

## Mission

Partner with County departments to deliver services to our community through operational excellence and innovative technology solutions in support of the County's mission.

## Vision

The County of Santa Clara's Vision is TSS's Vision: Engaged employees delivering exceptional customer experiences.

## Strategic Domains

1: {EMPOWER} Diverse and High Performing TSS Team

2: {OPERATE} Operational Excellence and Growth

## Core Values

- Respect:** Listening to each other and considering all opinions.
- Integrity:** Being honest with each other and doing the right thing for the organization and our peers.
- Accountability:** Ensuring that we meet our commitments.
- Transparency:** Providing accurate and clear information to everyone.
- Compassion:** Showing sympathy and being willing to help each other.
- Excellence:** Going above and beyond the call of duty to produce extraordinary results.

3: {GROW} Thriving Relationships with Our Customers

4: {TRANSFORM} Innovation and Digital Government Transformation

## Key Performance Indicators

Metric	EOY Target
TSS Support of Inbound Ticket Volume (Qtrly ticket Count)	43.8k
Average TSS Support Ticket Resolution Time (Days)	10.75
% of reporting adoption	60%

Metric	EOY Target
Rate of milestone delivery	
Satisfaction with TSS Services (%)	90%

# 1

## {EMPOWER} Diverse and High Performing TSS Team

- **SPEED UP HIRING PROCESS:** Work with ESA to improve the hiring process - IT Human Capacity Planning & Workforce Management. (1.1)
- **DYNAMIC RECRUITMENT DASHBOARDS:** Recruitment dashboards in place & kept current for IT Human Capacity Planning & Workforce Management. (1.2)
- **LEARNING ETS:** Utilize creative learning options to enable the team to keep up with emerging technologies. (1.3)
- **ENSURE OPERATIONAL CONTINUITY:** Establish solid development and succession planning. (1.4)
- **JOB CLASSIFICATIONS:** Adjust job classifications to match the fast evolving technology landscape (1.5)
- **LEARNING PROGRAM:** Develop prescriptive learning program for TSS staff. (1.6)
- **DECISION MAKING:** Distribute decision-making down the organization to increase agility and engagement. (1.7)
- **VISIBILITY:** Increase empathy and a sense of meaning by making the impact of the team's efforts visible. (1.8)
- **HYBRID WORK:** Establish standards for hybrid work. (1.9)
- **DEI:** Embrace diversity, equity, and inclusion! (1.10)
- **INTERNAL LEARNING:** Provide internal learning opportunities by encouraging shifting between positions. (1.11)
- **BA CoP:** Establish Business Analysts' Community of Practice. (1.12)

# 2

## {OPERATE} Operational Excellence and Growth

- ORG KPI: TSS Support of Inbound Ticket Volume: Quarterly count of inbound requests to the Servi Desk and other TSS support teams. (2.1)
- ORG KPI: Average TSS Support Ticket Resolution Time (Days): Number of days from when a ticket opened until it is closed. (2.2)
- EXCEED INDUSTRY-STANDARD SERVICE DESK METRICS: Ensure Service Desk Metrics are in industry-standard range (wait time, abandonment rate...) (2.3)
- CLOSE PROCESS GAPS: TSS has filled its critical internal process gaps (i2P, P2C, C2C) (2.4)
- OPERATING MODELS: Develop operating models to create clear lines of accountabilities between the TSS teams. (2.5)
- ARCHITECTURE AS CHANGE: Utilize architecture to create the rules and assurances for technolog change / integration. (2.6)
- MENTORING: Establish mentorship program. (2.7)
- TECHNICAL DEBT: Identify and classify technical debt to successfully reduce it. (2.8)
- ACCELERATE CHANGE MANAGEMENT: Organizations and individuals are not formally requesting and tracking all changes being performed. (Technology Change Management) (2.9)
- REDUNDANT TECHNOLOGIES: Normalize the application and infrastructure portolios to remove redundant technologies. (2.11)
- ESTABLISH PROBLEM INCIDENT MANAGEMENT (PIM): Major incident and problem management task force in place #6.1.1 Incident Management. (2.12)
- SOFTWARE TRACKING: Centralize software license tracking to understand liabilities, and model future demand. (2.14)
- SYSTEM EVENTS: Proactively monitor and detect system events and prevent service impacts. (2.15)
- SERVICE CATALOG: Launch the Operational Service Catalog (2.16)
- ASSET INVENTORY: Create and manage a centralized and comprehensive technology asset inventory. (2.17)
- AUTOMATE TESTING: Continue to automate software testing to reduce delivery time and improve quality. (2.18)
- AGILE: Continue to shift traditional software development methodologies to Agile approaches. (2.21)
- CITIZEN DEVELOPMENT: Develop strategy to increase the usage of low-code/no-code tools to enable faster solution development. (2.22)
- BLUEPRINT: Create and develop a process to maintain the blueprint of the County's business capabilities and technologies. (2.23)
- CLEAN UP BACKLOG: Identify low quality active projects for review by ITGC. (2.24)
- SKIP LEVELS: Embrace mentoring and skip-level meetings. (2.25)
- IT POLICIES: Simplify Access to Clear IT Policies (2.26)
- IT COMMS PLAN: Operationalize the IT Communications Plan. (2.27)
- POLICY VIOLATIONS: Eliminate Accidental Policy Violations (2.28)
- PWA SHARED SERVICES: Implement resource management across TSS (Shared Services) to effectively deliver projects using MS PWA. (2.29)
- STREAMLINE PROCESSES: Continue to reengineer, develop and streamline the value streams in Bridges and operationalize our core internal IT processes (intake, project etc.). (2.30)
- CORE PROCESSES: Continue to reengineer, streamline and automate our core internal IT processes (intake, project etc.). (2.31)
- DEMAND MANAGEMENT: Create accurate asset demand forecasts to better manage inventories. (2.32)
- PROCUREMENT: Collaborate with Procurement to speed up technology and service acquisition. (2.33)
- CONFIG DEPLOYS: Automate configuration deployment to reduce manual work and errors. (2.34)
- PROCESS: Increase adoption of strategic reporting framework. (Program Health) (2.46)
- PERFORMANCE: Increase rate of strategic milestone delivery. (Program Health) (2.47)
- ALIGNMENT: Develop deep understanding of our customer's capabilities, strategies, and challenge. (2.49)

# 3

## {GROW} Thriving Relationships with Our Customers

- ORG KPI: General Satisfaction with TSS Services: % County customers that would use TSS as IT provider if given the choice (3.1)
- COMPLETE SINGLE POINT INTAKE: Single point of work intake process for new services or service changes or projects 1.2.1 Business Relationship Management. (3.2)
- CREATE DEMAND MANAGEMENT PROCESS: Mature process in place including Small Change/Feature Request process. Better wording: Mature demand/intake process. - IT Program a Project... (3.3)
- IT GOVERNANCE: Revitalize IT Governance to engage our stakeholders in the IT investment decisions. (3.5)
- TRANSITION REVIEWS: Tighten Operational Transition Reviews to assure production-ready solutions (3.6)
- CUSTOMER UNDERSTANDING: Develop deep understanding of our customer's capabilities, strategies, and challenges. (3.8)
- PE CoP: Establish the Process-engineering Center of Excellence. (3.9)
- TIME TRACKING: Reengineer time tracking to simplify the process and gain high quality data. (3.1)
- KEY PROGRAMS: Deliver on our key programs and provide brilliant technological solutions. (3.11)
- COLLABORATIONS: Establish strong trust-based collaborative relationships with County agencies (3.12)
- BRM PRACTICE: Build a high-functioning Business Relationship Management practice. (3.13)
- CLIENT SAT SURVEY: Gather data on client satisfaction to monitor service quality and quantify satisfaction. (3.14)
- CHARGEBACK MODEL: Establish an efficient and understandable charge-back/show-back model. (3.15)
- MEASURE VALUE: Measure potential and realized business value when IT products or services delivered. (3.16)

# 4

## {TRANSFORM} Innovation and Digital Government...

- INSPIRE YOUTH: Work with local schools to inspire youth to use technology to serve the community (4.1)
- DREAM BIG: Encourage TSS staff to dream big by inviting to speak about their technology innovations. (4.2)
- 10X ROI: Seek out 10x opportunities by completing over 25 proofs-of-concept per year. (4.3)
- DIGITAL TRANSFORMATION: Develop a comprehensive Digital Transformation Strategy. (4.4)
- AUTOMATE INNOVATE: Invest in automation to gain better outcomes and shift our teams' focus to innovation. (4.5)
- CLOUD: Advance the County's Cloud Transition. (4.6)

## Organization Strategies

County of Santa Clara  
As of July 28, 2022

## Competitive Advantages

## Customer Segments

## Organization-Wide Strategies

## Pomi Amjad

<p>Goal</p> <p><b>PROCUREMENT: Collaborate with Procurement to speed up technology and service acquisition. (2.33)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Pomi Amjad</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (2.33.1)</b></p>	<p>Owner</p> <p><b>Pomi Amjad</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Develop KPIs (2.33.2)</b></p>	<p>Owner</p> <p><b>Pomi Amjad</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

