisions making organizational changes. Security Management: Final phases (automation) of the Managed Detection and Response (MDR) Security Operations Center (SOC) to be completed by end of July. Revised IT strategy to be completed in Q4 2025. IT Steering Committee to start in July with project prioritization for

FY26 and beyond. Leadership, Culture, Values: Hiring a Network supervisor to lead Network/Telecom Teams will work under the direction of the Manager of Digital Infrastructure.

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 (Tribal Platforms). Migrated Enrollments database from Power 8 over to Microsoft Cloud. Enrollments database went live on 05/21/25. ERP/PMO: Collected all FY26 technology budget requests, setting a project prioritization effort via an IT Steering Committee to be held on 07/16/2025.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
ERP-CRM: Citizen Services Online portal go-live, October time frame. ERP/HCM, GHR WFM, new Infor Project manager assigned, reassessing needs and timelines. Data Management Workshop scheduled for 07/21-24/2025). Project prioritization effort scheduled.

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. Oneida Casino/Hotel Migration - Oneida Hotel was successfully cut over to the Oneida Nation's network. Meaning that hotel systems, applications, and data flows need go through Oneida's networks, Internet, firewalls, and utilization of the DTS Support Desk. There is still some work to do on updating some digital infrastructure but the heavy lift of moving on to our network is complete. Broadband: Communications Towers, Fiber Connectivity, and Smart Nations. Communications towers are built, finalizing power, network connectivity to the towers and service agreements with Nsight for operational activities.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Comprehensive Health Division: New pharmacy system go-live. Public Safey: Reassessment of 800 MHz with a new plan moving forward. Improved Communications: Hiring business systems analyst to work with Nation Services and OPD/Schools to improve technology delivery, assessment, and needs gathering. Artificial Intelligence (AI) Innovation: Scheduling an AI Strategy and Roadmap workshop. Sending memo for further guidance on AI use and direction.

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