

FY-2026 2nd quarter report

DIGITAL TECHNOLOGY SERVICES

Status report of Outcomes/Goals

Strategy Pillar 1 – Organizational Support

STRATEGY: – Focus on DTS becoming a trusted, proactive partner that reliably supports the business, improves communication, and enhances the experience of employees, leaders, and member-serving divisions.

Objectives:

1. Elevate Business Partnerships & Communication
2. Strengthen Support for Key Organizational Initiatives
3. Improve End-User Experience and Technology Adoption
4. Strengthen Member-Facing Program Support

MEASUREMENT:

Key Performance Indicators (KPI): IT Satisfaction and Value; Net Promoter Scores based on CIO Business Vision Diagnostic

- IT Satisfaction – Baseline: 76%; Target: >=80%
- IT Value – Baseline: 75%; Target: >=80%

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Completed the Enterprise Resource Planning Workshop. An ERP Strategy and Roadmap is predominantly completed but needs a few adjustments. Working with the Finance Office and Human Resources to complete. Oneida Portal Go-Live which replaced the Member Portal on the Oneida Nation's website. Completed a GWA distribution for late GWA payments. Rebooted the a steering committee for Information Technology, called the Technology Steering Committee (TSC). First TSC meeting held on 03/20/2026, reviewed TSC charter, about DTS, Digital Security Updates, and Technology Project Portfolio project prioritization criteria.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Completion of ERP strategy and roadmap. ERP strategy and roadmap will be a focus over the next several years. DTS will be adjusting its strategic aligned projects/initiatives around the ERP initiative. The TSC will help with verifying DTS strategic direction and initiatives.

Strategy Pillar 2 - Operational Excellence

STRATEGY: – *Strengthen the backbone of DTS operations: security, service delivery, governance, data readiness, infrastructure, and accountability.*

Objectives:

1. Mature IT Service Management (ITSM)
2. Strengthen Governance, Roles, and Accountability
3. Advance Cybersecurity, Identity, Continuity & Risk Management
4. Improve Data Readiness, Quality, and Standards

MEASUREMENT:

Key Performance Indicators (KPI): Increased Effectiveness scores across identified process capabilities through the IT MGD

Effectiveness Scores:

- *Not Effective* = 1 to 4.9
- *Somewhat Ineffective* = 5 to 5.9
- *Somewhat Effective* = 6 to 6.9
- *Effective* = 7 to 10

Identified Processes for Improvement:

1. Identity & Access Management (IAM) = 6.9
2. Data Management = 6
3. Business Continuity Management = 6.4
4. IT Portfolio Management = 6.5

Metric: Average of 4 process scores = 6.45, **Target** >=7.0

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Identity and Access Management (IAM): Assessment of IAM kicked off (who are you and what are you authorized to access). **Data Management (DM):** Phase 1 work began on the building of Data Lake House for the Oneida Nation (physical build out, security, and standards agreement). **Business Continuity Management (BCM):** New Pure storage array's arrived that will allow for additional storage to the Nation's compute and virtual environment. Addition of storage will allow for moving ALL virtual servers from one data center to the other improving High Availability and Redundancy therefore improving Disaster Recover and BCM capabilities. **IT Portfolio Management (ITPM):** TSC informed of project prioritization criteria.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

IAM: Continued work on IAM assessment. DM: Begin moving old warehouse artifacts to the

new warehouse. BCM: Install and implement new storage arrays. ITPM: Prioritize the technology projects for remainder of FY26 and into FY27 through the TSC.

Strategy Pillar 3 - Innovation

STRATEGY: – *Focus on adopting transformative capabilities that reduce manual effort, improve processes, and position the Nation for the next decade of digital growth.*

Objectives:

1. Enable Safe and Governed Automation & AI
2. Smart Nations

MEASUREMENT:

KPI: TBD

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Automation and AI: AI Strategy and Roadmap Workshop rescheduled for week of July 13th. Smart Nations: Engineering firm selected through competitive bid RFP process. Engineering firm will work with Oneida and Nsight to begin work on the 6.6 million dollar TBCP grant for the Fiber to the Home (FtH) project. Developing out the necessary infrastructure (wireless and wired) is the first necessary step for the Smart Nations project.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Begin work on FtH project, procurements, permitting, studies, and putting fiber into the ground. Provide wireless connectivity to the Oneida Pow-Wow grounds and football field.

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