# Ed Bagsik

<p>Goal</p> <p><b>ARCHITECTURE AS CHANGE: Utilize architecture to create the rules and assurances for technology change / integration. (2.6)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Ed Bagsik</b></p>	<p>EOY Target: 25%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/20</p>	<p>End Date</p> <p>03/31/23</p>	<p>YTD Actual</p> <p>44%</p>	<p>YTD Target</p> <p>25%</p>
<p>Milestone</p> <p><b>IT Standards (2.6.6)</b></p>	<p>Owner</p> <p><b>Ed Bagsik</b></p>	<p>EOY Target: 72%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/20</p>	<p>End Date</p> <p>03/31/23</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>72%</p>
<p>Milestone</p> <p><b>Community of Practice and Interest (2.6.8)</b></p>	<p>Owner</p> <p><b>Ed Bagsik</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>REDUNDANT TECHNOLOGIES: Normalize the application and infrastructure portolios to remove redundant technologies. (2.11)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 66%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>12/31/23</p>	<p>YTD Actual</p> <p>3.83%</p>	<p>YTD Target</p> <p>66%</p>
<p>Milestone</p> <p><b>Roadmaps for Key Technology Domains: Key technology domain strategy aligned with business strategy - Strategy, Lifecycle &amp; Roadmaps (2.11.2)</b></p>	<p>Owner</p> <p><b>Ed Bagsik</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>02/08/21</p>	<p>End Date</p> <p>07/30/21</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>65.5%</p>

# Dan Baldree

Goal <b>HYBRID WORK: Establish standards for hybrid work. (1.9)</b> Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team	Owner <b>Dan Baldree</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 10/01/21	End Date 06/30/22	YTD Actual 63%	YTD Target 100%
Milestone <b>Establish reporting and policy (1.9.1)</b>	Owner <b>Dan Baldree</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 10/01/21	End Date 02/28/22	YTD Actual 100%	YTD Target 100%
Milestone <b>Develop document standard (1.9.2)</b>	Owner <b>Dan Baldree</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 03/01/22	End Date 06/30/22	YTD Actual 25%	YTD Target 100%

# Rinky Bhattacharyya

<p>Goal</p> <p><b>PWA SHARED SERVICES: Implement resource management across TSS (Shared Services) to effectively deliver projects using MS PWA. (2.29)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Patrick Deely</b></p>	<p>EOY Target: 50%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>67.5%</p>	<p>YTD Target</p> <p>50%</p>
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<p>Milestone</p> <p><b>Education &amp; Training (2.29.2)</b></p>	<p>Owner</p> <p><b>Rinky Bhattacharyya</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/22</p>	<p>End Date</p> <p>08/31/22</p>	<p>YTD Actual</p> <p>70%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Goal</p> <p><b>STREAMLINE PROCESSES: Continue to reengineer, develop and streamline the value streams in Bridges and operationalize our core internal IT processes (intake, project etc.). (2.30)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Rinky Bhattacharyya</b></p>	<p>EOY Target: 56.70%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>38%</p>	<p>YTD Target</p> <p>56.7%</p>
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<p>Milestone</p> <p><b>Analyze gaps in the current Bridges program (2.30.1)</b></p>	<p>Owner</p> <p><b>Rinky Bhattacharyya</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>70%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Comprehensive end to end view of the Bridges program (2.30.2)</b></p>	<p>Owner</p> <p><b>Rinky Bhattacharyya</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/22</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>15%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Socialize Bridges Program across verticals (2.30.3)</b></p>	<p>Owner</p> <p><b>Rinky Bhattacharyya</b></p>	<p>EOY Target: 56.70%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>30%</p>	<p>YTD Target</p> <p>56.7%</p>
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<p>Goal</p> <p><b>KEY PROGRAMS: Deliver on our key programs and provide brilliant technological solutions. (3.11)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 62.81%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/20</p>	<p>End Date</p> <p>06/06/23</p>	<p>YTD Actual</p> <p>84%</p>	<p>YTD Target</p> <p>62.8%</p>
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<p>Milestone</p> <p><b>Measure Project Health Indicators: Project health indicators available near real-time (with Umesh) #4.1.1 IT Program and Project Management (3.11.1)</b></p>	<p>Owner</p> <p><b>Rinky Bhattacharyya</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/20</p>	<p>End Date</p> <p>10/31/21</p>	<p>YTD Actual</p> <p>67%</p>	<p>YTD Target</p> <p>100%</p>
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# Lisa Bito

Goal

**VISIBILITY: Increase empathy and a sense of meaning by making the impact of the team's efforts visible. (1.8)**

Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team

Owner

Lisa Bito

EOY Target: 40%

Measure:

*Percent Complete*

Start Date

11/01/21

End Date

06/30/22

YTD Actual

100%

YTD Target

39.7%

# Ivy Casuga

<b>Goal</b> <b>10X ROI: Seek out 10x opportunities by completing over 25 proofs-of-concept per year. (4.3)</b> <small>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</small>	<b>Owner</b> <b>Vijay Kumar</b>	<b>EOY Target: 100%</b> <b>Measure:</b> <i>Percent Complete</i>	<b>Start Date</b> 11/08/21	<b>End Date</b> 06/30/23	<b>YTD Actual</b> 80%	<b>YTD Target</b> 100%
<b>Milestone</b> <b>Milestone 1: Process definition and artifacts (4.3.1)</b>	<b>Owner</b> <b>Ivy Casuga</b>	<b>EOY Target: 100%</b> <b>Measure:</b> <i>Percent Complete</i>	<b>Start Date</b> 11/08/21	<b>End Date</b> 03/31/22	<b>YTD Actual</b> 100%	<b>YTD Target</b> 0%
<b>Milestone</b> <b>Milestone 2: Socializing SCCLab and PoCs across TSS (4.3.2)</b>	<b>Owner</b> <b>Ivy Casuga</b>	<b>EOY Target: 25%</b> <b>Measure:</b> <i>Percent Complete</i>	<b>Start Date</b> 11/08/21	<b>End Date</b> 03/30/22	<b>YTD Actual</b> 25%	<b>YTD Target</b> 25%
<b>Milestone</b> <b>Milestone 3: Execute PoC (4.3.3)</b>	<b>Owner</b> <b>Ivy Casuga</b>	<b>EOY Target: 100%</b> <b>Measure:</b> <i>Percent Complete</i>	<b>Start Date</b> 11/08/21	<b>End Date</b> 06/30/22	<b>YTD Actual</b> 80%	<b>YTD Target</b> 100%

# Indira Choudhuri

Goal

**MEASURE VALUE: Measure potential and realized business value when IT products or services delivered. (3.16)**

Aligned to: #3 {GROW} Thriving Relationships with Our Customers

Owner

**James Jones**

EOY Target: 100%

Measure:  
*Percent Complete*

Start Date

11/01/21

End Date

06/30/24

YTD Actual

70%

YTD Target

100%

Milestone

**Establish KPIs to be measured (3.16.3)**

Owner

**Indira Choudhuri**

EOY Target: 100%

Measure:  
*Percent Complete*

Start Date

12/01/21

End Date

03/30/22

YTD Actual

50%

YTD Target

100%

# Hilson Chua

Goal	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>TRANSITION REVIEWS: Tighten Operational Transition Reviews to assure production-ready solutions. (3.6)</b> <small>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</small>	<b>Earl Sgambati</b>	Measure: <i>Percent Complete</i>	01/01/21	12/31/22	25%	100%
<small>Milestone</small> <b>Ensure ORR for ARB: Operational Transition Reviews in place - Solution &amp; Service Transition into Production #3.5 (3.6.1)</b>	<b>Hilson Chua</b>	Measure: <i>Percent Complete</i>	01/01/21	12/31/22		90%
Goal	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>CUSTOMER UNDERSTANDING: Develop deep understanding of our customer's capabilities, strategies, and challenges. (3.8)</b> <small>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</small>	<b>Adesh Siddhu</b>	Measure: <i>Percent Complete</i>	07/01/21	06/30/25	40%	100%
<small>Milestone</small> <b>Milestone 4: Complete Capability Model for FES" (3.8.4)</b>	<b>Hilson Chua</b>	Measure: <i>Percent Complete</i>	10/01/21	12/31/24	5%	22.9%

# Nina D'Amato

<p>Goal</p> <p><b>DECISION MAKING: Distribute decision-making down the organization to increase agility and engagement. (1.7)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 24.72%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>24.7%</p>
<p>Goal</p> <p><b>INTERNAL LEARNING: Provide internal learning opportunities by encouraging shifting between positions. (1.11)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>EXCEED INDUSTRY-STANDARD SERVICE DESK METRICS: Ensure Service Desk Metrics are in industry-standard range (wait time, abandonment rate...) (2.3)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Aisha Wahab</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>07/31/22</p>	<p>YTD Actual</p> <p>34%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Solve the Problem (2.3.2)</b></p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>08/01/21</p>	<p>End Date</p> <p>08/31/21</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Decision to Procure (2.3.3)</b></p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>08/31/21</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>OPERATING MODELS: Develop operating models to create clear lines of accountabilities between the TSS teams. (2.5)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 57.11%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>02/17/21</p>	<p>End Date</p> <p>07/01/23</p>	<p>YTD Actual</p> <p>25%</p>	<p>YTD Target</p> <p>57.1%</p>
<p>Milestone</p> <p><b>Strengthen TSS Operating Models: Clearly defined TSS and department level Operating Models (Concepts of Operations/Management Systems) #1.1.2 IT Strategy &amp; Alignment with Business Strategy (2.5.1)</b></p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>02/17/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>12%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>SKIP LEVELS: Embrace mentoring and skip-level meetings. (2.25)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>98%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (2.25.1)</b></p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/21</p>	<p>End Date</p> <p>12/31/21</p>	<p>YTD Actual</p> <p>95%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Conduct monthly skip level meetings and mentoring sessions (2.25.2)</b></p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/22</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>IT GOVERNANCE: Revitalize IT Governance to engage our stakeholders in the IT investment decisions. (3.5)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

