Strategic Plan - Comprehensive Goals through Action Items for FY22

County of Santa Clara
As of July 27, 2022

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.

Performance Summary

65 Goals, Milestones & Actions

- 18% Achieved
- 17% Critical
- 35% On Target
- 5% Deferred
- 14% Off Target
- 11% Not Started

Strategic Domains

- **1: {EMPOWER} Diverse and High Performing TSS Team**
- **2: {OPERATE} Operational Excellence and Growth**
- **3: {GROW} Thriving Relationships with Our Customers**
- **4: {TRANSFORM} Innovation and Digital Government Transformation**

Key Performance Indicators

Metric	EOY Target	YTD Actual
TSS Support of Inbound Ticket Volume (Qtrly ticket Count)	**43.8k**	42.3k
Average TSS Support Ticket Resolution Time (Days)	**10.75**	8
% of reporting adoption	**60%**	44.7%

Metric	EOY Target	YTD Actual
Rate of milestone delivery		46.3%
Satisfaction with TSS Services (%)	**90%**	85%

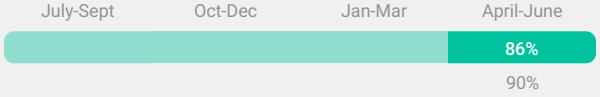
Strategic Performance Detail

County of Santa Clara
As of July 27, 2022

#1 {EMPOWER} Diverse and High Performing TSS Team

Goal
SPEED UP HIRING PROCESS: Work with ESA to improve the hiring process - IT Human Capacity Planning & Workforce Management. (1.1)
Last comment: Working with Procurement, County Executive's office, and TSS to develop a contract with hiring vendors to recruit candidates for selected hard to fill positions (05/17/22)

Owner: Kent Mitchell
EOY Target: *90%*
Percent Complete



Milestone
Contract recruiting services authorized for hard to fill technical roles (1.1.1)
Last comment: Won't do - there isn't enough will to look into this at this time. (02/11/22)

Owner: Kent Mitchell
EOY Target: *50%*
Percent Complete

Action Item
TSS is authorized to contract recruiting services for difficult-to-hire positions. (1.1.1.2)
Last comment: Working closely w/Patty @ ESA on the development of an informal competitive procurement to access sourcing firms to help attract talent to our recruitments and increase the size and quality of our applicant pools. Procurement has approved moving forward with an ICP, now preparing the material for distribution to potential vendor partners. (05/17/22)

Owner: Kent Mitchell
EOY Target: *50%*
Percent Complete

Milestone
Fully implement a general IT entrance exam collaboratively created to screen candidates (1.1.2)
Last comment: Full implementation completed in December, 2021, following a successful pilot. IT entrance exam will be used going forward for most IT classifications, with certain exceptions where a clear case can be made for using a class-specific test. (05/20/22)

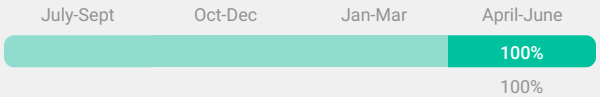
Owner: Kent Mitchell
EOY Target: *100%*
Percent Complete

Action Item
ESA and TSS will create an IT screening exam to vet candidates. Focused on universal knowledge and abilities that transcend sought-after skills. (1.1.2.1)
Last comment: Exam was drafted around September, 2021, and piloted in November, 2021. After review from ESA, it was considered a successful pilot and moved forward to general use. (05/20/22)

Owner: Kent Mitchell
EOY Target: *100%*
Percent Complete

Goal
DYNAMIC RECRUITMENT DASHBOARDS: Recruitment dashboards in place & kept current for IT Human Capacity Planning & Workforce Management. (1.2)
Last comment: Recruitment Reports in place and update frequently. Information from reports is also reported out regularly to both Executive Leadership and IT Managers. (05/19/22)

Owner: Edward Suess-Hassman
EOY Target: *100%*
Percent Complete



Milestone
Create Delivery Method for Insight into Status of Recruitments (1.2.1)

