

Oregon Department of Emergency Management

Information Technology Strategic Plan: 2023 - 2027

FOUNDATION

OUR MISSION

Lead collaborative statewide efforts, inclusive of all partners and the communities we serve, to ensure the capability to get help in an emergency and to protect, mitigate, prepare for, respond to, and recover from emergencies or disasters regardless of cause.

OUR VISION

Our vision is an established, equitable culture of preparedness that empowers Oregonians to thrive in times of crisis.

OUR CORE VALUES

Advocacy – We value the perspectives of our team, our partners and those we serve, and support their efforts to advance our shared interests.

Collaboration – We value sincere, communicative and supportive partnerships that encourage trust and make us better than we are on our own.

Innovation – We value ideas that challenge current practices while we seek out and leverage new opportunities to improve our ability to serve.

Leadership – Lead with integrity, respect, courage and accountability, and foster the development of leaders within our organization.

STRATEGIC PRIORITIES

GOALS

1. Statewide 9-1-1 Program - Maintain a viable statewide 9-1-1 system to protect the safety and security of people, property and critical assets.
2. Prevention and Preparedness - Strengthen Oregon's ability to plan, prepare for and mitigate disasters, emergencies, and terrorist events.
3. Response - Develop and enhance statewide emergency operations to effectively respond to both man-made and natural disasters throughout the State.
4. Mitigation - Identify, characterize, and mitigate hazards and their impacts to the greatest benefit for the people of Oregon.
5. Recovery - Develop programs and systems to stabilize, rebuild and revitalize communities in a post-disaster environment.
6. Grant Administration - Ensure effective investment of emergency management, disaster, mitigation, homeland security and other federal funding.
7. Organizational Quality and Excellence - Create a high-performance workplace with clear direction and a motivated and appropriately resourced workforce.

GUIDING PRINCIPLES

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Running outdated applications causes many problems and challenges, and may not align with business goals.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.

Ensuring System Availability:

Architecture processes in developing new systems or services will ensure that service levels for availability, performance, capacity, and scalability are specified.

Cross-organization Collaboration:

We will work within and across organizational structures to meet strategic goals and identify opportunities for innovation and improvement.

Cloud-Smart Approach:

Using Cloud services allows the organizations to take a strategic look at what infrastructure will best serve each business workload, and can better align to meet specific business goals and values.

Mission First:

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

ACTION PLAN

KEY INITIATIVES

Grants Management Modernization:

A solution that facilitates the efficient administration, tracking, and reporting of grants throughout their lifecycle.

Next Generation 9-1-1:

Advanced communication infrastructure allowing citizens to reach emergency services through variety of technical means.

Crisis Management System Replacement:

Cloud-based replacement solution to Ops Center designed to centralize and streamline real-time information during crises.

Data Center Migration:

Migration of computing infrastructure into the State Data Center to improve resiliency, security, and data connections.

Learning Management System:

System to coordinate and deliver instructor-led training courses including course descriptions, rosters, and certificate issuance.

Oregon Record Management Solution (ORMS):

System to organize, store, track, and manage EM records throughout their lifecycle, ensuring compliance, security, and accessibility.

PERFORMANCE

ALIGNED KEY INDICATORS

Maximizing Federal Risk Reduction Investments:

10%+ reduction in administrative time spent on grant application processing and reporting within 6-months of implementation.

Emergency Information Equity and Accessibility:

10%+ improvement as measured by average time elapsed between receiving call and dispatching in target communities.

State Response and Recovery Capabilities:

10%+ increase in overall crisis response efficiency within the next two (2) prevailing incidents post-implementation.

State Response and Recovery Capabilities:

Migration of core on-premises IT infrastructure to state data center managed service, achieving 10%+ reduction in operational costs.

Statewide Exercise Participation:

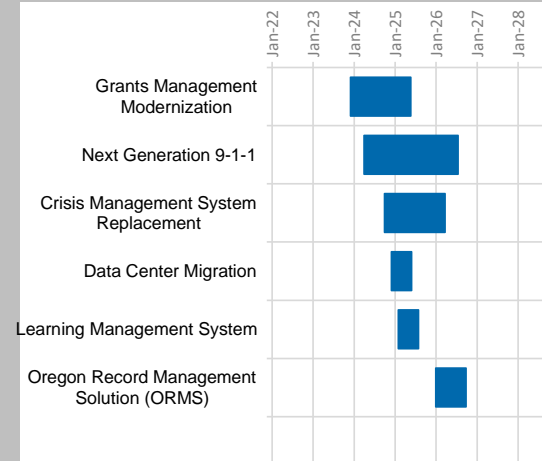
Achieve a 10%+ increase in emergency preparedness among staff members by the completion of emergency training modules.

Emergency Information Equity and Accessibility:

50%+ migration of data and records related to mission essential functions to record management system.

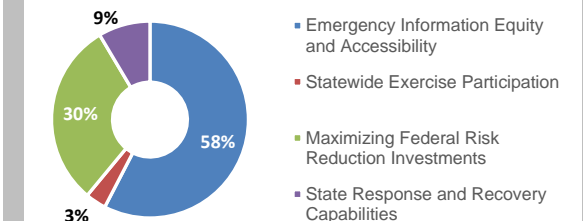
ROADMAP

5-YEAR PLAN



INVESTMENT PORTFOLIO

INVESTMENT LEVEL BY OBJECTIVE



COST PROJECTIONS