Goal	Owner	EOY Target: <i>59.89%</i>	Start Date	End Date	YTD Actual	YTD Target
<b>TIME TRACKING: Reengineer time tracking to simplify the process and gain high quality data. (3.10)</b>	<b>Nina D'Amato</b>	Measure: <i>Percent Complete</i>	01/01/21	06/30/23	88%	59.9%
Aligned to: #3 {GROW} Thriving Relationships with Our Customers						

Goal	Owner	EOY Target: <i>62.81%</i>	Start Date	End Date	YTD Actual	YTD Target
<b>KEY PROGRAMS: Deliver on our key programs and provide brilliant technological solutions. (3.11)</b>	<b>Nina D'Amato</b>	Measure: <i>Percent Complete</i>	12/01/20	06/06/23	84%	62.8%
Aligned to: #3 {GROW} Thriving Relationships with Our Customers						

Milestone	Owner	EOY Target: <i>100%</i>	Start Date	End Date	YTD Actual	YTD Target
<b>IT Steering Committee (3.11.2)</b>	<b>Nina D'Amato</b>	Measure: <i>Percent Complete</i>	11/02/21	03/31/22	100%	100%

Milestone	Owner	EOY Target: <i>100%</i>	Start Date	End Date	YTD Actual	YTD Target
<b>Track all projects and sprints in PWA (3.11.5)</b>	<b>Nina D'Amato</b>	Measure: <i>Percent Complete</i>	11/01/21	03/31/22	90%	100%

Goal	Owner	EOY Target: <i>100%</i>	Start Date	End Date	YTD Actual	YTD Target
<b>COLLABORATIONS: Establish strong trust-based collaborative relationships with County agencies. (3.12)</b>	<b>Nina D'Amato</b>	Measure: <i>Percent Complete</i>	06/15/21	06/30/22	76%	100%
Aligned to: #3 {GROW} Thriving Relationships with Our Customers						

Milestone	Owner	EOY Target: <i>100%</i>	Start Date	End Date	YTD Actual	YTD Target
<b>Establish Communities of Practice (3.12.6)</b>	<b>Nina D'Amato</b>	Measure: <i>Percent Complete</i>	01/01/22	06/30/22	7%	100%

# Patrick Deely

Goal

**PWA SHARED SERVICES: Implement resource management across TSS (Shared Services) to effectively deliver projects using MS PWA. (2.29)**

Aligned to: #2 {OPERATE} Operational Excellence and Growth

Owner

Patrick Deely

EOY Target: 50%

Measure:  
*Percent Complete*

Start Date

10/01/21

End Date

09/30/22

YTD Actual

67.5%

YTD Target

50%

# Cathy Dong

Goal

**ARCHITECTURE AS CHANGE: Utilize architecture to create the rules and assurances for technology change / integration. (2.6)**

Aligned to: #2 {OPERATE} Operational Excellence and Growth

Owner

**Ed Bagsik**

EOY Target: 25%

Measure:  
*Percent Complete*

Start Date

07/01/20

End Date

03/31/23

YTD Actual

44%

YTD Target

25%

Milestone

**Create Integration Framework: Framework for system integration utilized (standards, design patterns, guidelines...) #4.1.3 System Integration. (2.6.1)**

Owner

**Cathy Dong**

EOY Target: 50%

Measure:  
*Percent Complete*

Start Date

01/01/21

End Date

12/30/23

YTD Actual

41%

YTD Target

50%



# Patrick Fujii

Goal	Owner	EOY Target: 50%	Start Date	End Date	YTD Actual	YTD Target
<b>PWA SHARED SERVICES: Implement resource management across TSS (Shared Services) to effectively deliver projects using MS PWA. (2.29)</b>	<b>Patrick Deely</b>	Measure: <i>Percent Complete</i>	10/01/21	09/30/22	67.5%	50%
Aligned to: #2 {OPERATE} Operational Excellence and Growth						
Milestone	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>Discovery (2.29.1)</b>	<b>Patrick Fujii</b>	Measure: <i>Percent Complete</i>	10/01/21	12/31/21	100%	100%
Milestone	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>Governance (2.29.4)</b>	<b>Patrick Fujii</b>	Measure: <i>Percent Complete</i>	10/01/21	03/31/22	100%	100%

# Juan Gallardo

Goal

**CUSTOMER UNDERSTANDING: Develop deep understanding of our customer's capabilities, strategies, and challenges. (3.8)**

Aligned to: #3 {GROW} Thriving Relationships with Our Customers

Owner

**Adesh Siddhu**

EOY Target: 100%

Measure:  
*Percent Complete*

Start Date

07/01/21

End Date

06/30/25

YTD Actual

40%

YTD Target

100%

Milestone

**Complete Capability Model for PSJ (3.8.7)**

Owner

**Juan Gallardo**

EOY Target:

Measure:  
*Percent Complete*

Start Date

10/01/21

End Date

03/31/25

YTD Actual

17%

YTD Target

21.3%

# Lisa Golkar

<p>Goal</p> <p><b>LEARNING ETS: Utilize creative learning options to enable the team to keep up with emerging technologies. (1.3)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 37%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>09/01/21</p>	<p>End Date</p> <p>12/31/23</p>	<p>YTD Actual</p> <p>77%</p>	<p>YTD Target</p> <p>37%</p>
<p>Milestone</p> <p><b>Evaluate Knowledge Management (1.3.7)</b></p>	<p>Owner</p> <p><b>Lisa Golkar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>08/31/22</p>	<p>YTD Actual</p> <p>55%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>REDUNDANT TECHNOLOGIES: Normalize the application and infrastructure portolios to remove redundant technologies. (2.11)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 66%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>12/31/23</p>	<p>YTD Actual</p> <p>3.83%</p>	<p>YTD Target</p> <p>66%</p>
<p>Milestone</p> <p><b>Build CMDB: Build out a robust, maintainable, and usable CMDB (2.11.1)</b></p>	<p>Owner</p> <p><b>Lisa Golkar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>08/30/22</p>	<p>YTD Actual</p> <p>23%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>SERVICE CATALOG: Launch the Operational Service Catalog (2.16)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Lisa Golkar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/20</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>50%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Create Customer Facing Service Catalog: Operational Service Catalog (Business Service Catalog) in place #5.1.2 Service Portfolio Management #5.1.2 Service Catalog Management (2.16.1)</b></p>	<p>Owner</p> <p><b>Lisa Golkar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/20</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>20%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (2.16.2)</b></p>	<p>Owner</p> <p><b>Lisa Golkar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>81%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>CLIENT SAT SURVEY: Gather data on client satisfaction to monitor service quality and quantify satisfaction. (3.14)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Lisa Golkar</b></p>	<p>EOY Target: 24%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>57%</p>	<p>YTD Target</p> <p>24%</p>
<p>Milestone</p> <p><b>Implement Randomized Cherwell Survey (3.14.2)</b></p>	<p>Owner</p> <p><b>Lisa Golkar</b></p>	<p>EOY Target: 22%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>62%</p>	<p>YTD Target</p> <p>22%</p>

# Rebecca Hernandez

Goal

**DREAM BIG: Encourage TSS staff to dream big by inviting to speak about their technology innovations. (4.2)**

Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation

Owner

**Vijay Kumar**

EOY Target: 100%

Measure:  
*Percent Complete*

Start Date

07/01/21

End Date

06/30/22

YTD Actual

100%

YTD Target

100%

Milestone

**Conduct engagement/outreach sessions (CA) via brown bags, all hands recognition, and awards. (4.2.3)**

Owner

**Rebecca Hernandez**

EOY Target: 100%

Measure:  
*Percent Complete*

Start Date

11/08/21

End Date

06/30/22

YTD Actual

100%

YTD Target

# James Jones

Goal <b>BRM PRACTICE: Build a high-functioning Business Relationship Management practice. (3.13)</b> Aligned to: #3 {GROW} Thriving Relationships with Our Customers	Owner <b>James Jones</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 09/01/21	End Date 06/30/22	YTD Actual 55%	YTD Target 100%
Milestone <b>Conduct Workshops (3.13.1)</b>	Owner <b>James Jones</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 09/01/21	End Date 12/31/21	YTD Actual 100%	YTD Target 100%
Milestone <b>Identify gaps (3.13.2)</b>	Owner <b>James Jones</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 01/01/22	End Date 04/30/22	YTD Actual 57%	YTD Target 100%
Milestone <b>Closing the gaps (3.13.3)</b>	Owner <b>James Jones</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 04/01/22	End Date 06/30/22	YTD Actual 8%	YTD Target 100%
Goal <b>MEASURE VALUE: Measure potential and realized business value when IT products or services delivered. (3.16)</b> Aligned to: #3 {GROW} Thriving Relationships with Our Customers	Owner <b>James Jones</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 11/01/21	End Date 06/30/24	YTD Actual 70%	YTD Target 100%

