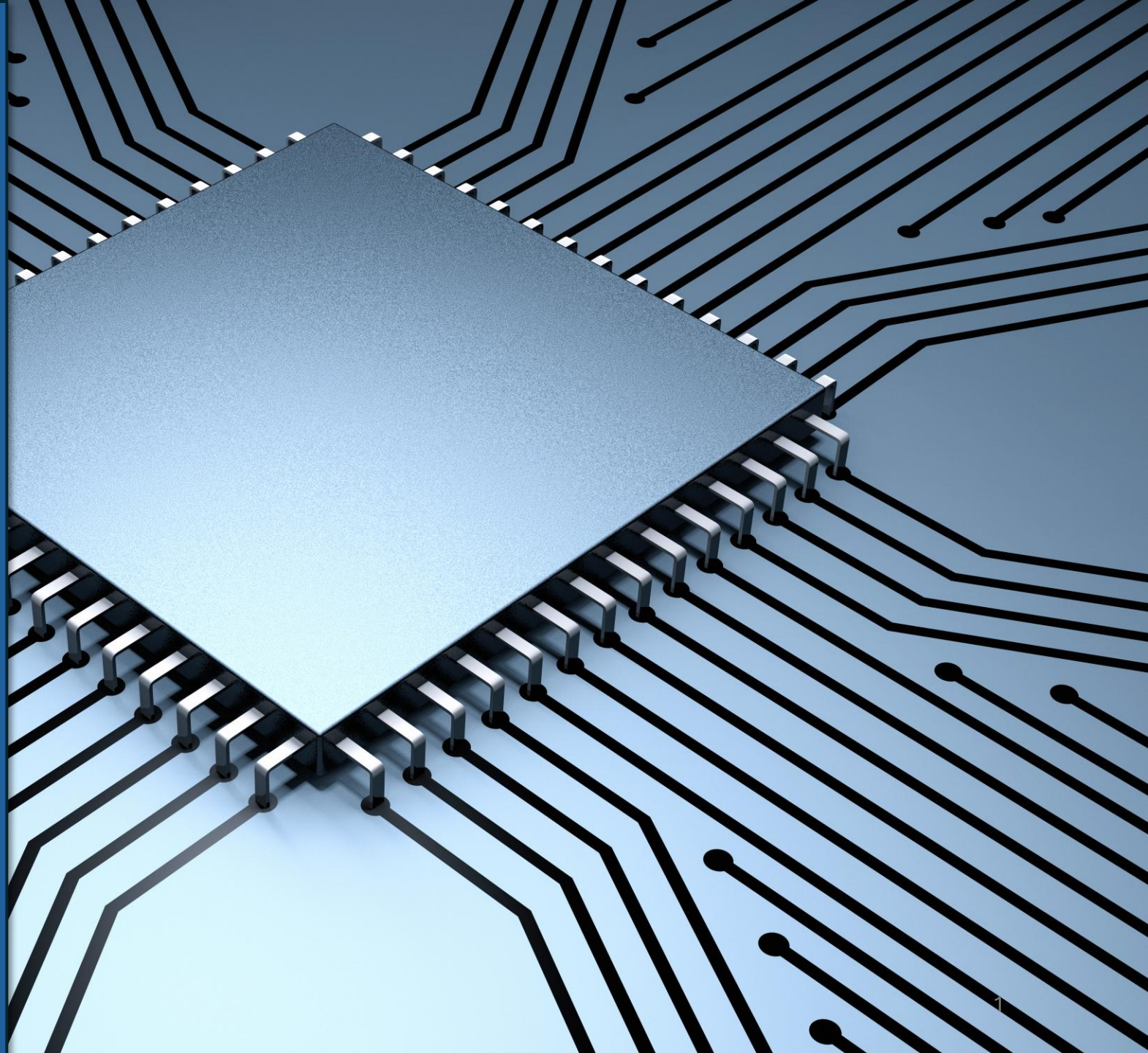


# DPSST

## IT Services Annual Report



May 2025  
Scott Branco  
CIO (Chief Information Officer)



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# IT Services Program

Transforming Public Safety through Technology

## 1 About us

Our dedicated team of seven IT professionals expertly manages all aspects of IT, delivering exceptional customer service.

## 2 Our vision

Provide essential technology and services that align with the agency's needs, while considering budget constraints, strategic planning, and balanced workload.



