Multnomah County Digital Strategy

DRAFT

IT Vision

Multnomah County IT helps citizens and county employees get the information they need.

Any time, any place.

IT Mission

Multnomah County IT professionals leverage technology to drive innovation, efficiency, and cost-savings, helping government respond effectively to community needs.

DCA Vision

To lead innovative and sustainable best practices, redefining when, where, and how our local government operates.

Inclusive Workplace. Creative Synergies. Innovative Technologies. Sustainable Practices.

In service to our internal and external customers

IT Strategic Values are:

Integrity - We are personally accountable for the highest standards of behavior, including honesty and fairness in all aspects of our work.

Customer Service - We strive to be responsive. We listen to customer requests, understand their business needs, and help them establish achievable priorities. We exceed customer expectations in affordability, quality, and on-time delivery.

Leadership - We are talented employees effectively applying technology to address business challenges. We lead through our competence, creativity, and collaboration. We recognize and celebrate our successes.

Respect - We treat one another with consideration and take pride in the significant contributions that come from diverse individuals and ideas. We are committed to openness and trust in all relationships.

Quality - We strive for continuous improvement and deliver excellence. Each of us is responsible for the quality in everything we do.

Innovation - We embrace change enthusiastically. We always consider new ideas and look at new and better ways to leverage technology and provide enhanced services. We are willing to rethink. We learn from, but are not held back by, our past.

Stewardship - We strategically set priorities with our customers and find the path to "yes" for the right projects.

Responsibility - We are fiscally responsible for the resources entrusted to us. We use good judgment and sound thinking when managing the balance of risk and security.

IT contributions to Multnomah County Technology Capabilities...

We will determine, follow, and update the County's technology standards based on the outcomes needed for each project.

We will create secure environments to meet compliance and regulatory requirements to enable the customer service needs of each effort.

We will look at increasing or leveraging current technologies solutions first for new functionality or business needs when innovation is a key component of an effort.

We will research, implement, and support a cloud-first approach for all solutions.

We will explore the opportunity to buy-before-build for software applications when our in-house expertise is not available or developed.

We will strive to build solutions that integrate with existing solutions before building stand alone solutions.

We will build mobility into solutions as a design consideration to ensure support for a future that includes mobile workspace and mobile workforce.

We will incorporate long term planning in all of the technology solutions to ensure that mitigating obsolescence risk is built in from the beginning of our efforts.

Multnomah County Business Capabilities include:

Recruiting, developing, and retaining a high performing, diverse, and inclusive workforce, providing the leadership required to deliver on the needs of the community.

Innovating by leveraging successful service models outside of the County, and sharing our solutions with other organizations.

Collaborating with existing and new external partners such as the cities in the County, and the state, federal, and community partners in our area, creating a seamless experience for all residents.

Expanding the collaborative efforts of service delivery teams across the operational departments at the County.

Evolving sustainable customer service models based on self-service for residents, connecting services from the County by leveraging technology.

Safeguarding and respecting the privacy and security of all of the data collected from residents that receive County services while responsibly using that data to continuously improve the outcomes for all residents.

Communicating and interacting across all methods, from paper to digital, using technology to connect with people to provide the best customer service.

Facilitating the engagement with the community to determine and prioritize the services and service improvement needs of the County.

Technology Initiatives Strategies

Workforce:	Recruit, develop, and retain a diverse and inclusive workforce
Mobility:	Build solutions that support accessibility to County services
Business Intelligence:	Create data analytics, decision support, and self-service reporting solutions
Enterprise Resource Planning:	Address future needs for ERP capabilities
Health System Transformation:	Support patient-centric, cross-departmental efforts
Risk Management:	Mitigate the risks of service interruptions:
	Cybersecurity and Privacy
	Application and Infrastructure Modernization
	Disaster Readiness