# Lori Kenepp

Goal	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>IT COMMS PLAN: Operationalize the IT Communications Plan. (2.27)</b> Aligned to: #2 {OPERATE} Operational Excellence and Growth	Lori Kenepp	Measure: Percent Complete	04/01/21	06/30/23	53%	100%
Milestone <b>Develop Governance and Standards for TSS Intranet sites (2.27.1)</b>	Lori Kenepp	Measure: Percent Complete	07/01/21	06/30/22	95%	100%
Milestone <b>Initial TSS Climate Survey (Annual) (2.27.2)</b>	Lori Kenepp	Measure: Percent Complete	07/01/21	06/30/22	40%	100%
Milestone <b>CIO Reporting Tool (2.27.3)</b>	Lori Kenepp	Measure: Percent Complete	07/01/21	06/30/22		100%
Milestone <b>Email Communications Tool w/ Analytic Capabilities (2.27.4)</b>	Lori Kenepp	Measure: Percent Complete	07/01/21	09/30/22	23%	100%
Milestone <b>Milestone 5: Presentation Skills Training for Executives (2.27.5)</b>	Lori Kenepp	Measure: Percent Complete	07/01/21	06/30/22		100%
Milestone <b>Milestone 6: Train staff to write for non-technical audience (2.27.6)</b>	Lori Kenepp	Measure: Percent Complete	04/01/21	06/30/22		100%
Milestone <b>Milestone 7: Develop MVP TSS Intranet (2.27.7)</b>	Lori Kenepp	Measure: Percent Complete	07/01/21	06/30/22		100%

# Daryl Kobashigawa

<b>Goal</b> <b>ENSURE OPERATIONAL CONTINUITY: Establish solid development and succession planning. (1.4)</b> <small>Aligned to: #1 (EMPOWER) Diverse and High Performing TSS Team</small>	<b>Owner</b> <b>Kent Mitchell</b>	<b>EOY Target:</b> 56.70% <b>Measure:</b> <i>Percent Complete</i>	<b>Start Date</b> 07/01/21	<b>End Date</b> 12/31/22	<b>YTD Actual</b> 70%	<b>YTD Target</b> 56.7%
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<b>Milestone</b> <b>Facilitate knowledge transfer in FES (1.4.5)</b>	<b>Owner</b> <b>Daryl Kobashigawa</b>	<b>EOY Target:</b> 100% <b>Measure:</b> <i>Percent Complete</i>	<b>Start Date</b> 11/04/21	<b>End Date</b> 06/30/22	<b>YTD Actual</b> 100%	<b>YTD Target</b> 100%
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<b>Goal</b> <b>MEASURE VALUE: Measure potential and realized business value when IT products or services delivered. (3.16)</b> <small>Aligned to: #3 (GROW) Thriving Relationships with Our Customers</small>	<b>Owner</b> <b>James Jones</b>	<b>EOY Target:</b> 100% <b>Measure:</b> <i>Percent Complete</i>	<b>Start Date</b> 11/01/21	<b>End Date</b> 06/30/24	<b>YTD Actual</b> 70%	<b>YTD Target</b> 100%
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<b>Milestone</b> <b>Implement Measures of Value for FES FY 22 (3.16.2)</b>	<b>Owner</b> <b>Daryl Kobashigawa</b>	<b>EOY Target:</b> 100% <b>Measure:</b> <i>Percent Complete</i>	<b>Start Date</b> 11/04/21	<b>End Date</b> 06/30/22	<b>YTD Actual</b> 100%	<b>YTD Target</b> 100%
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# Ritesh Koickel

<p>Goal</p> <p><b>KEY PROGRAMS: Deliver on our key programs and provide brilliant technological solutions. (3.11)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: <i>62.81%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/20</p>	<p>End Date</p> <p>06/06/23</p>	<p>YTD Actual</p> <p>84%</p>	<p>YTD Target</p> <p>62.8%</p>
<p>Milestone</p> <p><b>Gain understanding of inflight work (3.11.4)</b></p>	<p>Owner</p> <p><b>Ritesh Koickel</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/04/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>80%</p>	<p>YTD Target</p> <p>100%</p>



# Vijay Kumar

<p>Goal</p> <p><b>INSPIRE YOUTH: Work with local schools to inspire youth to use technology to serve the community. (4.1)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Vijay Kumar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Milestone 1: Plan, organize and develop artifacts/materials for youth engagement and county brand. (4.1.1)</b></p>	<p>Owner</p> <p><b>Vijay Kumar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/08/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Milestone 2: Develop and deliver collaborative technology solutions (4.1.2)</b></p>	<p>Owner</p> <p><b>Vijay Kumar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/08/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>DREAM BIG: Encourage TSS staff to dream big by inviting to speak about their technology innovations. (4.2)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Vijay Kumar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Milestone 1: Identify, develop and deliver a media sharing platform. (4.2.1)</b></p>	<p>Owner</p> <p><b>Vijay Kumar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/08/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>25%</p>
<p>Milestone</p> <p><b>Milestone 2: Conduct engagement/outreach sessions via brown bags, all hands recognition and awards. (4.2.2)</b></p>	<p>Owner</p> <p><b>Vijay Kumar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/08/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>10X ROI: Seek out 10x opportunities by completing over 25 proofs-of-concept per year. (4.3)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Vijay Kumar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/08/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>80%</p>	<p>YTD Target</p> <p>100%</p>

# Nhan La

<p>Goal</p> <p><b>CITIZEN DEVELOPMENT: Develop strategy to increase the usage of low-code/no-code tools to enable faster solution development. (2.22)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: <i>50%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>30%</p>	<p>YTD Target</p> <p>50%</p>
<p>Milestone</p> <p><b>Discovery (2.22.2)</b></p>	<p>Owner</p> <p><b>Nhan La</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/15/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>DIGITAL TRANSFORMATION: Develop a comprehensive Digital Transformation Strategy. (4.4)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/15/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>45%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>CMS Redesign Phase II - New Portal UX Designs (4.4.1)</b></p>	<p>Owner</p> <p><b>Nhan La</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/15/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

# Teresa Lee

<p>Goal</p> <p><b>AUTOMATE INNOVATE: Invest in automation to gain better outcomes and shift our teams' focus to innovation. (4.5)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Neelam Saini</b></p>	<p>EOY Target: 25%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>25%</p>	<p>YTD Target</p> <p>25%</p>
<p>Milestone</p> <p><b>Develop test automation standards (4.5.2)</b></p>	<p>Owner</p> <p><b>Teresa Lee</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>CLOUD: Advance the County's Cloud Transition. (4.6)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Teresa Lee</b></p>	<p>EOY Target: 33.24%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>33.2%</p>
<p>Milestone</p> <p><b>Assessment (4.6.1)</b></p>	<p>Owner</p> <p><b>Teresa Lee</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/15/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>

# Jimmy Liang

Goal

**PWA SHARED SERVICES: Implement resource management across TSS (Shared Services) to effectively deliver projects using MS PWA. (2.29)**

Aligned to: #2 {OPERATE} Operational Excellence and Growth

Owner

**Patrick Deely**

EOY Target: *50%*

Measure:  
*Percent Complete*

Start Date

10/01/21

End Date

09/30/22

YTD Actual

67.5%

YTD Target

50%

Milestone

**Reporting & Dashboards (2.29.3)**

Owner

**Jimmy Liang**

EOY Target: *100%*

Measure:  
*Percent Complete*

Start Date

01/01/22

End Date

03/31/22

YTD Actual

0%

YTD Target

100%

# Kent Mitchell

<p>Goal</p> <p><b>SPEED UP HIRING PROCESS: Work with ESA to improve the hiring process - IT Human Capacity Planning &amp; Workforce Management. (1.1)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>90%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>02/08/21</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>86%</p>	<p>YTD Target</p> <p>90%</p>
<p>Milestone</p> <p><b>Contract recruiting services authorized for hard to fill technical roles (1.1.1)</b></p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>50%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>02/08/21</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>68%</p>	<p>YTD Target</p> <p>50%</p>
<p>Milestone</p> <p><b>Fully implement a general IT entrance exam collaboratively created to screen candidates (1.1.2)</b></p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/31/21</p>	<p>End Date</p> <p>12/31/21</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>ENSURE OPERATIONAL CONTINUITY: Establish solid development and succession planning. (1.4)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>56.70%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>70%</p>	<p>YTD Target</p> <p>56.7%</p>
<p>Milestone</p> <p><b>Discovery (1.4.1)</b></p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>45%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Develop Process (1.4.2)</b></p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/22</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p></p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Document Coverage Areas (1.4.4)</b></p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>45%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>JOB CLASSIFICATIONS: Adjust job classifications to match the fast evolving technology landscape. (1.5)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/22</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p></p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (1.5.1)</b></p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/22</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p></p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>KEY PROGRAMS: Deliver on our key programs and provide brilliant technological solutions. (3.11)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: <i>62.81%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/20</p>	<p>End Date</p> <p>06/06/23</p>	<p>YTD Actual</p> <p>84%</p>	<p>YTD Target</p> <p>62.8%</p>
<p>Milestone</p> <p><b>Define CA Portolios (Project Portfolio, Operational Portfolio) - Needs dependencies resolved (3.11.3)</b></p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/01/22</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p></p>	<p>YTD Target</p> <p>100%</p>

# Kerry Moore

Goal

**ACCELERATE CHANGE MANAGEMENT: Organizations and individuals are not formally requesting and tracking all changes being performed. (Technology Change Management) (2.9)**

