FY-2026 4th 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: >=80%
- IT Value – Baseline: 75%; Target: >=80%

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

DTS strengthened organizational support through improved business alignment, governance, transparency, and project intake capabilities. The IT PMO implemented and is close to operationalizing the TeamDynamix (TDX) Projects module and formal technology project intake process, providing greater visibility into project requests, status, prioritization, and resource planning. DTS also advanced Business Relationship Management (BRM) capabilities through alignment discussions with key business units, starting with Gaming, and initiated a guided implementation effort with Info-Tech Research Group to improve engagement between DTS and organizational stakeholders. Organizational communication and transparency improved through DTS Town Halls, onboarding initiatives, and continued promotion of DTS Vision, Mission, Values, and strategic directions. Within DTS these efforts help to enhance organizational understanding of technology priorities and begin to help strengthen DTS's role as a trusted business partner.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Begin cooperative work with Finance amongst other interested parties to assist with the ERP strategy and readiness tasks. Continue maturing Business Relationship Management capabilities across major business units, further institutionalize the TDX project intake and portfolio management processes, and strengthen Technology Steering Committee

governance and prioritization practices. DTS will continue supporting enterprise modernization initiatives including ERP, Workforce Management, Data Modernization, and member-facing services while improving communication, project transparency, stakeholder engagement, and organizational alignment.

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 continued advancing Operational Excellence by strengthening governance, service management, cybersecurity, infrastructure, and operational accountability. Significant progress was made in establishing standardized project intake, prioritization, portfolio governance, and reporting practices through TeamDynamix and PMO governance activities. DTS completed an Information Technology Service Management (ITSM) maturity assessment and developed a multi-year ITSM Maturity Roadmap focused on governance, service ownership, service catalog development, problem management, continuity

planning, and continual service improvement. Cybersecurity governance matured through advancement of least-privilege security initiatives, USB control governance, security rule development, and ongoing identity and access management assessments and improvements. Infrastructure modernization continued through network modernization efforts, DNS/DHCP modernization planning, lifecycle replacement initiatives, and continued Windows 11 migration efforts, which reached approximately 94% of enterprise devices by the end of the quarter.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
Execute the ITSM Maturity Roadmap, including service ownership, governance frameworks, service catalog development, problem management, continuity planning, and service-level management capabilities. Continue maturation of Technology Steering Committee governance, portfolio oversight, and further development of resource planning processes. Advance Identity and Access Management initiatives, policy and compliance management through the Governance, Risk, and Compliance (GRC) platform, and continue infrastructure modernization efforts focused on resiliency, standardization, and operational effectiveness.

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:
During FY26 Q4, DTS continued developing the foundation for innovation through Artificial Intelligence governance planning, AI infrastructure discussions, business use case identification, data modernization activities, and Smart Nations planning efforts. DTS also continued supporting the Tribal Broadband Connectivity Program initiative - Fiber-to-the-Home planning activities while evaluating future opportunities for AI-enabled service delivery and business process improvement. Data modernization discussions associated with the Tribal Implementation Center initiative further positioned the Nation for future analytics, automation, and AI capabilities.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
Reassess and finalize an AI Strategy and Roadmap, establish AI governance and pilot

initiatives, expand identification of departmental AI use cases, and continue development of Smart Nations capabilities. Advance Fiber-to-the-Home planning and implementation activities, support data modernization initiatives, and identify opportunities to safely leverage automation and artificial intelligence to improve organizational efficiency and member services.

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