**Our mission is to pursue excellence in IT solutions and accountability, empowering public safety professionals with innovative technology solutions and services.**

Department of Public Safety Standards and Training

# Department Overview

## Stewardship

Guidance is provided by the Chief Information Officer, who offers strategic direction and focus.

## What We Provide

IT services program provides DPSST with innovative technology solutions, robust support, and seamless integration to enhance training effectiveness and operational efficiency.

## Locations

Salem – Oregon Public Safety Academy and support for all regional police and fire training staff around the state.

# Business Initiatives and business alignment

## Strategic objectives

## Technology Deliverables



Modernize classroom technology



Modernized two classrooms to meet today's needs



Enhanced service request solution (Freshservice)



Setup ITSM (IT service management)



Complete ITSM package (Freshservice)



Project mgmt., Change mgmt., Incident mgmt., and Audit compliance



Improved student technical resources



Creation of mobile student lab (Mobile Cart & 20 student labs)



Improved guest Wi-Fi and secondary Cell provider onsite Salem campus



Leveraged DAS managed Wi-Fi network \ setup new cellular vendor

# We set out to complete 20 initiatives across 5 IT goals



## Security Enhancements



## Improve Technology Solutions



## IT Policies Refresh



## Improve Stakeholder Engagement



## Improve Core IT Processes

### IT GOALS

### IT INITIATIVES

Bit Locker encryption	Streaming board meetings	Identify, modify and publish all agency IT policies	How to documentation for new and modernize technology	Leveraging data center solution for shared drives
User based password manager	Streaming student graduations.	Creation of policy to address new technology A.I.	Align IT business process with industry standard ITIL	Moving video security to modern cloud-based solution
Operating system hardening (Implement CIS 3.0 framework)	Teams external sharing	Align IT business process with industry standard ITIL	Business user training, M365, phishing emails, CoPilot how to, OneDrive, classroom tech	All devices migrated to Windows 11
Modernization of active directory and management of accounts	Leveraging OneDrive for all business users	Standard op. procedures (SOP) refresh is crucial for operational consistency		Implement change management (Software upgrades, New solution implementations)
	Shifting to hosted services for Infrastructure in compliance DAS directive			

# Risk Identification and Assessment



## Specialized Skills and Initiatives



## Video Security Mgmt.



## Funding Impacts



## Device Mgmt.



## Competing IT directives

### Objective

<p>Staff covering multiple facets IT operations</p> <p>Cyber security mgmt. needs continuing refinement</p> <p>Insufficient training was delivered to business staff by the IT team. <i>(Due to other project priorities and mandates)</i></p>	<p>The project is currently on hold due to budget constraints and insufficient dedicated staff time</p> <p>Project planning is in its initial stage</p> <p>Extensive planning is essential for this project, given its legacy system and the numerous outdated cameras involved</p>	<p>Budget limitations prevented computer hardware upgrades</p> <p>The password manager deployment is partially complete</p> <p>Market changes delayed business strategic initiatives, increasing product costs</p>	<p>The Intune (Windows device mgmt.) was delayed due to an external factors</p> <p>The OneDrive migration was postponed due to competing mandates</p>	<p>ITSM deployment is 50% complete, with ongoing work on asset automation sync and project management.</p> <p>CJIS compliance (Windows Hello) was delayed by external factors.</p> <p>Implementation of audit recommendations has been postponed due to other higher-priority projects.</p>
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# IT Operational Performance

2024 - 2025



## Business Goal: Improved Wireless Coverage and stability

Since June 2024, we have implemented a new, *modernized Guest Wi-Fi solution*, significantly enhancing the student experience. Additionally, we have established a **second cellular provider** across the entire campus, further improving connectivity.



## CIO Goal: Cybersecurity Audit

The IT team implemented comprehensive Standard Operating Procedures (SOPs) to guarantee consistent operations, leading to improved efficiency and stronger security.



## Business Goal – LASO requirement: Password Mgr.

Our new **password manager** for business users delivers enhanced security by guaranteeing strong, unique, and securely stored passwords, thereby **mitigating data breach risks**. It also **improves efficiency**; users can now log into multiple accounts with a single master password, simplifying access and **reducing common password frustrations**.

# Team Recognition



Cost Savings/Efficiency  
Gains

## *Objective*

- Improve usage of program funds and reduce overtime hours.
- Strategic forward thinking purchasing to fully leverage all items.