Owner: Edward Suess-Hassman
EOY Target: *100%*
Percent Complete

Action Item
Create dynamic data format via Power BI (1.2.1.1)
Last comment: Various Reports were created for Executive Leadership using Power BI to ensure they can make data informed decisions. (05/19/22)

Owner: Edward Suess-Hassman
EOY Target: *100%*
Percent Complete

Action Item
Identify target destination for managers to have access to published reports (1.2.1.2)
Last comment: Matt Woo informed us of the current repository of TSS Executive Leadership Reports, so we decided to use the same repository for our recruitment reports https://app.powerbigov.us/groups/c1cfaba0-128b-43f2-acfd-d1452a8951a6/list?ctid=0ac3202f-c3e9-4f56-830d-017d09d16b3f (05/19/22)

Owner: Edward Suess-Hassman
EOY Target: *100%*
Percent Complete

Milestone
Managers aware of the responsibility to review Recruitment Reports and track their recruitments (1.2.2)
Last comment: Reports have bee presented to Senior Leadership team and are reviewed on a Quarterly and Monthly basis. (05/17/22)

Owner: Edward Suess-Hassman
EOY Target: *100%*
Percent Complete

Action Item **Develop recruitment reports and provide access to leadership (1.2.2.1)** **Last comment:** The Recruitment Dashboard is named "Recruitment Data" (05/17/22)	Owner Edward Suess-Hassman	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Milestone **Establish Continuous Update Access & Procedures (1.2.3)** **Last comment:** Reports are updated daily (some part of Recruitment Data) or Bi-Weekly depending on source of data. Data is communicated out in Quarterly, Monthly and various other meetings to verticals and managers so that they can take relevant actions or ask clarifying questions. (05/19/22)	Owner Edward Suess-Hassman	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Goal **LEARNING ETS: Utilize creative learning options to enable the team to keep up with emerging technologies. (1.3)** **Last comment:** Pilot milestones to be revised to refelct a 1 yr plan, to be held for a calendar year, in 2023. Goal end date has been adjusted through the end of 2023 (when licenses end). (07/06/22)	Owner Jean Olson	EOY Target: *37%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Milestone **Discovery - (1.3.1)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Milestone **Complete vendor evaluation (1.3.2)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100% 100%
Action Item **Identify four alternatives to current platform (1.3.2.1)** **Last comment:** The four alternatives identified are: Coursera, edX, Udemy and Udacity. (05/23/22)	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Action Item **Hold demonstrations on each MOOC platform (1.3.2.2)** **Last comment:** Completed Dec. 17, 2021 (02/14/22)	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Action Item **Develop and report cost-benefit analysis for each vendor (1.3.2.3)** **Last comment:** This analysis was included in the Market Research section of the Single-Source Justification Jean wrote for Coursera. The market research was for each of the four vendors identified including Coursera, edX, Udemy and Udacity. (05/23/22)	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Milestone **Select vendor and fund (1.3.3)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100% 0%
Action Item **Develop SOW (1.3.3.1)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item **Select vendor and write contract (1.3.3.2)** **Last comment:** Coursera was selected, and the Single-Source Justification was approved by Procurement. Diana Diaz on the Vendor Management Team contributed to this effort. The Coursera contract is being updated by Henry Tran on the Procurement team. He is engaged with our contact at Coursera, Colleen Malloy. (05/23/22)	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100% 100%
Milestone **Plan pilot (1.3.4)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Action Item **Identify pilot participants, define desired outcomes (1.3.4.1)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item **Create communications plan for selected platform and audience, set expectations (1.3.4.2)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item **Plan administration as needed (e.g., for licenses), create evaluation plan (1.3.4.3)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%

