

Oregon Watershed Enhancement Board

Information Technology Strategic Plan: 2025 - 2030

FOUNDATION

OUR MISSION

To help protect and restore healthy watersheds and natural habitats that support thriving communities and strong economies.

OUR VISION

OWEB is a leader in the conservation of Oregon's natural resources and enjoys strong public support for its contributions to community-based conservation, watershed health, and local economies.

OUR CORE VALUES

From our agency strategic plan: In all things, we will...

Be bold: pursue the greatest potential, not the easiest path. Listen to and explore new ideas, focus on opportunities, and try innovative strategies.

Be open and transparent: develop and maintain strong partnerships. Ensure decisions are transparently made and clearly articulated.

Be forward thinking: We will consider future Oregonians in all we do.

Be curious: encourage staff and partners to ask questions; be responsible and flexible, and listen, learn and think in new ways.



STRATEGIC PRIORITIES

GOALS

1. Through our grantmaking, build awareness of the relationship between people and watersheds and watershed protection & restoration
2. Leverage our position as an anchor funder to engage the diversity of Oregonians in watershed work
3. Use our funding to strengthen and leverage capacity of people and organizations to achieve healthy watersheds
4. Advance learning about watershed protection and restoration effectiveness through coordinated monitoring
5. Increase investment connecting urban and working lands to watershed health
6. Take bold and innovative action toward funding projects that advance climate resilience

GUIDING PRINCIPLES

User Focused - Ease of Use:

Technology solutions will be designed to optimize the user's experience while maximizing sharing and reuse of technologies.

Controlling Technology Risks:

IT risk will be evaluated through standard policies, procedures, and a governance model to identify appropriate mitigations.

Fiscally Responsible Investments:

Where possible participate in multi-organization IT initiatives to take advantage of economies of scale, and strive for return on investment, and predictability in technology costs.

Innovation and Continuous Improvement:

The organization culture is a catalyst for continuous innovative change, and actively encourages exploration of technology innovation for business benefit.

ACTION PLAN

KEY INITIATIVES

Workforce and Domain Knowledge Transition Plan:

Documentation, knowledge sharing, succession planning, resource inventory, and plan testing - these elements were developed during a Risk Analysis assessment conducted with our assistant CIO in 2024.

Finishing PCSRF metrics:

OWEB is using API technology to gather metrics that we report to a federal funder rather than asking for it in applications. It improves the user experience while ensuring we are a responsible administrator of the funds.

OGMO grant to OWRI project(s) Wizard:

OWEB gathers project implementation information via two systems that are currently not connected. OWEB plans to connect these two systems to save users duplicative data entry.

Migrate green OGMO/ARM into Blue OGMS:

Future-proof and modernize the technology base of OWEB's core grantmaking systems. This will be a multi-year initiative that will be implemented incrementally as sections are upgraded and enhanced.

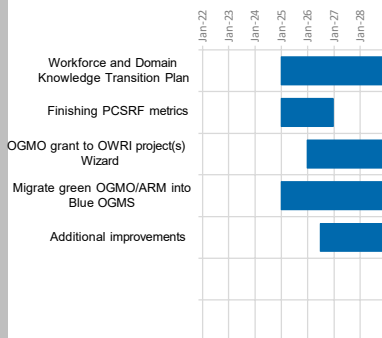
Additional improvements:

Implement additional, prioritized projects identified by the OWEB Executive Team once the projects are fully scoped and business analysis has been completed.

NOTE OWEB has an interagency agreement with OWRD to provide IT support services (Help desk, Server support, Web hosting, etc.). This agreement provides significant additional resources to OWEB in maintaining compliance with software and hardware requirements as well as a partnership in exploring additional agency needs and strategic initiatives. OWEB and OWRD plan to continue this approach into the coming biennia and explore revisions as necessary to ensure both agencies have the resources needed.

ROADMAP

5-YEAR PLAN



PERFORMANCE

ALIGNED KEY INDICATORS

1. Operations:

OWEB's Workforce and Domain Knowledge Transition Plan helps avoid service disruptions to customers and mitigates risk.

12. Customer service:

OWEB's numeric and narrative customer service KPM results show an increase due to an easier experience submitting applications and metrics.

12. Customer service:

OWEB's numeric and narrative customer service KPM results show an increase due to an improved customer experience and less duplicative data entry.

12. Customer service:

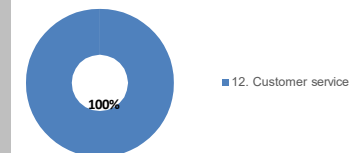
N/A - the benefits of this work to customer service are indirect because they allow for future innovative development projects.

12. Customer service:

OWEB's numeric and narrative customer service KPM results show an increase due to an improved customer experience and zero disruptions in service.

INVESTMENT PORTFOLIO

INVESTMENT LEVEL BY OBJECTIVE



COST PROJECTIONS