Aligned to: #2 {OPERATE} Operational Excellence and Growth

Owner  
**Kerry Moore**

EOY Target: *100%*  
Measure:  
*Percent Complete*

Start Date  
07/01/20

End Date  
07/29/22

YTD Actual

YTD Target  
100%

# Ameen Moslehi

<p>Goal</p> <p><b>ENSURE OPERATIONAL CONTINUITY: Establish solid development and succession planning. (1.4)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Kent Mitchell</b></p>	<p>EOY Target: <b>56.70%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>70%</p>	<p>YTD Target</p> <p>56.7%</p>
<p>Milestone</p> <p><b>PSJ - Address SPOCs with an emphasis on contractors (1.4.9)</b></p>	<p>Owner</p> <p><b>Ameen Moslehi</b></p>	<p>EOY Target: <b>44.16%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>73%</p>	<p>YTD Target</p> <p>44.2%</p>
<p>Goal</p> <p><b>DECISION MAKING: Distribute decision-making down the organization to increase agility and engagement. (1.7)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: <b>24.72%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>24.7%</p>
<p>Milestone</p> <p><b>PSJ - Realign roles and organization structure (1.7.3)</b></p>	<p>Owner</p> <p><b>Ameen Moslehi</b></p>	<p>EOY Target: <b>100%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>MENTORING: Establish mentorship program. (2.7)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: <b>100%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>06/30/21</p>	<p>End Date</p> <p>07/31/22</p>	<p>YTD Actual</p> <p>71%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>PSJ - Ongoing Meetings (2.7.3)</b></p>	<p>Owner</p> <p><b>Ameen Moslehi</b></p>	<p>EOY Target: <b>100%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>PSJ Bi-Annual Employee Engagement Survey (2.7.4)</b></p>	<p>Owner</p> <p><b>Ameen Moslehi</b></p>	<p>EOY Target: <b>100%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>07/31/22</p>	<p>YTD Actual</p> <p>83%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>KEY PROGRAMS: Deliver on our key programs and provide brilliant technological solutions. (3.11)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: <b>62.81%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>12/01/20</p>	<p>End Date</p> <p>06/06/23</p>	<p>YTD Actual</p> <p>84%</p>	<p>YTD Target</p> <p>62.8%</p>
<p>Milestone</p> <p><b>PSJ - Continue to deliver on key projects (3.11.6)</b></p>	<p>Owner</p> <p><b>Ameen Moslehi</b></p>	<p>EOY Target: <b>71.37%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/02/20</p>	<p>End Date</p> <p>06/06/23</p>	<p>YTD Actual</p> <p>85%</p>	<p>YTD Target</p> <p>71.4%</p>
<p>Goal</p> <p><b>COLLABORATIONS: Establish strong trust-based collaborative relationships with County agencies. (3.12)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: <b>100%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>06/15/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>76%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>PSJ - Empower managers and staff to strengthen/foster relationships (3.12.7)</b></p>	<p>Owner</p> <p><b>Ameen Moslehi</b></p>	<p>EOY Target: <b>100%</b></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/22</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

# Jean Olson

<p>Goal</p> <p><b>LEARNING ETS: Utilize creative learning options to enable the team to keep up with emerging technologies. (1.3)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 37%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>09/01/21</p>	<p>End Date</p> <p>12/31/23</p>	<p>YTD Actual</p> <p>77%</p>	<p>YTD Target</p> <p>37%</p>
<p>Milestone</p> <p><b>Discovery - (1.3.1)</b></p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/01/22</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Complete vendor evaluation (1.3.2)</b></p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>09/01/21</p>	<p>End Date</p> <p>04/15/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Select vendor and fund (1.3.3)</b></p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>02/01/22</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>0%</p>
<p>Milestone</p> <p><b>Plan pilot (1.3.4)</b></p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/22</p>	<p>End Date</p> <p>12/31/23</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Roll out 6-month pilot (1.3.5)</b></p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 39.10%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>39.1%</p>
<p>Goal</p> <p><b>LEARNING PROGRAM: Develop prescriptive learning program for TSS staff. (1.6)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>12/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (1.6.1)</b></p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>12/31/21</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Manage communications/advertisements and utilization metrics for available FY22 training credits in partnership with the VMO team. (1.6.3)</b></p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/17/22</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>MENTORING: Establish mentorship program. (2.7)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>06/30/21</p>	<p>End Date</p> <p>07/31/22</p>	<p>YTD Actual</p> <p>71%</p>	<p>YTD Target</p> <p>100%</p>



# Umesh Pol

<p>Goal</p> <p><b>CLEAN UP BACKLOG: Identify low quality active projects for review by ITGC. (2.24)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Umesh Pol</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>93%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (2.24.1)</b></p>	<p>Owner</p> <p><b>Umesh Pol</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Execute (2.24.2)</b></p>	<p>Owner</p> <p><b>Umesh Pol</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/22</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>85%</p>	<p>YTD Target</p> <p>80%</p>
<p>Goal</p> <p><b>IT GOVERNANCE: Revitalize IT Governance to engage our stakeholders in the IT investment decisions. (3.5)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Create (3.5.2)</b></p>	<p>Owner</p> <p><b>Umesh Pol</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>11/30/21</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>TIME TRACKING: Reengineer time tracking to simplify the process and gain high quality data. (3.10)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: <i>59.89%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>88%</p>	<p>YTD Target</p> <p>59.9%</p>
<p>Milestone</p> <p><b>Simplify TSS Time Tracking: Lean TSS-wide time-tracking process - IT Cost Management (3.10.1)</b></p>	<p>Owner</p> <p><b>Umesh Pol</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>08/31/21</p>	<p>YTD Actual</p> <p></p>	<p>YTD Target</p> <p>100%</p>

# Ida Rosenblum

<p>Goal</p> <p><b>IT POLICIES: Simplify Access to Clear IT Policies (2.26)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Ida Rosenblum</b></p>	<p>EOY Target: <i>33%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>50%</p>	<p>YTD Target</p> <p>33%</p>
<p>Milestone</p> <p><b>Established IT Policy Library (2.26.1)</b></p>	<p>Owner</p> <p><b>Ida Rosenblum</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Created best practices for IT Policies (Policy Policy) (2.26.2)</b></p>	<p>Owner</p> <p><b>Ida Rosenblum</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/01/22</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>50%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Defined process and frequency IT Policy review (2.26.3)</b></p>	<p>Owner</p> <p><b>Ida Rosenblum</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Implemented IT Policy Review Process (2.26.4)</b></p>	<p>Owner</p> <p><b>Ida Rosenblum</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>POLICY VIOLATIONS: Eliminate Accidental Policy Violations (2.28)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Ida Rosenblum</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>

# Neelam Saini

Goal	Owner	EOY Target:	Start Date	End Date	YTD Actual	YTD Target
<b>ALIGNMENT: Develop deep understanding of our customer's capabilities, strategies, and challenges (2.49)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	11/01/21	06/30/24		24.8%
Aligned to: #2 {OPERATE} Operational Excellence and Growth						

Goal	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>COMPLETE SINGLE POINT INTAKE: Single point of work intake process for new services or service changes or projects 1.2.1 Business Relationship Management. (3.2)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	01/01/21	08/01/21	96%	100%
Aligned to: #3 {GROW} Thriving Relationships with Our Customers						

Milestone	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>Training &amp; user adoption (3.2.4)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	05/01/21	08/01/21	100%	100%

Goal	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>CREATE DEMAND MANAGEMENT PROCESS: Mature process in place including Small Change/Feature Request process. Better wording: Mature demand/intake process. - IT Program and Project Management. (3.3)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	04/01/20	08/31/21	100%	100%
Aligned to: #3 {GROW} Thriving Relationships with Our Customers						

Milestone	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>Implement in Cherwell (3.3.3)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	04/01/20	07/01/21	100%	100%

Goal	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>CHARGEBACK MODEL: Establish an efficient and understandable charge-back/show-back model. (3.15)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	07/01/21	07/01/22	100%	100%
Aligned to: #3 {GROW} Thriving Relationships with Our Customers						

Milestone	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>Discovery (3.15.1)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	07/01/21	09/30/21	100%	100%

Milestone	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>Milestone 2: Establish Service structure (3.15.2)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	10/05/21	03/31/22	100%	100%

Goal	Owner	EOY Target: 25%	Start Date	End Date	YTD Actual	YTD Target
<b>AUTOMATE INNOVATE: Invest in automation to gain better outcomes and shift our teams' focus to innovation. (4.5)</b>	Neelam Saini	Measure: <i>Percent Complete</i>	10/01/21	06/30/24	25%	25%
Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation						

# Earl Sgambati

<p>Goal</p> <p><b>ESTABLISH PROBLEM INCIDENT MANAGEMENT (PIM): Major incident and problem management task force in place #6.1.1 Incident Management. (2.12)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Earl Sgambati</b></p>	<p>EOY Target: 5%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/04/21</p>	<p>End Date</p> <p>07/01/23</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>7.5%</p>
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<p>Milestone</p> <p><b>Milestone 1: Establish Project plan (2.12.1)</b></p>	<p>Owner</p> <p><b>Earl Sgambati</b></p>	<p>EOY Target:</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/04/21</p>	<p>End Date</p> <p>07/04/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Milestone 2: Analysis (2.12.2)</b></p>	<p>Owner</p> <p><b>Earl Sgambati</b></p>	<p>EOY Target:</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/04/21</p>	<p>End Date</p> <p>07/04/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Milestone 3: Implementation (2.12.3)</b></p>	<p>Owner</p> <p><b>Earl Sgambati</b></p>	<p>EOY Target:</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/20</p>	<p>End Date</p> <p>07/04/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>100%</p>
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<p>Goal</p> <p><b>TRANSITION REVIEWS: Tighten Operational Transition Reviews to assure production-ready solutions. (3.6)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Earl Sgambati</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>25%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Establish Operational Transition Reviews: Operational Transition Reviews in place - Solution &amp; Service Transition into Production (3.6.2)</b></p>	<p>Owner</p> <p><b>Earl Sgambati</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>50%</p>	<p>YTD Target</p> <p>100%</p>
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# Scott Shamblen