Milestone **Roll out 6-month pilot (1.3.5)**	Owner Jean Olson	EOY Target: *39.10%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	39.1%
Milestone **Review SSA-specific data already collected (1.3.6)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **Analyze results for SSA staff (1.3.6.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Determine if additional data is needed (1.3.6.2)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **Identify what SSA folks would like in the training space (1.3.6.3)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Evaluate Knowledge Management (1.3.7)** **Last comment:** Matt's team's work is done - need Khalid checkins to verify 100% close of 1.3.8 (07/11/22)	Owner Lisa Golkar	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	55% 100%
Action Item **Onboard new Knowledge Manager (1.3.7.1)** **Last comment:** Candidate accepted offer; begins on 4/4 (03/11/22)	Owner Lisa Golkar	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **Run evauation of best in class KM solutions (1.3.7.2)** **Last comment:** KM scheduling and conducting demonstrations of multiple option; also evaluating internal KM application within Cherwell. (06/22/22)	Owner Lisa Golkar	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	10% 10%
Milestone **Participate in job-related training/conference across staff (1.3.8)**	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **Each staff to complete 1 job-related training/conference by end fiscal year (sccLearn or others) (1.3.8.1)**	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Milestone **Create knowledge sharing processes (1.3.9)**	Owner Khalid Turk	EOY Target: *60%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	61% 60%
Action Item **Cross train mangers and senior managers by conducting knowledge sharing sessions monthly (1.3.9.1)**	Owner Khalid Turk	EOY Target: *75%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	75% 75%
Action Item **During bi-weekly manager's meetings, invite IT Managers to share information about the technologies and customers their team supports. ledge sharing and future reference (1.3.9.2)**	Owner Khalid Turk	EOY Target: *60%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	60% 60%
Action Item **The presentations to be made on a uniform template that will be retained for knowledge sharing and future reference (1.3.9.3)**	Owner Khalid Turk	EOY Target: *69%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	48% 69%
Goal **ENSURE OPERATIONAL CONTINUITY: Establish solid development and succession planning. (1.4)** **Last comment:** CARRY FORWARD (07/05/22)	Owner Kent Mitchell	EOY Target: *56.70%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	70% 56.7%

Milestone **Discovery (1.4.1)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 45% 100%
Action Item **Define Data Requirements (1.4.1.1)** **Last comment:** Not started yet (02/11/22)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Action Item **Perform Gap Analysis (1.4.1.2)** **Last comment:** Not started (02/11/22)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Action Item **Identify Scope (1.4.1.3)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Milestone **Develop Process (1.4.2)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Action Item **Clarify Roles and Responsibiities for each TSS position (1.4.2.1)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Action Item **Create workflows, instructions and SP documents (1.4.2.2)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Action Item **Comms plan (1.4.2.3)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Milestone **Conduct planning workshop (1.4.3)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 80%
Action Item **Identify within various categories of leadership that we are developing cabapilities and SPs (1.4.3.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Minimize Single Points of Failure (SPOF) (1.4.3.2)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Identify potential leaders (1.4.3.3)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Milestone **Document Coverage Areas (1.4.4)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 45% 100%
Action Item **Identify high risk areas / critical applications (1.4.4.1)** **Last comment:** Identified high risk areas and critical applications where there are single points of support. New senior application administrator onboarded in January which will mitigate risk in some areas. Knowledge transfer and training activities in progress with new team member. (02/03/22)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Assess the risks within each area (upcoming retirements, key skill gaps, etc.) (1.4.4.2)** **Last comment:** Identified Archibus as an area of risk with respect to support and coverage. Discuss with vertical director and IT Manager on risk mitigation strategy. (03/10/22)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June

Action Item
Evaluate opportunities to fill the gaps (internal partnerships / staffing augmentation) (1.4.4.3)
Last comment: For FY23, two new positions have been tentatively approved for County Administration vertical. Now that County Administration vertical has rolled up under FES, work closely with IT Director to evaluate opportunities in the short term. (03/10/22)

Owner
Kent Mitchell

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June
10%
100%

Milestone
Facilitate knowledge transfer in FES (1.4.5)

Owner
Daryl Kobashigawa

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Identify services and associated risk for each FES supported department (1.4.5.1)

Owner
Ritesh Koickel

EOY Target: *100%*
40

July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Prioritize risks across departments (DTAC, …, …) (1.4.5.2)