## *Value Adds*

- Drastically lower overtime expenditures
- Targeted purchasing of Hardware and Software



Develop team unity

- Create a strong communication environment
- Constructive Feedback Culture
- Shared Vision

- Daily huddles to built teamwork and understanding of vision
- Teammates willing to share multiple ideas to our huddles
- CIO worked to deliver consistent vision for program and leadership direction



Raise End-User  
Satisfaction Increase

- Boosted stakeholder satisfaction
- Faster resolution of requests and incidents

- Freshservice automation boosted the end-user experience.
- Robust standard operating procedures and technical setups underpin these processes.

# SWOT analysis

- **Highly Adaptable and Responsive Team:**  
Highlight the team's ability to quickly respond to changes and adapt to new challenges

STRENGTHS

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- **Limited Monitoring and Control Capabilities of desktop PC's:** The current system lacks the robust monitoring of Windows desktop devices and control features necessary to ensure optimal performance and security.

WEAKNESSES

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- Cloud Services
- Data Analytics and Data Governance
- Cybersecurity Enhancements
- Training and Development opportunities

OPPORTUNITIES

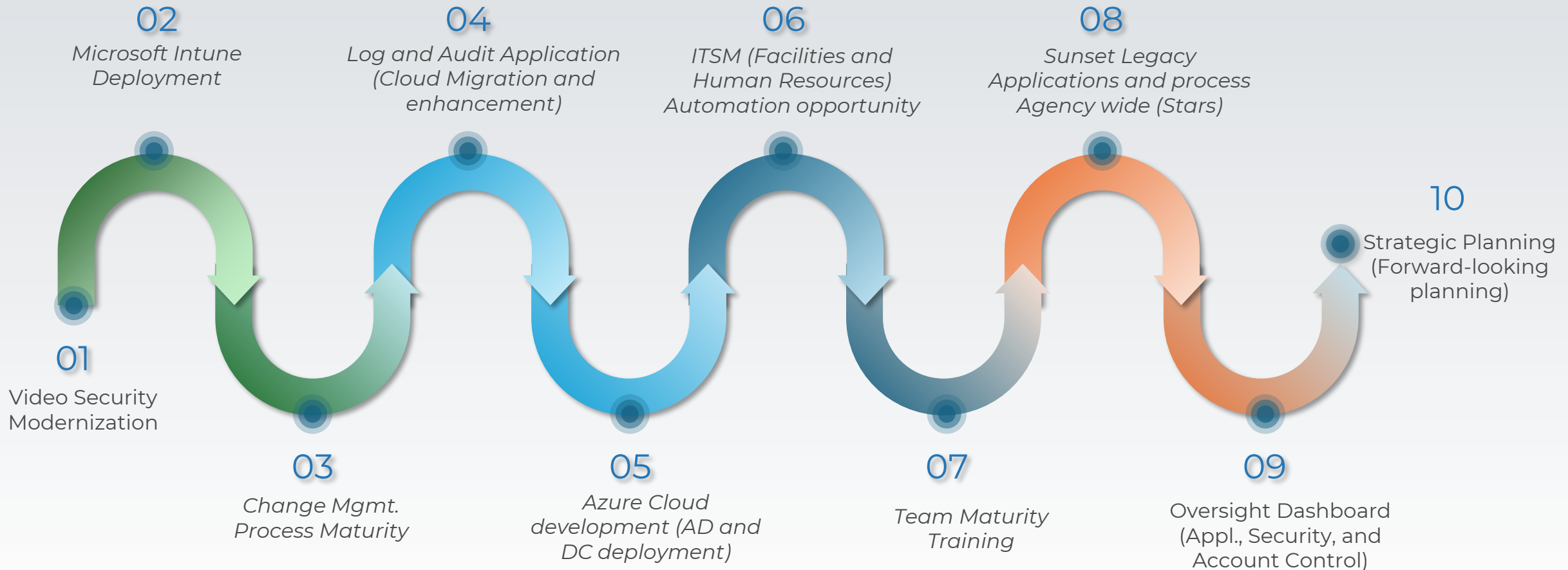
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- IT program faces significant threats from an overwhelming volume of work (Modernization and agency request) coupled with continually evolving mandates.

THREATS

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# Roadmap 2025-2026



# Closing Remarks



## Key Takeaways

1. Business Focused Changes
2. Enhanced Security
3. Strategic Maturity
4. Team Development



## Follow-Up and Next Steps

1. Complete all needed Standard Operating procedures.
2. Fiscal Planning for 25 – 27 Fiscal period

