

Oregon Land Use Board of Appeals

Information Technology Strategic Plan: 2025-2029

FOUNDATION

OUR MISSION

LUBA's mission is to provide a specialized appellate review body that (1) provides an accessible forum for resolving land use disputes quickly and efficiently and (2) makes its decisions available as a decision-making resource to state and local legislators, land use professionals, city and county land use decision makers, property owners, and residents of Oregon.

OUR VISION

We are a respected and trusted neutral forum that diligently resolves land use appeals in a way that is readily understandable and meaningful to the parties, the public, and the courts.

OUR CORE VALUES

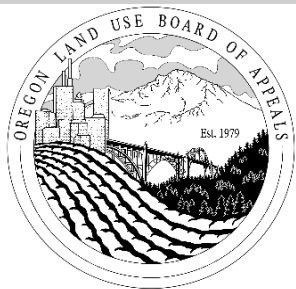
We share responsibility for our mission.

We trust each other and are trusted by others.

We embrace openness by creating physical and relational safety.

We approach conflict with curiosity and mutual respect.

We encourage creativity and taking initiative for change.



STRATEGIC PRIORITIES

GOALS

1. Efficiently resolve land use appeals. Resolve 90% of land use appeals within statutory deadlines or, if all parties agree, with no more than a 21-day extension of the statutory deadline AND resolve 95% of record objections within 60 days after the record objection is received by LUBA.
2. Resolve 100% of legal issues that are presented in appeals when consistent with sound principles of judicial review.
3. Issue opinions that are sustained on appeal at least 90% of the time.
4. Provide quick and easy access to LUBA final opinions and research aids.
5. Continue public outreach to increase understanding of LUBA's mission, processes, and rules.
6. Continue providing excellent and responsive customer service and modernize LUBA's filing and case management system.
7. Provide equitable access to LUBA services and cultivate a diverse, equitable, and inclusive work environment that will attract and retain employees.

GUIDING PRINCIPLES

Focused IT Investments:

Management of IT investments (e.g. allocation of IT resources, funding of projects) will align with the strategic objectives and the governance process.

Modernize the Experience:

Running outdated applications causes many problems and challenges, and may not align with business goals. Modernization is focused on improving the employee and customer experience.

Business Continuity and Reputation:

Business continuity is a responsibility of the business groups while IT disaster recovery is a shared responsibility among business and technical group, and IT outsourced vendor(s).

Mission First:

IT exists to support and enable the mission of the organization, and business strategy will drive IT strategies and initiatives.

Advance Diversity, Equity, Inclusion:

One of the primary ways of interacting with Oregonians and staff is through digital means and during the process of investing in technology DEI is being assessed as part of the organization's prioritization process.

ACTION PLAN

KEY INITIATIVES

IT Modernization:

Modernize LUBA's database of appeals and implement electronic case management and filing system.

Reclassification of ESS-2 to Executive Assistant (EA):

LUBA has identified a need for reclassifying a position to manage the agency's operations so that Board Members can focus less time and attention on administrative tasks and more attention on appeals. The reclassification has been approved by DAS Classification and Compensation. Calculation of the POP amount is based on a pay equity analysis conducted after approval.

Computer Replacement:

LUBA has \$0 in its 2023-2025 LAB for IT expendable property. LUBA receives IT support from DAS IT, which requires replacement of computers on a 3-year cycle. LUBA last replaced its computers in 2023. LUBA submitted an exception request for funding this budget category at the projected amount for computer replacement during the 2025-2027 biennium.

PERFORMANCE

ALIGNED KEY INDICATORS

Customer Service:

Successful modernization of LUBA's outdated database and implementation of an electronic case management and filing system should result in improved performance across the key performance measures of issuing timely opinions (KPM1), timely responding to record objections (KPM2), issuing final decisions that are sustained on appeal (KPM4), and especially providing good or excellent customer service (KPM5).

Customer Service:

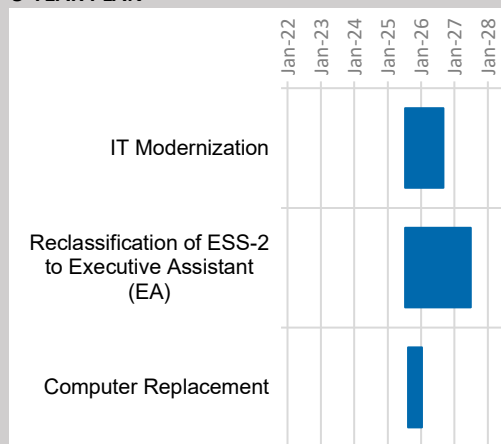
The EA position will be the primary contact for the IT consultant who will manage the agency's IT modernization efforts. The Executive Assistant position will enable the Board Chair to delegate management of some administrative and operational tasks so that the Board Chair and Board Members can focus more attention on quickly and correctly resolving appeals.

Customer Service:

If the package is approved, LUBA will be able to replace its computers on DAS' required replacement schedule. If the package is not approved, LUBA will be unable to meet DAS' required replacement schedule.

ROADMAP

5-YEAR PLAN



INVESTMENT PORTFOLIO

INVESTMENT LEVEL BY OBJECTIVE



COST PROJECTIONS