Owner
Ritesh Koickel

EOY Target: *100%*
30

July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Identify resource gaps (roles filled and roles vacant) (1.4.5.3)

Owner
Ritesh Koickel

EOY Target: *100%*
50

July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Develop knowledge transfer plan on a department by department basis (1.4.5.4)
Last comment: We have started the knowledge transfer(bills) to the business users that IT operation team was managing. Annual https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/Annual%20Processing%20Calendar.xlsx?d=wfac73b1b0c5a4622af882b6216ab324a&csf=1&web=1&e=5zhxm2 Bill sort schedule https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/2022-23%20-%20Bill%20Sort%20Schedule%20(rev%2020220606).xlsx?d=w9038970bb29c4bcf876263707f59cde8&csf=1&web=1&e=oeGwM0 Unsecured https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/UNS-ANN-PROD%20-%20Unsecured%20Annual%20Tax%20Bill%20Mailing%20Schedule%20(20220613).xlsx?d=wb8eeda928fb7454ab55d1139741a1cd2&csf=1&web=1&e=PdZdg9 Secured https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/SEC-ANN-PROD%20-%20Secured%20Tax%20Bill%20Production%20Schedule%20(20220610).xlsx?d=w844a86dc37da4604a91397f329d939f2&csf=1&web=1&e=IeTUuY (07/12/22)

Owner
Ritesh Koickel

EOY Target: *100%*
100!

July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Milestone
Facilitate knowledge transfer in CTO (1.4.6)
Last comment: Completed per Matt W 7/6 (07/11/22)

Owner
Matt Woo

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June
80%
100%

Action Item
Identify services and associated risk for MODE2 (1.4.6.1)

Owner
Nhan La

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Prioritize risks across MODE2 (1.4.6.2)

Owner
Nhan La

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June
100%

Action Item
Identify resource gaps (roles filled and roles vacant) (1.4.6.3)

Owner
Nhan La

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Develop knowledge transfer plan (1.4.6.4)

Owner
Nhan La

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June
90%
100%

Milestone
Conduct a qualitative review of the talent pipeline among Managers and Senior Managers (1.4.7)

Owner
Khalid Turk

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Employ the nine-box performance grid or a similar methodology to visualize the strengths and weaknesses of available tale (1.4.7.1)

Owner
Khalid Turk

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item **Continue to mentor and coach directors, Sr. Managers, and managers to perform at a level above their job role. (1.4.7.2)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Action Item **Discuss a new leadership topic at the Managers meeting every month.' (1.4.7.3)** **Last comment:** introduced as planned per feedback 7/15 (07/19/22)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Milestone **Completion of nine box and ongoing topic at leadership meetings (1.4.8)**	Owner Khalid Turk	EOY Target: *50%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 85%	50%
Action Item **Develop nine-box performace grid for the Managers (ITMs and Sr. ITMs) (1.4.8.1)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Action Item **Develop a structured learning plan for imparting knowledge and skills that are essential for managers and senior managers to be successful at their roles in Health System by the end of Q2 FY22. (1.4.8.2)**	Owner Khalid Turk	EOY Target: *60%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 60%	60%
Action Item **Implement the plan in Q3 FY22. (1.4.8.3)** **Last comment:** completed per 7/15 feedback (07/19/22)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 100%	April-June 100%	100%
Action Item **Measure initial success of the plan in Q4 of FY22, by swapping roles of at least 2 IT Managers (1.4.8.4)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 80%	100%
Milestone **PSJ - Address SPOCs with an emphasis on contractors (1.4.9)**	Owner Ameen Moslehi	EOY Target: *44.16%* *Percent Complete*	July-Sept 73%	Oct-Dec	Jan-Mar	April-June	44.2%
Action Item **Identify and eliminate single points of failure, prioritizing those involving contractors and employees at risk of leaving the County within 1-2 years. (1.4.9.1)** **Last comment:** Some Single point of failure have been rectified by these new positions that are coming. Other are being rectified by using technology to mitigate the issue such as using video recording to teach others. Finally some just disappear due to changes that happened during restructuring of PSJ... When new single point of failure do appears, a new task will be created for resolution. (06/09/22)	Owner Andre Tessier	EOY Target: *44.16%* *Percent Complete*	July-Sept 100%	Oct-Dec	Jan-Mar	April-June	44.2%
Action Item **Raise expectations and standards regarding contractors, ensuring high performance and alignment with the need to fill gaps. (1.4.9.2)** **Last comment:** Contractor performance are being evaluated on a continuous basis, when performance seems to be below TSS / PSJ standards we rectify. Contractors that are not performing to our standard are contractually renewed. Next we need to create a checklist of items to be used by the managers for the contractor performance evaluation. (06/09/22)	Owner Andre Tessier	EOY Target: *66.42%* *Percent Complete*	July-Sept 80%	Oct-Dec	Jan-Mar	April-June	66.4%
Action Item **Identify and prepare staff for succession planning in all level of PSJ. (1.4.9.3)** **Last comment:** Initiated study to determine candidate for successions in all sections of PSJ. (03/09/22)	Owner Andre Tessier	EOY Target: *49.44%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 40%	April-June	49.4%
Goal **JOB CLASSIFICATIONS: Adjust job classifications to match the fast evolving technology landscape. (1.5)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	
Milestone **Discovery (1.5.1)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item **Categorize job specs into like groups (1.5.1.1)**	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	

