

DPSST

IT Services Annual Report



May 2026

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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



Upgrade Technology for Conference Equipment



Delivers improved customer Teams Rooms experience



Improved User Authentication for Agency PCs (Windows Hello)



Setup Two Factor login to align with CJIS requirements



Complete ITSM HR modern Workflow (Freshservice)



Offer a contemporary approach to the staff hiring process



Implement a password manager across the entire organization



Easy of Use for authentication and password Health



Setup a Case Mgmt. solution for Professional Standards Program



Management stream lines work flows, improved transparency

We set out to complete 11 initiatives across 5 IT goals



Security Enhancements



Improve Technology Solutions



IT Policies Refresh



Improve Stakeholder Engagement



Improve Core IT Processes

IT GOALS

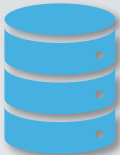
IT INITIATIVES

<p>Leverage state Data center for all agency critical resources</p> <p>Operating system hardening on workstations (Implement CIS 3.0 framework)</p> <p>Modernization of active directory and management of accounts</p>	<p>Migrated business-aligned program data from legacy shared drives to modern, secure SharePoint platforms to improve access, collaboration, and retention compliance.”</p> <p>Streaming student graduations.</p> <p>Replace agency workstations to align with guidelines for lifecycle</p>	<p>Refresh AI policy to address changing landscape for this technology</p> <p>Align IT business process with industry standard ITIL</p> <p>Standard op. procedures (SOP) refresh is crucial for operational consistency</p>	<p>How to documentation for new and modernize technology</p> <p>Build documentation to provide business with more transparency</p> <p>Leverage 3-D printing to reduce cost key high-cost items (Example computer wall bracket)</p>	<p>Streamlined. Automated. Consistent. Modernized. (Data management)</p>
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Risk Identification and Assessment



Specialized Skills and Initiatives



Data Management



Funding Impacts



Device Mgmt.



Completing 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. (Due to other project priorities and mandates)</p>	<p>Centralized content controls</p> <p>Migration of key identified data to SharePoint</p> <p>Automate Manual Processes</p> <p>Improved Auditability and Reporting</p> <p>Leverage Workflows from Microsoft tools</p>	<p>Budget limitations prevented computer hardware upgrades</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>Deployment of Teams Rooms in conference for enhanced customer experience and meet required security guidelines</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

Objective

Value Adds



Cost Savings/Efficiency
Gains

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

- 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 team work 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

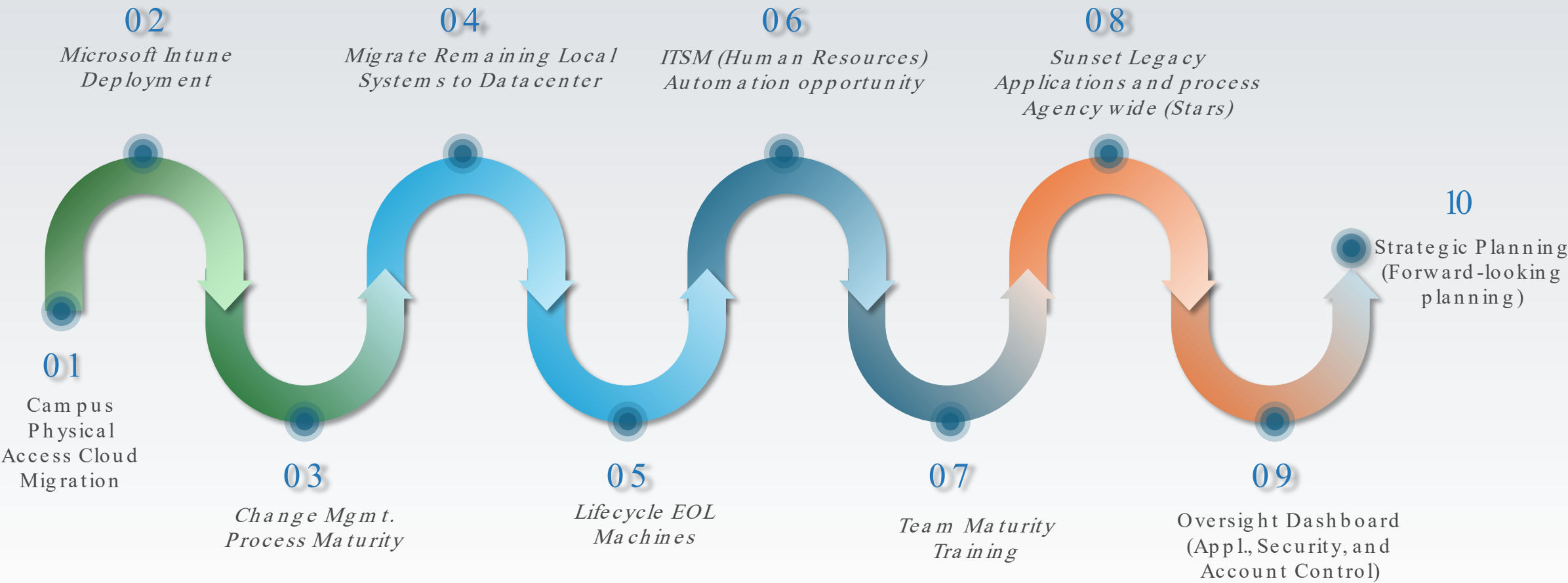
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- IT program faces significant threats from an overwhelming volume of work (Modernization and agency request) coupled with continually evolving mandates.

THREATS

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Roadmap 2027-2029



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

