

- Customer
- Innovation
- Security
- Leadership



OFFICE OF
ENTERPRISE
TECHNOLOGY

OET Strategic Plan FY19-22

April, 2018



Strategic Themes

- ✓ **Put Customers First**
- ✓ **Seek Innovative Solutions**
- ✓ **Embrace Security Protections**
- ✓ **Provide Technology Leadership**



Strategic Themes

Put Customers First

- *Provide exceptional service to all OET customers and constituents and exceed customer expectations with every encounter*

Direct Service

- Service desk

Indirect Service

- Daily operations

External Service

- County online access

- *Provide frequent and informative communications to all customers*
 - BIS relationships
 - Executive relationships

Seek Innovative Solutions

- *Become the first all-digital County in the U.S. by delivering innovative digital solutions*

- Provide online and mobile public access to County services
- Convert internal work processes to digital workflows
- Enable a mobile workforce
- Leverage new technologies including cloud, mobility
- Provide solutions in support of departmental objectives
- Extend existing functional applications

- *Utilize advanced data analysis and visualization tools for business intelligence and problem solving*

- Synergize multiple sources of county data
- Fully leverage GIS
- Allow for predictive insight for social, health, economic and quality of life challenges



Strategic Themes

Embrace Security Protections

- *Establish a culture of information security to protect citizen privacy and County assets and data*
 - Provide technical defenses
 - Enable monitoring systems
 - Provide data-centric risk management
 - Increase security awareness
 - Raise overall security maturity level

Provide Technology Leadership

- *Implement enterprise services and solutions that enhance department and agency functions*
- *Manage OET to create a positive, can-do spirit that allows employees to achieve their full potential*
- *Optimize OET financials for lowest cost service delivery*
- *Be a trusted partner and advisor to County departments, offices and agencies*



OET Strategic Themes



Put Customers First



Seek Innovative Solutions



Embrace Security Protections



Provide Technology Leadership



**Office of
Enterprise
Technology**

MARICOPA COUNTY

DELIVERING SERVICES & TRACKING PERFORMANCE

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Put Customers First

1. Achieve a target rate of 85% for customer satisfaction with OET service
2. Achieve a target rate of 75% for Service Level Targets (SLT) being met across all IT services.
3. Achieve a target rate of 70% for First Contact Resolution (FCR) of OET service tickets.
4. Maintain a highly available and stable enterprise infrastructure platform.
5. Maintain a highly available and stable public safety radio platform.
6. Develop and test backup and recovery for all critical enterprise and departmental systems.

Embrace Security Protections

11. Reduce security incident risk through technical defenses and monitoring by implementing 4-6 new security controls per year.
12. Establish a culture of security awareness and prevention.

Seek Innovative Solutions

7. Convert 4-6 manual processes to digital workflows on an annual basis.
8. Expand the number and availability of online web and mobile County services by 2-4 services per year.
9. Manage the County application portfolio to eliminate unused applications, modernize obsolete applications and expand functionality of existing applications.
10. Expand utilization of the Geographic Information System (GIS) tools by increasing dataset utilization by 5% and developing additional 2-4 maps and services on an annual basis.

Provide Technology Leadership

13. Complete technology roadmaps for departments on an annual basis.
14. Achieve a 85% rating on annual Employee Satisfaction survey.