

SP90 Data Systems Management

Overview

Listening session was conducted on February 14th from 2:00p – 3:00pm in Room 200 and virtually through MS Teams. Meeting was co-facilitated by William Chapman and Tony Clem. All comments and feedback can be viewed in the comment summary document and the [MS Teams Whiteboard](#). The slides, and other useful information can be found in the [SP/90 Day Listening Sessions](#) tab of the [Strategic Planning channel in the OEM – All Staff Team](#).

Findings

The ODEM 90 Day Assessment revealed seven total lines of effort relative to internal and external communications:

1. ODEM does not have an updated information technology plan, policies, or procedures.
2. The lack of a CIO trained to assess data management systems allowed ODEM to fall behind state and local entities, making integration more challenging and in some cases, impossible.
3. ODEM does not have a robust IT department or defined and trained management.
4. ODEM's crisis management tool is archaic, inefficient and requires replacement.
5. ODEM's lack of a record management system subjects ODEM to potential liability.
6. ODEM lacks a standardized and transparent grant management tool.
7. The ability of ODEM to provide remote data access is essential to emergency management.

Of these seven, five were determined to be in scope for the session:

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- ~~2. The lack of a CIO trained to assess data management systems allowed ODEM to fall behind state and local entities, making integration more challenging and in some cases, impossible.~~
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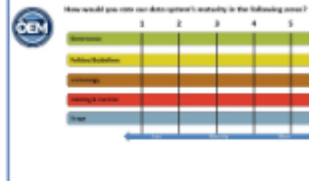
Polls

CLOSED Poll: Names not recorded | Results shared



1. How mature is our IT Governance?

1.9



24 responses

Response details

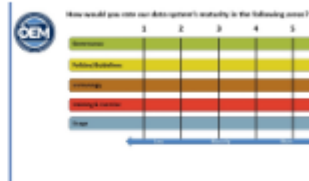
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2. How mature are our IT policies and procedures?

2.1



24 responses

Response details

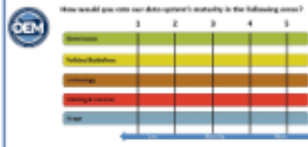
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3. How mature is our technology?

2.1



24 responses

Response details



3/5

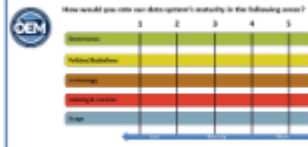


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4. How mature is our IT Training Program?

1.5



24 responses

Response details



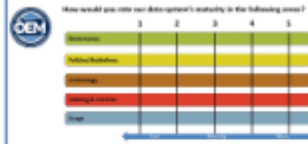
4/5



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5. How often do we utilize our technology to collaborate both internally and externally?