<p>Goal</p> <p><b>SOFTWARE TRACKING: Centralize software license tracking to understand liabilities, and model future demand. (2.14)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Scott Shamblen</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/15/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>100% License Management &amp; Renewal: Centralized license renewal schedule and license renewal management #8.1.3 IT Software and Hardware Asset Management (2.14.1)</b></p>	<p>Owner</p> <p><b>Scott Shamblen</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/15/21</p>	<p>End Date</p> <p>07/30/21</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (2.14.2)</b></p>	<p>Owner</p> <p><b>Scott Shamblen</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>ASSET INVENTORY: Create and manage a centralized and comprehensive technology asset inventory. (2.17)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Scott Shamblen</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/15/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>87%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Improve Hardware Asset Management: Centralized and comprehensive technology asset inventory - ITAM (2.17.1)</b></p>	<p>Owner</p> <p><b>Scott Shamblen</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/15/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>75%</p>	<p>YTD Target</p> <p>75%</p>
<p>Milestone</p> <p><b>Discovery (2.17.2)</b></p>	<p>Owner</p> <p><b>Scott Shamblen</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>98%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>DEMAND MANAGEMENT: Create accurate asset demand forecasts to better manage inventories. (2.32)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Scott Shamblen</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (2.32.1)</b></p>	<p>Owner</p> <p><b>Scott Shamblen</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

# Adesh Siddhu

<p>Goal</p> <p><b>CUSTOMER UNDERSTANDING: Develop deep understanding of our customer's capabilities, strategies, and challenges. (3.8)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Adesh Siddhu</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/25</p>	<p>YTD Actual</p> <p>40%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Milestone 5: Complete Capability Model for SSA (3.8.5)</b></p>	<p>Owner</p> <p><b>Adesh Siddhu</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

# Sanjeev Singla

<p>Goal</p> <p><b>CORE PROCESSES: Continue to reengineer, streamline and automate our core internal IT processes (intake, project etc.). (2.31)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Sanjeev Singla</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (2.31.1)</b></p>	<p>Owner</p> <p><b>Sanjeev Singla</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>CONFIG DEPLOYS: Automate configuration deployment to reduce manual work and errors. (2.34)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Sanjeev Singla</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percentage Completed</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>94%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Discovery (2.34.1)</b></p>	<p>Owner</p> <p><b>Sanjeev Singla</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>AUTOMATE INNOVATE: Invest in automation to gain better outcomes and shift our teams' focus to innovation. (4.5)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Neelam Saini</b></p>	<p>EOY Target: 25%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>25%</p>	<p>YTD Target</p> <p>25%</p>
<p>Milestone</p> <p><b>Complete the POC Network Switch Upgrades (4.5.1)</b></p>	<p>Owner</p> <p><b>Sanjeev Singla</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

# Sandy Stier

<p>Goal</p> <p><b>LEARNING ETS: Utilize creative learning options to enable the team to keep up with emerging technologies. (1.3)</b></p> <p>Aligned to: #1 (EMPOWER) Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Jean Olson</p>	<p>EOY Target: 37%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>09/01/21</p>	<p>End Date</p> <p>12/31/23</p>	<p>YTD Actual</p> <p>77%</p>	<p>YTD Target</p> <p>37%</p>
<p>Milestone</p> <p><b>Review SSA-specific data already collected (1.3.6)</b></p>	<p>Owner</p> <p>Sandy Stier</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>ENSURE OPERATIONAL CONTINUITY: Establish solid development and succession planning. (1.4)</b></p> <p>Aligned to: #1 (EMPOWER) Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Kent Mitchell</p>	<p>EOY Target: 56.70%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>70%</p>	<p>YTD Target</p> <p>56.7%</p>
<p>Milestone</p> <p><b>Conduct planning workshop (1.4.3)</b></p>	<p>Owner</p> <p>Sandy Stier</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>80%</p>
<p>Goal</p> <p><b>DECISION MAKING: Distribute decision-making down the organization to increase agility and engagement. (1.7)</b></p> <p>Aligned to: #1 (EMPOWER) Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Nina D'Amato</p>	<p>EOY Target: 24.72%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>24.7%</p>
<p>Milestone</p> <p><b>Capture data on decision-making (1.7.1)</b></p>	<p>Owner</p> <p>Sandy Stier</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>VISIBILITY: Increase empathy and a sense of meaning by making the impact of the team's efforts visible. (1.8)</b></p> <p>Aligned to: #1 (EMPOWER) Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Lisa Bito</p>	<p>EOY Target: 40%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>39.7%</p>
<p>Milestone</p> <p><b>Share successes and progress with SSA and TSS Partners (1.8.1)</b></p>	<p>Owner</p> <p>Sandy Stier</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>DEI: Embrace diversity, equity, and inclusion! (1.10)</b></p> <p>Aligned to: #1 (EMPOWER) Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Edward Suess-Hassman</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>67%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Engage staff in DEI actions (Social, Hiring, Education) (1.10.2)</b></p>	<p>Owner</p> <p>Sandy Stier</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>INTERNAL LEARNING: Provide internal learning opportunities by encouraging shifting between positions. (1.11)</b></p> <p>Aligned to: #1 (EMPOWER) Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Nina D'Amato</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Formalize skill development via position shifting (1.11.1)</b></p>	<p>Owner</p> <p>Sandy Stier</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>



<p>Goal</p> <p><b>MENTORING: Establish mentorship program. (2.7)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Jean Olson</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>06/30/21</p>	<p>End Date</p> <p>07/31/22</p>	<p>YTD Actual</p> <p>71%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Formalize skip level meetings (2.7.2)</b></p>	<p>Owner</p> <p><b>Sandy Stier</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>AUTOMATE TESTING: Continue to automate software testing to reduce delivery time and improve quality. (2.18)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 55.49%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>68%</p>	<p>YTD Target</p> <p>55.5%</p>
<p>Milestone</p> <p><b>Automate software testing where possible in SSA (2.18.2)</b></p>	<p>Owner</p> <p><b>Sandy Stier</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>COLLABORATIONS: Establish strong trust-based collaborative relationships with County agencies. (3.12)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Nina D'Amato</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>06/15/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>76%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Connect TSS Leadership with SSA Leadership (3.12.4)</b></p>	<p>Owner</p> <p><b>Sandy Stier</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>75%</p>	<p>YTD Target</p> <p>70%</p>
<p>Goal</p> <p><b>CLIENT SAT SURVEY: Gather data on client satisfaction to monitor service quality and quantify satisfaction. (3.14)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>James Jones</b></p>	<p>EOY Target: 24%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>57%</p>	<p>YTD Target</p> <p>24%</p>
<p>Milestone</p> <p><b>Formalize Feedback (3.14.1)</b></p>	<p>Owner</p> <p><b>Sandy Stier</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>MEASURE VALUE: Measure potential and realized business value when IT products or services delivered. (3.16)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>James Jones</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>70%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Formalize feedback and value measurement (3.16.1)</b></p>	<p>Owner</p> <p><b>Sandy Stier</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>10X ROI: Seek out 10x opportunities by completing over 25 proofs-of-concept per year. (4.3)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Vijay Kumar</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/08/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>80%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Establish early adoption opportunities for staff (4.3.4)</b></p>	<p>Owner</p> <p><b>Sandy Stier</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/08/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

# Edward Suess-Hassman

<p>Goal</p> <p><b>DYNAMIC RECRUITMENT DASHBOARDS: Recruitment dashboards in place &amp; kept current for IT Human Capacity Planning &amp; Workforce Management. (1.2)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Edward Suess-Hassman</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure: <i>Percent Complete</i></p>	<p>Start Date</p> <p>02/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Create Delivery Method for Insight into Status of Recruitments (1.2.1)</b></p>	<p>Owner</p> <p><b>Edward Suess-Hassman</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure: <i>Percent Complete</i></p>	<p>Start Date</p> <p>09/01/21</p>	<p>End Date</p> <p>10/31/21</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Managers aware of the responsibility to review Recruitment Reports and track their recruitments (1.2.2)</b></p>	<p>Owner</p> <p><b>Edward Suess-Hassman</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure: <i>Percent Complete</i></p>	<p>Start Date</p> <p>08/01/21</p>	<p>End Date</p> <p>10/31/21</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p></p>
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<p>Milestone</p> <p><b>Establish Continuous Update Access &amp; Procedures (1.2.3)</b></p>	<p>Owner</p> <p><b>Edward Suess-Hassman</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure: <i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>10/31/21</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Goal</p> <p><b>DEI: Embrace diversity, equity, and inclusion! (1.10)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p><b>Edward Suess-Hassman</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure: <i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>67%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Lay the ground work (1.10.1)</b></p>	<p>Owner</p> <p><b>Edward Suess-Hassman</b></p>	<p>EOY Target: <i>100%</i></p> <p>Measure: <i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>12/31/21</p>	<p>YTD Actual</p> <p></p>	<p>YTD Target</p> <p>100%</p>
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# Swee Hor Teh

