IT STRATEGIC PLAN PROGRESS REPORT 2023-2025

by the
OREGON DEPARTMENT OF ENERGY

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50 YEARS of SERVICE

EXECUTIVE SUMMARY

The 2023–2025 Oregon Department of Energy IT Strategic Plan laid the groundwork for key transformational efforts at the agency. Over this biennium, IT focused on strengthening governance, modernizing infrastructure, improving cybersecurity, initiating enterprise data capabilities, and responding to user feedback regarding customer service and operational transparency. This progress report outlines accomplishments, ongoing work, and areas where additional investment and attention are needed as the agency moves into the 2025–2027 strategic planning cycle.

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STRATEGIC GOAL PROGRESS SUMMARY

Strategic Goal	Description	Status	Notes
Operational Efficiency & Data Insight	Launch foundational data warehouse; enable dashboards and report automation	In Progress	Data warehouse ETL design complete; initial datasets migrated; Power BI usage expanding
Application Modernization	Replace vulnerable legacy custom apps; reduce low-code tech debt	In Progress	SID/LECPPP modernization underway; low-code inventory documented and prioritized
Customer Experience & Service Delivery	Improve help desk responsiveness; enhance communication and training	In Progress	New ITSM platform selected (Dynamics); documentation backlog reduced by 60%
Cybersecurity & Compliance	Implement MFA, endpoint protection, and user awareness	Substantially Complete	98% MFA coverage; cyber training completion up 30%; remaining legacy systems pending
Governance & Alignment	Establish streamlined IT governance and cross-divisional engagement	Complete	New IT Governance Committee active; Data Workgroup operational and producing standards

INITIATIVE HIGHLIGHTS

- **Colocation Migration (Complete**)
  - All on-prem servers successfully migrated to DAS-managed data center by late 2024. Decommissioning and documentation finalized.

- **IT Governance Reform (Complete)**
  - Governance restructured into a single committee with actionable work groups. Routine prioritization now occurs quarterly.

- **Service Documentation Backlog (In Progress)**
  - Over 60% of Tier I and II helpdesk processes are now documented; the target is full documentation by Q4 FY25.

- **Application Modernization (In Progress)**
  - Legacy applications (SID, LECPPP) are in replacement pipeline; development standards enforced for new work.

- **Data Governance & Quality (In Progress)**
  - Foundational data practices documented; Data Workgroup working to formalize QA standards.

CHALLENGES ENCOUNTERED

- Staffing constraints impacted the timeline for full application modernization.
- High volume of legacy ticket data proved difficult to normalize; hindered historical SLA tracking.
- Variability in program stakeholder engagement slowed intake for data governance policy building.
- Help desk software limitations reduce accuracy of SLA and satisfaction metrics.

STRATEGIC ALIGNMENT AND VALUE

The 2023–2025 IT Strategic Plan helped ODOE:

- Prepare for operational resilience by migrating to state-supported infrastructure
- Improve security posture across critical platforms and endpoints
- Begin the cultural shift toward data-as-an-asset with governance structures
- Establish proactive communication and prioritization routines through governance
- Identify scalable development practices that will shape long-term application stability

These advancements now feed directly into the updated 2025–2027 goals, particularly those focused on expanding data quality, achieving full ITSM maturity, and completing modernization of core platforms.

NEXT STEPS

- Finalize and deploy the new ITSM system by Q4 FY25
- Complete SID/LECPPP replacements and decommission legacy versions
- Fully implement the data warehouse and metadata standards
- Expand Power BI training and data literacy across agency divisions
- Finish Tier I/II help desk documentation and adopt formal SLA metrics

FOR MORE INFORMATION

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