

FY-2026 1st quarter report

DIGITAL TECHNOLOGY SERVICES

Status report of Outcomes/Goals

Strategy 1 – Organizational Support

DTS Goal – *Improve Oneida Nation support and customer experience through the implementation of large-scale enterprise solutions*

MEASUREMENT:

KPI: IT Satisfaction and Value; Net Promoter Scores

Baseline: IT Satisfaction – 76%; IT Value – 75%

Target: IT Satisfaction – 80%, IT Value – 80%

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

DTS is still finalizing its Information Technology (IT) strategy. The Organizational Support strategy will focus on large scale IT projects that revolve around Enterprise Resource Planning projects with a focus on Financial, Human Resources, and Customer Relationship Management. Financial Management will include, ERP strategy/roadmap, functional requirements gathering, Request for Proposal (RFP) development, and a target date of January 2027 to begin implementation. Human Resources Management will include, Workforce Management completion, Case Management, and revisit previous Human Capital Management (HCM) rollouts for improvements. Customer Relationship Management will include further expansion of the Artic IT Tribal Platforms, go live of Community Portal, GWA integration, and other modules to be determined. Other areas include Gaming Division, Comprehensive Health Division, and Oneida Retail Enterprise technology solutions.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Finalize the IT strategy in FY26 Q2. ERP Strategy/Roadmap Workshop (Feb 2026), Membership Community Portal Go Live.

Strategy 2 Operational Excellence

DTS Goal – Mature DTS processes through the implementation of the IT Management and Governance framework.

MEASUREMENT:

Key Performance Indicator: Increase Effectiveness Scores: n/a to 10.0

Baseline: Average score of 4 processes: 6.3

Target: 7.0

4 Targeted Processes and Initiatives for improvement

Data Governance, Business Continuity Management (BCM), Identity and Access Management (IAM), IT Financial Management

Continued maturity of previous processes: Project Portfolio Management, Talent Management, and Service Management

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Assignment of IT Management and Governance processes accountabilities. SMART Goal development for Process owners. Discussions and assessments for maturity of IAM and BCM

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Set strategic direction for IAM and BCM. Continued maturity of Data Governance processes and standards.

03 Innovation

DTS Goal – Improved communications with business unit technology needs.

MEASUREMENT:

KPI: TBD

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Project charter and communications strategies under development for SMART Nations initiative. AI Strategy and Roadmap Workshop was scheduled but had to be canceled due to weather in early December. Provided guidance on the use of Artificial Intelligence for Oneida Nation employees such as the use of Microsoft CoPilot versus other AI technologies (i.e. ChatGPT, Claude, etc.)

<https://oneida.sharepoint.com/sites/TechnologyResources/SitePages/Copilot.aspx>

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Reschedule a shortened version of AI strategy and roadmap workshop. Communication plan for SMART Nations initiative.

Contact Info

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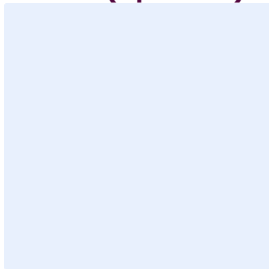
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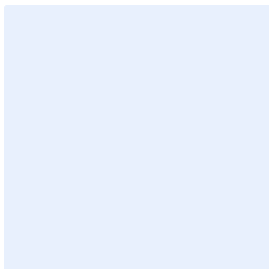
MAIN WEBSITE: [Oneida Nation | Digital Technology Services \(DTS\) \(oneida-nsn.gov\)](http://Oneida Nation | Digital Technology Services (DTS) (oneida-nsn.gov))

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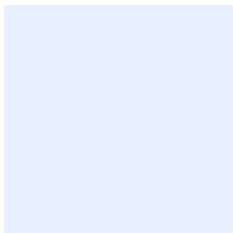
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