

FY-2026 3rd 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. Strengthen Member-Facing Program Support
4. Improve End-User Experience and Technology Adoption

MEASUREMENT:

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

- IT Satisfaction – Baseline: 76%; Target: $\geq 80\%$
- IT Value – Baseline: 75%; Target: $\geq 80\%$

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

During FY26 Q3, DTS advanced the ERP initiative from strategy into executive alignment and formal resolution development, including a special OBC work session, consensus on next steps, submitted resolutions for priority/alignment and financial commitment, and planning for governance setup and third-party Phase 0 support. DTS also re-established and matured the Technology Steering Committee to support budget, technology request, project portfolio, and prioritization decisions, while the PMO strengthened standardized intake, prioritization, and project governance processes through TDX project management work. In addition, DTS reinforced organizational communication and expectations through Vision, Values, Mission, and Behavioral/Cultural Expectations engagement; delivered user- and member-facing digital improvements including PRC online forms and the KnowledgeLake go-live; and enhanced visitor experience through expanded outdoor WiFi coverage at NHC for major events.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

ERP transitions into governed enterprise execution. TSC evolves into formal prioritization and decision authority. PMO establishes standardized intake and delivery discipline. Organizational expectations drive accountability and culture alignment. Digital initiatives expand member and user experience improvements

Strategy Pillar 2 - Operational Excellence

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

Objectives:

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

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. IT Governance = 7.3
2. Identity & Access Management (IAM) = 6.9
3. Data Management = 6
4. Operations Management = 6.6

Metric: Average of 4 process scores = 6.7, **Target** ≥7.0

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

DTS advanced Operational Excellence by strengthening governance, security, infrastructure, and service delivery capabilities. Governance maturity improved through continued Technology Steering Committee progress and the establishment of weekly DTS leadership alignment meetings, enhancing prioritization and coordination. Project and portfolio management capabilities were further standardized through TeamDynamix (TDX), including improvements to intake, delivery processes, and resource planning. DTS also enhanced its security posture by implementing third-party risk management (Black Kite) and advancing the USB Control Initiative to support Data Loss Prevention. Infrastructure resiliency was strengthened through the Pure Storage upgrade and continued network, fiber, and backup optimization efforts. Additionally, DTS progressed endpoint and service delivery modernization and expanded platform governance through TDX enhancements and organizational adoption efforts.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Continue consistent Technology Steering Committee cadence and authority model. Procure and create implementation plan for Policy Management Module on the LogicGate Governance, Risk, and Compliance (GRC) platform. Finalize and operationalize project prioritization framework and portfolio governance. Expand use of standardized project summaries for executive decision-making. Completion of Identity and Access Management assessment. Continue weekly DTS leadership alignment meetings to drive coordination and accountability

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:

Gathering information on business use cases for Artificial Intelligence (AI) Strategy and Roadmap Workshop.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Completion of AI Strategy and Roadmap Workshop. Finalize procurement process with Engineering firm for Fiber to the Home project.

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