

Summary

IST has collected feedback from a range of sources on why they need technology, what barriers exist to its adoption and how they see the future of technology in the County. Lines of commonality were established from the input, and then strategies developed to address them. All efforts in IST will be married to and aligned to these strategies for the coming year, technology solutions adopted that are aligned and metrics via the Performance Council analyzed for impact.

Input Sources

Where have we received feedback on our technology environment, what trends influence our decision making.

- Interviews - Customer departments, County Leadership, Peer Localities.
- Survey results – IST Employee Survey, Young Professionals survey, Customer Service Survey.
- Board of Supervisor Direction – As expressed in budget priorities & Blueprint Chesterfield.
- Technology Asset Modernization Plan
- County Strategic Plan & Budget Transmittal Letter – FY2019
- Industry Trends & Center for Digital Gov Survey results

Common Needs

What themes, lines of synergy and common needs have emerged through the information gathering?

- **Project Execution** – Reliably plan and deliver complex technology projects.
- **Technology Asset Lifecycle Management** – Technology assets are no different than buildings, roofs, roads. They require maintenance and ultimately replacement.
- **Secure Information** - The sacred trust the citizen, that we will keep their information safe and that the environment will be compliant with laws, regulations and best practices for security.
- **Reduce Infrastructure Footprint and Costs** - Infrastructure is expensive, both to acquire and to manage. Being fiscally conservative compels us to minimize the footprint of this most expensive area.
- **Speed Delivery of Solutions** - Our customers world moves faster than ever. We must find new ways to deliver solutions and be responsive to the needs of the customers.
- **Innovation** – Create an environment and culture where innovation is organic and helps achieve the priorities of the organization and the Board of Supervisors.
- **Be Competitive in Cost & Value** - Our customers have options to receive services. We must deliver services that are not only quickly implemented, but competitive on the open market.

Strategies

Which approaches will we take to provide for the needs, what will we focus on, where will we spend our energies.

- **Attract, Retain and Develop Highly Skilled Staff** – People are the most important asset.
- **Financial Stewardship** – Apply financial resources in an agile fashion, always planning.
- **Manage and Mitigate Risk** - All types of technology risk, not just information security.
- **Cloud Centric Strategy** - Our computing should revolve around the cloud technology stack.
- **Modernize Lagging Technology** – Treat assets as major maintenance items.
- **Customer Engagement & Alignment** – Be the Trusted Business Advisor, not the order taker.