<p>Goal</p> <p><b>ARCHITECTURE AS CHANGE: Utilize architecture to create the rules and assurances for technology change / integration. (2.6)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Ed Bagsik</b></p>	<p>EOY Target: 25%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/20</p>	<p>End Date</p> <p>03/31/23</p>	<p>YTD Actual</p> <p>44%</p>	<p>YTD Target</p> <p>25%</p>
<p>Milestone</p> <p><b>Embed TCO Optimization Plan: Design Reviews assure that TCO optimized, the solutions are well engineered, supportable and future-proof #2.1.9 Technology Assurance, Technical Design Review (2.6.3)</b></p>	<p>Owner</p> <p><b>Swee Hor Teh</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/01/21</p>	<p>End Date</p> <p>10/31/22</p>	<p>YTD Actual</p> <p>55%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>AUTOMATE TESTING: Continue to automate software testing to reduce delivery time and improve quality. (2.18)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 55.49%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>68%</p>	<p>YTD Target</p> <p>55.5%</p>
<p>Milestone</p> <p><b>Create Design Traceability: Design Reviews assure that requirements trace to design elements #2.1.9 Technology Assurance, Technical Design Review (2.18.1)</b></p>	<p>Owner</p> <p><b>Swee Hor Teh</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>CUSTOMER UNDERSTANDING: Develop deep understanding of our customer's capabilities, strategies, and challenges. (3.8)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Adesh Siddhu</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/25</p>	<p>YTD Actual</p> <p>40%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Complete Capability Model for TSS (3.8.6)</b></p>	<p>Owner</p> <p><b>Swee Hor Teh</b></p>	<p>EOY Target: 30%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>03/31/25</p>	<p>YTD Actual</p> <p>43%</p>	<p>YTD Target</p> <p>30%</p>

# Tom Tilmant

Goal	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>SYSTEM EVENTS: Proactively monitor and detect system events and prevent service impacts. (2.15)</b>	<b>Tom Tilmant</b>	Measure: <i>Percent Complete</i>	12/28/20	06/30/22	92%	100%
Aligned to: #2 {OPERATE} Operational Excellence and Growth						

Milestone	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>Proactively Monitor Events: Event Management prevents system outages by proactive problem detection and mitigation #5.1.4 Service &amp; Operational Level Monitoring &amp; Management (2.15.1)</b>	<b>Tom Tilmant</b>	Measure: <i>Percent Complete 60%</i>	12/28/20	06/30/22	93%	100%

Milestone	Owner	EOY Target: 100%	Start Date	End Date	YTD Actual	YTD Target
<b>Discovery (2.15.2)</b>	<b>Tom Tilmant</b>	Measure: <i>Percent Complete</i>	11/01/21	06/30/22	90%	100%

# Khalid Turk

<p>Goal</p> <p><b>LEARNING ETS: Utilize creative learning options to enable the team to keep up with emerging technologies. (1.3)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Jean Olson</p>	<p>EOY Target: 37%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>09/01/21</p>	<p>End Date</p> <p>12/31/23</p>	<p>YTD Actual</p> <p>77%</p>	<p>YTD Target</p> <p>37%</p>
<p>Milestone</p> <p><b>Create knowledge sharing processes (1.3.9)</b></p>	<p>Owner</p> <p>Khalid Turk</p>	<p>EOY Target: 60%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>09/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>61%</p>	<p>YTD Target</p> <p>60%</p>
<p>Goal</p> <p><b>ENSURE OPERATIONAL CONTINUITY: Establish solid development and succession planning. (1.4)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Kent Mitchell</p>	<p>EOY Target: 56.70%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>70%</p>	<p>YTD Target</p> <p>56.7%</p>
<p>Milestone</p> <p><b>Conduct a qualitative review of the talent pipeline among Managers and Senior Managers (1.4.7)</b></p>	<p>Owner</p> <p>Khalid Turk</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Completion of nine box and ongoing topic at leadership meetings (1.4.8)</b></p>	<p>Owner</p> <p>Khalid Turk</p>	<p>EOY Target: 50%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p> <p>85%</p>	<p>YTD Target</p> <p>50%</p>
<p>Goal</p> <p><b>DECISION MAKING: Distribute decision-making down the organization to increase agility and engagement. (1.7)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Nina D'Amato</p>	<p>EOY Target: 24.72%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>24.7%</p>
<p>Milestone</p> <p><b>Train, mentor and empower ITMs and Sr. ITM enabling them to decision making (1.7.2)</b></p>	<p>Owner</p> <p>Khalid Turk</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>VISIBILITY: Increase empathy and a sense of meaning by making the impact of the team's efforts visible. (1.8)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Lisa Bito</p>	<p>EOY Target: 40%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>39.7%</p>
<p>Milestone</p> <p><b>Promote employees' contributions (1.8.2)</b></p>	<p>Owner</p> <p>Khalid Turk</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>DEI: Embrace diversity, equity, and inclusion! (1.10)</b></p> <p>Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team</p>	<p>Owner</p> <p>Edward Suess-Hassman</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>67%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Make diversity, equity, and inclusion a part of hiring process (1.10.3)</b></p>	<p>Owner</p> <p>Khalid Turk</p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Goal</p> <p><b>AUTOMATE TESTING: Continue to automate software testing to reduce delivery time and improve quality. (2.18)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p>Matt Woo</p>	<p>EOY Target: 55.49%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>68%</p>	<p>YTD Target</p> <p>55.5%</p>

Milestone <b>Devise a strategy to automate Healthcare testing (2.18.3)</b>	Owner <b>Khalid Turk</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 11/01/21	End Date 06/30/22	YTD Actual	YTD Target 100%
Goal <b>AGILE: Continue to shift traditional software development methodologies to Agile approaches. (2.21)</b> Aligned to: #2 {OPERATE} Operational Excellence and Growth	Owner <b>Matt Woo</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 11/02/21	End Date 06/30/22	YTD Actual 83%	YTD Target 100%
Milestone <b>Establish a baseline of project methodology in Q1 FY22. (2.21.3)</b>	Owner <b>Khalid Turk</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 11/02/21	End Date 06/30/22	YTD Actual 50%	YTD Target 100%
Goal <b>CITIZEN DEVELOPMENT: Develop strategy to increase the usage of low-code/no-code tools to enable faster solution development. (2.22)</b> Aligned to: #2 {OPERATE} Operational Excellence and Growth	Owner <b>Matt Woo</b>	EOY Target: <i>50%</i> Measure: <i>Percent Complete</i>	Start Date 07/01/21	End Date 06/30/23	YTD Actual 30%	YTD Target 50%
Milestone <b>Complete an assessment of low-code/no-code opportunities in Health System by the end of Q2 FY22. (2.22.3)</b>	Owner <b>Khalid Turk</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 07/01/21	End Date 06/30/22	YTD Actual	YTD Target 100%
Goal <b>CONFIG DEPLOYS: Automate configuration deployment to reduce manual work and errors. (2.34)</b> Aligned to: #2 {OPERATE} Operational Excellence and Growth	Owner <b>Sanjeev Singla</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 11/01/21	End Date 06/30/22	YTD Actual 94%	YTD Target 100%
Milestone <b>Assess current processes of production deployment and identify manual work. (2.34.2)</b>	Owner <b>Khalid Turk</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 11/01/21	End Date 06/30/22	YTD Actual 88%	YTD Target 100%
Goal <b>COLLABORATIONS: Establish strong trust-based collaborative relationships with County agencies. (3.12)</b> Aligned to: #3 {GROW} Thriving Relationships with Our Customers	Owner <b>Nina D'Amato</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 06/15/21	End Date 06/30/22	YTD Actual 76%	YTD Target 100%
Milestone <b>Hold Interdisciplinary meetings to gain understanding of establish governances (3.12.5)</b>	Owner <b>Khalid Turk</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 11/01/21	End Date 06/30/22	YTD Actual 50%	YTD Target 100%
Goal <b>CLIENT SAT SURVEY: Gather data on client satisfaction to monitor service quality and quantify satisfaction. (3.14)</b> Aligned to: #3 {GROW} Thriving Relationships with Our Customers	Owner	EOY Target: <i>24%</i> Measure: <i>Percent Complete</i>	Start Date 11/02/21	End Date 06/30/24	YTD Actual 57%	YTD Target 24%
Milestone <b>Create and deploy surveys (3.14.3)</b>	Owner <b>Khalid Turk</b>	EOY Target: <i>100%</i> Measure: <i>Percent Complete</i>	Start Date 11/01/21	End Date 06/30/22	YTD Actual 8%	YTD Target 100%
Goal <b>AUTOMATE INNOVATE: Invest in automation to gain better outcomes and shift our teams' focus to innovation. (4.5)</b> Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation	Owner <b>Neelam Saini</b>	EOY Target: <i>25%</i> Measure: <i>Percent Complete</i>	Start Date 10/01/21	End Date 06/30/24	YTD Actual 25%	YTD Target 25%

Milestone

**Identify areas of focus (4.5.3)**

Owner  
**Khalid Turk**

EOY Target: *100%*  
Measure:  
*Percent Complete*

Start Date  
10/01/21

End Date  
06/30/22

YTD Actual

YTD Target  
100%

Milestone

**Develop HealthLink automation strategies (4.5.4)**

Owner  
**Khalid Turk**

EOY Target: *100%*  
Measure:  
*Percent Complete*

Start Date  
10/01/21

End Date  
06/30/22

YTD Actual

YTD Target  
100%

# Aisha Wahab

Goal

**EXCEED INDUSTRY-STANDARD SERVICE DESK METRICS: Ensure Service Desk Metrics are in industry-standard range (wait time, abandonment rate...) (2.3)**

