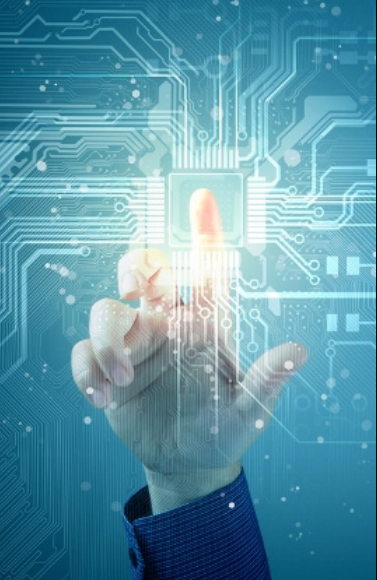



STRATEGIC PLAN FOR LARIMER COUNTY INFORMATION TECHNOLOGY

Guiding Principles	Mission	Vision	Goals (1 year)
<ul style="list-style-type: none"> Connect with customers Be empathetic Provide value Incorporate quality into everything we do Empowered staff; self-accountable/organizing Healthy work-life balance 	<p>To realize value across County services and programs by providing technology solutions and services.</p>	<p>We strive to be a frontrunner in government information technology strategy and customer success within Larimer County.</p>	<ul style="list-style-type: none"> Shift from structure to services focus Collaborative culture in IT Become more Value-driven Reinforce Stability & CyberSecurity
	<p>What we don't do</p> <ul style="list-style-type: none"> Assume the County's priority for funding Own business processes or business strategy Determine value <i>for</i> our customers Attempt to solve every technology or business solution in-house 	<p>3-5 Year Priorities</p> <ul style="list-style-type: none"> Continue building IT based on sound best practices Evolve our culture and refine our communications Fill out BRM engagements to all customers Appropriate county Governance is in place Deliver clear value from our Enterprise Services 	<p>Key Objectives (near term)</p> <ol style="list-style-type: none"> Complete Service definitions & cost analysis Implement Value Management framework Develop communication platform Implement an IT measures dashboard and document key processes
	<p>Value of IT</p> <ul style="list-style-type: none"> We tie technology to citizen service's value We provide a secure data environment We help you do your business...better We help you focus on serving citizens 	<p>Brand Promise "Partnering to drive value."</p> 	<p>IT's Critical Needs</p> <ul style="list-style-type: none"> Customer engagement and common understanding Support from County Leadership A consistent methodology for budgeting IT Open and honest communication
	<p>Primary Customers</p> <ul style="list-style-type: none"> Elected Offices Non-Elected Services Internal Support Services 	<p>Brand Promise KPI's</p> <ul style="list-style-type: none"> Net Promoter Scores A measure for Value IT Quality dashboard Business-IT engagement level 	<p>Critical Dates</p> <ul style="list-style-type: none"> June-August: Budget for the next year March: Strategy refresh

People (Reputation Drivers)

IT Employees Need

- A safe and supportive environment
- Collaborative work space
- Communication platform
- Understanding of customers

Customers Need

- A communication framework
- Value-driven conversations
- Right solutions for the right problems
- Timeliness, accuracy and competence

Stakeholders Need

- Frequent communication
- Flow of data (measures)
- Engagement with and value perceived by business partners

Strengths/Core Competencies:

- Capable and empowered staff
- Best-practice-founded strategy and processes
- Customer mindset
- Agility and technical competence

Opportunities:

- Developing flexible/adaptable workforce
- Customer engagement
- Appropriate growth through Governance
- Increased customer capability w.r.t technology