

## 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 year as outlined in the IT Strategic Plan. It highlights completed initiatives, metrics met or partially met, and key areas of improvement.

### Key Accomplishments

- We have a fully implemented and operation Information Technology governance process.
- Upgraded our information security program.
- Have procurements underway for our Rec Hub and Heritage Hub initiatives.

### Metrics Summary

The current status as measured by our metrics:

- IT goal 1: Agency process and system modernization
  - Metric 1: Implement a Recreation Hub solution
    - Target: Complete implementation of a Recreation Hub solution **Partially met: Procurement underway.**
    - Target: Begin a long-term contract procurement of a Recreation Hub solution. **Partially met: Procurement underway.**
  - Metric 2: Implement a Heritage Hub solution
    - Target: Complete procurement **Partially met: Procurement underway.**
    - Target: Complete at least 50% of contract execution. **Partially met: Project on schedule to meet target**
  - Metric 3: Implement a Volunteer management solution
    - Target: Complete procurement, implementation, and transition to O&M **Completed**
  - Metric 4: Implement a Lands management solution
    - Target: Build and implement a Lands management system **Partially met: Application development underway**
  - Metric 5: Initiate Asset Management process and systems improvement
    - Target: Determine buy vs build for an Asset Management system **Partially met: Project initiation underway. Project on schedule.**
- IT goal 2: Enhance Enterprise IT Excellence
  - Metric 1: Implement patching, lifecycle, and security standards and processes improve information security throughout OPRD.

- Target: Continue to achieve a Critical Vulnerabilities Ratio of less than 30% and a Scan Quality above 90% **Partially met: Changes in reporting have made the target obsolete. Our efforts to improve patching has been completed.**
- Metric 2: Improve CSS Basic 6 audit results.
  - Target: Achieve a minimum score of 70 in the 2026 audit **Partially met: Continue to work with EIS/CSS to implement controls and document processes.**
- Metric 3: Use service level agreement reports to establish a performance standard and identify baseline performance metrics for routine IT services.
  - Target: Through calendar year 2026, 80% of all HW is refreshed within established lifecycle standards. **Target not met. Budget restrictions have required adjusting lifecycle standards.**
  - Target: 99% of all new accounts are fully functional on an employee's first day. 100% all accounts are disabled within 96 hours of the employee's last day. **Target met.**

This year, the Parks & Tech team benefited from stable staffing and strong leadership, making significant progress on our goals. While supporting department initiatives to address financial challenges, we've seen some impact on customer service and hardware lifecycle work. We are confident that both Rec Hub and Heritage Hub projects will see major implementation milestones in the coming year.