Aligned to: #2 {OPERATE} Operational Excellence and Growth

Owner

**Aisha Wahab**

EOY Target: 100%

Measure:  
*Percent Complete*

Start Date

01/01/21

End Date

07/31/22

YTD Actual

34%

YTD Target

100%

Milestone

**Identify Problems (2.3.1)**

Owner

**Aisha Wahab**

EOY Target: 100%

Measure:  
*Percent Complete*

Start Date

01/01/21

End Date

07/31/22

YTD Actual

34%

YTD Target

34%



# Matt Woo

Goal <b>LEARNING ETS: Utilize creative learning options to enable the team to keep up with emerging technologies. (1.3)</b> Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team	Owner <b>Jean Olson</b>	EOY Target: 37% Measure: <i>Percent Complete</i>	Start Date 09/01/21	End Date 12/31/23	YTD Actual 77%	YTD Target 37%
Milestone <b>Participate in job-related training/conference across staff (1.3.8)</b>	Owner <b>Matt Woo</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 11/01/21	End Date 06/30/22	YTD Actual 100%	YTD Target 100%
Goal <b>ENSURE OPERATIONAL CONTINUITY: Establish solid development and succession planning. (1.4)</b> Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team	Owner <b>Kent Mitchell</b>	EOY Target: 56.70% Measure: <i>Percent Complete</i>	Start Date 07/01/21	End Date 12/31/22	YTD Actual 70%	YTD Target 56.7%
Milestone <b>Facilitate knowledge transfer in CTO (1.4.6)</b>	Owner <b>Matt Woo</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 11/04/21	End Date 06/30/22	YTD Actual 80%	YTD Target 100%
Goal <b>BA CoP: Establish Business Analysts' Community of Practice. (1.12)</b> Aligned to: #1 {EMPOWER} Diverse and High Performing TSS Team	Owner <b>Matt Woo</b>	EOY Target: 0% Measure: <i>Percent Complete</i>	Start Date 06/30/22	End Date 06/30/24	YTD Actual	YTD Target 33.2%
Goal <b>ARCHITECTURE AS CHANGE: Utilize architecture to create the rules and assurances for technology change / integration. (2.6)</b> Aligned to: #2 {OPERATE} Operational Excellence and Growth	Owner <b>Ed Bagsik</b>	EOY Target: 25% Measure: <i>Percent Complete</i>	Start Date 07/01/20	End Date 03/31/23	YTD Actual 44%	YTD Target 25%
Milestone <b>Architecture Reviews (2.6.5)</b>	Owner <b>Matt Woo</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 05/03/21	End Date 06/30/22	YTD Actual 88%	YTD Target 100%
Goal <b>REDUNDANT TECHNOLOGIES: Normalize the application and infrastructure portolios to remove redundant technologies. (2.11)</b> Aligned to: #2 {OPERATE} Operational Excellence and Growth	Owner <b>Matt Woo</b>	EOY Target: 66% Measure: <i>Percent Complete</i>	Start Date 01/01/21	End Date 12/31/23	YTD Actual 3.83%	YTD Target 66%
Goal <b>AUTOMATE TESTING: Continue to automate software testing to reduce delivery time and improve quality. (2.18)</b> Aligned to: #2 {OPERATE} Operational Excellence and Growth	Owner <b>Matt Woo</b>	EOY Target: 55.49% Measure: <i>Percent Complete</i>	Start Date 04/01/21	End Date 06/30/23	YTD Actual 68%	YTD Target 55.5%
Milestone <b>Discovery (2.18.4)</b>	Owner <b>Matt Woo</b>	EOY Target: 100% Measure: <i>Percent Complete</i>	Start Date 11/15/21	End Date 06/30/22	YTD Actual 85%	YTD Target 100%
Milestone <b>Develop plans and Automate Software testing in Mode 2 where possible (2.18.5)</b>	Owner <b>Matt Woo</b>	EOY Target: 55% Measure: <i>Percent Complete</i>	Start Date 04/01/21	End Date 06/30/23	YTD Actual 55%	YTD Target 55%

<p>Goal</p> <p><b>AGILE: Continue to shift traditional software development methodologies to Agile approaches. (2.21)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>83%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Continue to train staff on agile tools and utilize when possible (2.21.1)</b></p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Invest in Training (2.21.2)</b></p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/04/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>

<p>Goal</p> <p><b>CITIZEN DEVELOPMENT: Develop strategy to increase the usage of low-code/no-code tools to enable faster solution development. (2.22)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 50%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>30%</p>	<p>YTD Target</p> <p>50%</p>
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<p>Milestone</p> <p><b>Proliferate to use no-code and low-code tools within development team (2.22.1)</b></p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/02/21</p>	<p>End Date</p> <p>03/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Goal</p> <p><b>CUSTOMER UNDERSTANDING: Develop deep understanding of our customer's capabilities, strategies, and challenges. (3.8)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>Adesh Siddhu</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>07/01/21</p>	<p>End Date</p> <p>06/30/25</p>	<p>YTD Actual</p> <p>40%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>TSS Internal Alignment in place (3.8.1)</b></p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Staffing in place (3.8.2)</b></p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 25%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/03/22</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>15%</p>	<p>YTD Target</p> <p>25%</p>
<p>Milestone</p> <p><b>Complete Capability Model for HHS (3.8.3)</b></p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target:</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>10/01/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p></p>	<p>YTD Target</p> <p>19.9%</p>

<p>Goal</p> <p><b>MEASURE VALUE: Measure potential and realized business value when IT products or services delivered. (3.16)</b></p> <p>Aligned to: #3 {GROW} Thriving Relationships with Our Customers</p>	<p>Owner</p> <p><b>James Jones</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/24</p>	<p>YTD Actual</p> <p>70%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Milestone</p> <p><b>Assess value after Mode 2 application delivery (3.16.4)</b></p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>06/30/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
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<p>Goal</p> <p><b>DIGITAL TRANSFORMATION: Develop a comprehensive Digital Transformation Strategy. (4.4)</b></p> <p>Aligned to: #4 {TRANSFORM} Innovation and Digital Government Transformation</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/15/21</p>	<p>End Date</p> <p>06/30/23</p>	<p>YTD Actual</p> <p>45%</p>	<p>YTD Target</p> <p>100%</p>
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# Duane Wood

<p>Goal</p> <p><b>TECHNICAL DEBT: Identify and classify technical debt to successfully reduce it. (2.8)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 35%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/05/21</p>	<p>End Date</p> <p>11/01/23</p>	<p>YTD Actual</p> <p>36.1%</p>	<p>YTD Target</p> <p>35%</p>
<p>Milestone</p> <p><b>Understand &amp; Recognize Technical Debt (2.8.1)</b></p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/05/21</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>63%</p>	<p>YTD Target</p> <p>20%</p>
<p>Milestone</p> <p><b>Socialization/Educate Technical Debt (people) (2.8.2)</b></p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 50%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/14/22</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>40%</p>	<p>YTD Target</p> <p>50%</p>
<p>Milestone</p> <p><b>Integrate Technical Debt (process) (2.8.3)</b></p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 50%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>03/01/22</p>	<p>End Date</p> <p>09/30/22</p>	<p>YTD Actual</p> <p>41.3%</p>	<p>YTD Target</p> <p>50%</p>
<p>Goal</p> <p><b>REDUNDANT TECHNOLOGIES: Normalize the application and infrastructure portolios to remove redundant technologies. (2.11)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Matt Woo</b></p>	<p>EOY Target: 66%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/01/21</p>	<p>End Date</p> <p>12/31/23</p>	<p>YTD Actual</p> <p>3.83%</p>	<p>YTD Target</p> <p>66%</p>
<p>Milestone</p> <p><b>Understand Current State (2.11.3)</b></p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 62.13%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/22</p>	<p>End Date</p> <p>12/31/22</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>62.1%</p>
<p>Milestone</p> <p><b>Current State Redundany Assessment (2.11.4)</b></p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 33.06%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>11/01/21</p>	<p>End Date</p> <p>10/31/23</p>	<p>YTD Actual</p>	<p>YTD Target</p> <p>33.1%</p>
<p>Goal</p> <p><b>BLUEPRINT: Create and develop a process to maintain the blueprint of the County's business capabilities and technologies. (2.23)</b></p> <p>Aligned to: #2 {OPERATE} Operational Excellence and Growth</p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 40%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>01/04/22</p>	<p>End Date</p> <p>05/31/23</p>	<p>YTD Actual</p> <p>40%</p>	<p>YTD Target</p> <p>40%</p>
<p>Milestone</p> <p><b>Architectural Design Tool Selection (2.23.1)</b></p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 100%</p> <p>Measure:</p> <p><i>Blueprint Tool Selected</i></p>	<p>Start Date</p> <p>01/04/22</p>	<p>End Date</p> <p>08/31/22</p>	<p>YTD Actual</p> <p>100%</p>	<p>YTD Target</p> <p>100%</p>
<p>Milestone</p> <p><b>Develop process to audit and maintain blueprint data (2.23.3)</b></p>	<p>Owner</p> <p><b>Duane Wood</b></p>	<p>EOY Target: 25%</p> <p>Measure:</p> <p><i>Percent Complete</i></p>	<p>Start Date</p> <p>04/01/22</p>	<p>End Date</p> <p>03/31/23</p>	<p>YTD Actual</p> <p>20%</p>	<p>YTD Target</p> <p>25%</p>