

FY-2025 4th quarter report

DIGITAL TECHNOLOGY SERVICES

Status report of Outcomes/Goals

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:

Metrics: In review of the metrics for this strategy, DTS exceeded the target score of 7.0 and achieved a 7.18 based on our ITRG Management and Governance assessment. As mentioned, the ITRG Management & Governance framework assessment was completed and will be assessed and implemented for FY2026. Implemented DTS Workplace expectations as part of Core Expectations and the FY2024-2025 Evaluation period. Started the Digital Technology Steering Committee, starting with project prioritization meetings for FY26. Logically realigned DTS organizational structure to provide proper leadership for DTS personnel. Official realignment within HR and Financial realignment will occur when HR and Finance are ready to make the changes. Data Management workshop was completed to help set a strategic direction for data which will help to form an AI direction and roadmap.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Develop and update the DTS Strategy documents and communicate out. New metrics will be provided. Will be working to further mature the technology steering committee to include additional components such as strategy, budget, and information security components.

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:

Metrics: DTS did not achieve this metric nor was it measured. The IT PMO is still maturing its processes and as part of the intake processes this will need to be addressed to ensure business cases are worked on for new IT projects in conjunction with our customer base.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

New strategies, goals, and metrics to be developed in the coming weeks that better align with the Oneida Nation technology demands and needs. An ERP Strategy and Roadmap workshop to be scheduled for mid to late January/February to align senior leadership behind an all-encompassing enterprise resource planning strategy. Next steps for the Tribal Platforms project include roll out of the new Community Portal and GWA-AP Integration, January time frame. Project Management Officer (PMO) Team to begin reviewing Project Portfolio Management (PPM) software to help with project listings, prioritization, project management process, intake, charter, and more.

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:

Metrics: DTS did not meet the target objective of 80% for IT Satisfaction and Value. For FY2025, IT Satisfaction:76% and IT Value:75%. In assessment of this metric the baseline metrics were off, they should have been IT Satisfaction: 82% and IT Value: 82% based on the previous CIO Business Vision assessment conducted on 05/18/2023. With adjusted baseline metric, it indicates a decline of 6% and 7%. Of note, the current CIO Business Vision assessment (FY2025) was inclusive of more of the Nation's business units, senior leaders, and had a higher respondent rate versus the previous assessment. For this assessment, surveyed 27 areas versus 12 in previous, 87.5% response rate this go round versus 63% in previous assessment. I believe our FY2025 CIO Business Vision assessment is a better baseline, same assessment will go out for FY2026. Surveillance for the Nation (S4N):Judicial Building, Oneida Farm, Three Sisters Park, E/EE Oneida One-Stop, and Transit surveillance system implementations completed. New Pharmacy system (Liberty) went live and is on a new system. Improved communications with Oneida Retail Enterprise. Had meetings with ORE CEO to better understand ORE technology needs and begin a next steps prioritization listing. Communications towers are built and undergoing testing and pilot with select users before official marketing campaign by Nsight begins.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Based on the updated CIO Business Vision survey, DTS will establish updated metrics to achieve and incorporate into an updated DTS strategy. Working on completion of an operational agreement with Nsight for fiber to the home project. AI strategy/roadmap workshop scheduled for December 2025. Continue working with ORE to help improve processes that have technology components specifically inventory and loyalty app, Paytronix.

Contact Info

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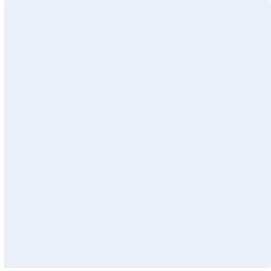
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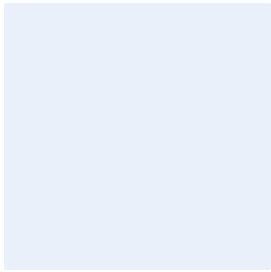
MAIN WEBSITE: [Oneida Nation | Digital Technology Services \(DTS\) \(oneida-nsn.gov\)](https://oneida-nation.gov/dts)

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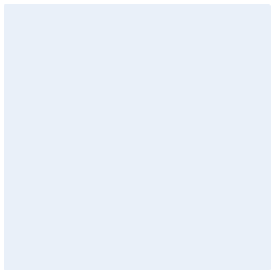
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