2.9



24 responses

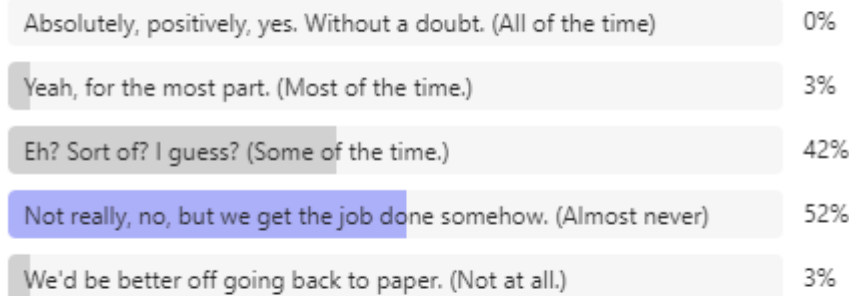
Response details

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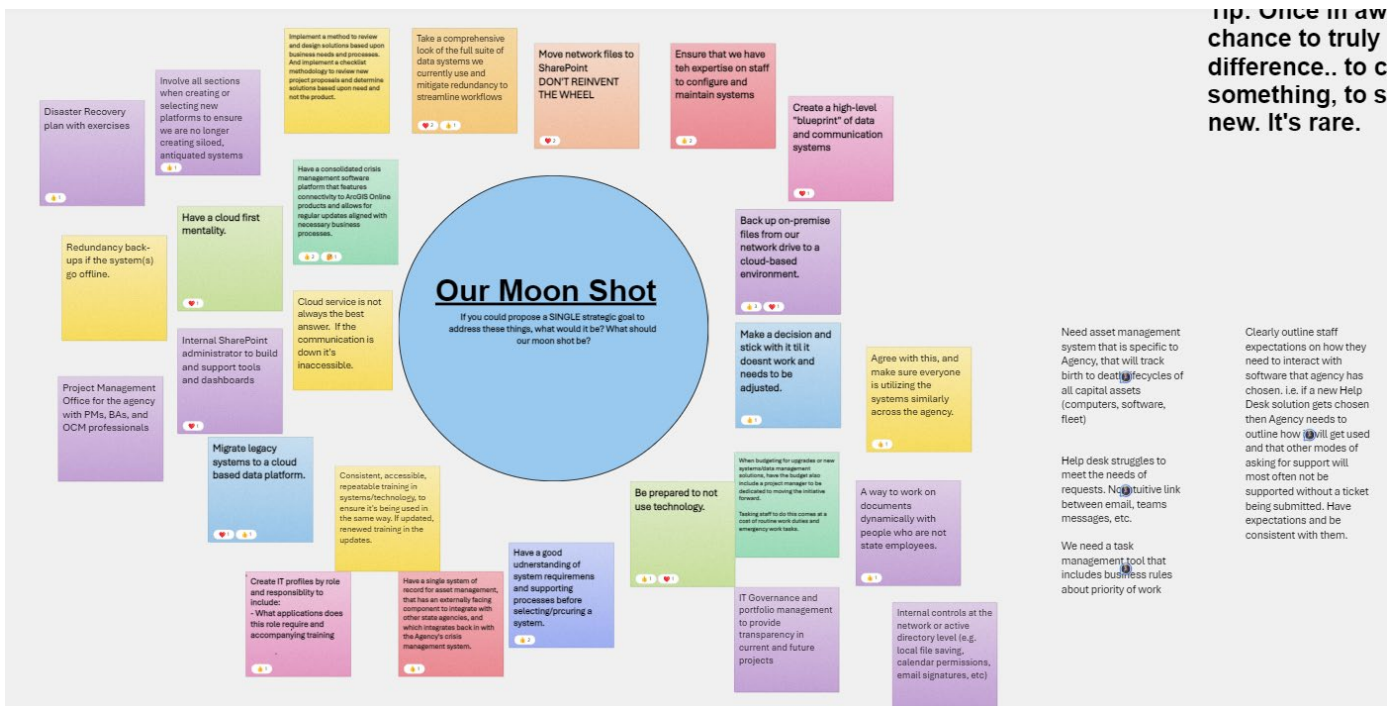


Do you feel like our data systems meet the needs of our agency?



Response details

Whiteboard



Goals

Based on the guided discussions and exercises, four overarching goals were identified:

1. Staff and train IT and logistics to meet agency requirements. (Staff)
2. Implement IT governance policies, processes, and procedures to align with state best practices. (Documentation)
3. Provide appropriate tools to meet agency needs. (Hardware/Software)
4. Provide training and configuration of tools to maximize user productivity. (Users)

Objectives

Nine objectives in support of the overarching goals were identified.

1. Build IT budget and funding model.
2. Analyze IT staffing priorities.
3. Implement IT governance framework.
4. Assess current tools and future needs:
 - Include the purchase of necessary tools to support projects into project planning process.
 - Organize information by community of practice instead of by section or individual.
 - Evaluate current tools and potential solution capabilities in the enterprise for use and productivity.
 1. Establish records management tools and protocols.
 2. Task, Project, and Program management tools.
5. Standardize how information is shared and develop resources to:¹

¹ Oregon Open Data Program website: <https://data.oregon.gov/stories/s/xr2x-d2d7>.

- Understand which tool to use for which purpose.
 - Implement clear methods for standardization of use.
 - Effectively onboard and socialize with new and existing team members.
6. Cleanup and organize current data into organized data structures.

Recommended Action Plans

Create a data and communication systems workgroup

1. Partner with the Section Management team to conduct a landscape analysis of all current data and communications applications, initiatives, and platforms
2. Develop recommendations for single source of truth applications by:
 - a. Audience
 - b. Data & Communication Type
 - c. Urgency
3. Develop business rules and accompanying guidance and training
4. Create implementation and accountability plan (cleanup and restructure)

Create a data cleanup and restructure implementation workgroup

1. Define a new structure of data across the enterprise of tools by:
 - a. Using output of “Data and Communication Systems Workgroup” and input from affected users, design new data file organization structures across enterprise in accordance with DAS 107-004-160.
 - b. Develop standards for labeling of data elements to align with “Business Rules”.
 - c. Develop implementation and training plan.
2. Monitor and evaluate the effectiveness of the implementation.

IT Governance workgroup

1. Create IT policies, processes, and procedures that include user input and align with state standards.
2. Upon approval of ELT, develop training and implementation plans.

Defer remaining findings to appropriate Lines of Effort

1. ODEM does not have an established process to coordinate the development of policies and guidance external to ODEM (grants). – Business Plans and Processes
2. ODEM’s alignment with different federal funds has created a siloed organization that does not engage in shared and effective internal communications and operations. - Finance and Personnel Management.
3. POP Development Work sessions - IDEA
4. Policy Review Committee – Business Plans and Processes

Measurable Outcomes

To be developed within each workgroup and approved by ELT.