

OPRD IT Strategic Plan Progress Report

This progress report summarizes the achievements and progress made by the Oregon Parks and Recreation Department (OPRD) over the past two years as outlined in the IT Strategic Plan. It highlights completed initiatives, metrics met or partially met, and key areas of improvement.

Key Accomplishments

- Formalized the Project Management Office and implemented a project intake process and IT governance.
- Established an information security program, resulting in significantly improved audit scores.
- Initiated data governance implementation.

Metrics Summary

The current status as measured by our metrics:

IT goal 1: Business Partnership

Metric 1A: Distribute and complete an annual Business Vision (BV) Survey to provide year-to-year comparisons and identify improvements.

Target: Execute the Business Vision survey in the 3rd quarter of each calendar year. - **Completed**

Metric 1B: IT services will establish a standard for how frequent project/initiative status reporting must be complete and communicate that to agency project teams, executive sponsors, steering committee and to EIS.

Target: 100% of all IT projects will stay current on their project management reports. - **Target met**

IT goal 2: Enhance Enterprise IT Excellence

Metric 2A: Implement patching, lifecycle, and security standards and processes improve information security throughout OPRD.

Target: Consistently Achieve a Critical Vulnerabilities Ratio of less than 30% and a Scan Quality above 90% . - **Target met**

Metric 2B: Use service level agreement reports to establish a standard of performance to measure against and identify a baseline performance metrics for routine IT services.

Target: Through calendar year 2024, 80% of all HW is refreshed within established lifecycle standards. - **Target not met**

Target: 99% of all new accounts are fully functional on an employee's first day. 100% all accounts are disabled within 96 hours of employee's last day. - **Still implementing adequate data collection to determine performance**

Target: Maintain 4.7 stars level of service for Helpdesk requests – **Currently collecting data to validate anecdotal evidence of meeting the target**

IT goal 3: IT Core Process Maturity

Metric 3A: Improve on the business vision survey's core process satisfaction levels by making existing services quicker, more thorough while also looking ahead to plan with business partners in the agency to provide expertise and input.

Target: Evaluate BV survey results with the goal of improving on each of the satisfaction levels each year. – **Partially met**

Metric 3B: Compare and analyze results from biennial CSS Basic 6 audits by establishing processes and documentation.

Target: Demonstrate ongoing audit result improvement. – **Target met and exceeded**

IT goal 4: Right-size our resources.

Metric 4A: Deliver project work within expectations of customers based on resources provided.

Target: Achieve 80% customer satisfaction for IT project work that is approved. – **Insufficient data to draw conclusions**

Metric 4b: Establish a PMO with standard intake, evaluation, and prioritization processes.

Target: Establish an Intake, Triage, and Validation process that results in projects being put into the formal IT Governance process or is prioritized as part of the daily work of the Parks & Tech team. By 3rd quarter 2024 all new requests for new services follow established governance processes – **Target met**

Target: Establish and maintain a prioritized list of active and backlog work that provides documentation of resource usage and utilization. – **Target partially met**

Overall, these metrics and targets illustrate commitment to continuous improvement and high standards within our organization. By evaluating and refining our processes, we aim to enhance satisfaction and efficiency across all levels. The progress made in meeting and exceeding targets reflects our dedication to excellence and strategic resource management. As we move forward, maintaining this momentum and addressing areas with insufficient data will be key to achieving our long-term goals and sustaining our success.