Action Item
Identify work teams based upon groups to perform reviews (1.5.1.2)

Owner: Kent Mitchell

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Review current job classifications to ensure informed by industry standards and current technologies (Mercer Report) (1.5.1.3)

Owner: Kent Mitchell

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Goal
LEARNING PROGRAM: Develop prescriptive learning program for TSS staff. (1.6)

Owner: Jean Olson

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

Milestone
Discovery (1.6.1)

Owner: Jean Olson

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Solicit feedback from selected users to qualitatively evaluate effectiveness of completed training and identify issues (1.6.1.1)

Owner: Jean Olson

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Report findings and make recommendations for improvements (1.6.1.2)

Last comment: Although a comprehensive TSS learning and development needs analysis hasn't been started, two prescriptive, role-based learning needs were identified: (1) by Graham Bennett for all ten members of the vendor management team, and (2) by Lucia Fonseca for about 40 business analysts / business systems analysts across TSS verticals/divisions. The ten members of the VMO team completed the Vendor Management course by Global Knowledge in February. Diana Diaz contributed to planning and to writing the contract. A custom Requirements Management course is planned for June, to be delivered by Visure Solutions in two classes. Lucia Fonseca led the planning effort, and Diana Diaz contributed to writing the contract. The TSS Professional Development fund FY22 budget that Jean oversees will cover the costs for both courses. (05/23/22)

Owner: Jean Olson

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Manage communications/advertisements and utilization metrics for available FY22 training credits in partnership with the VMO team. (1.6.3)

Last comment: Advertising and utilization tracking for the Microsoft Enterprise Skills Initiative (ESI) Learner Experience Portal (LxP) started in March 2022 (planning started in January 2022). The ESI benefit will expire June 30, 2022. Alice Bailey on the VMO team contributed. (05/10/22)

Owner: Jean Olson

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

Action Item
Engage with the VMO team and Microsoft to gather information about the Microsoft Enterprise Skills Initiative (ESI) for the County, get access to the utilization metrics dashboard, and write and deliver communications to TSS and Federated IT. (1.6.3.1)

Last comment: The Microsoft Enterprise Skills Initiative (ESI) for all County employees that includes a Learner Experience Portal (LxP) ends on June 30, 2022. Alice Bailey on the VMO team contributed information including our contact at Microsoft. An informational web page on the TSS Knowledge, Learning and Development (KLAD) SharePoint site that has been shared with TSS Leadership/staff and Federated IT Leadership is here: https://scctconnect.sharepoint.com/sites/tss-u/SitePages/Microsoft-Learner-Experience-Portal-Info.aspx. The benefit includes a Customer Experience Portal (CxP) for tracking utilization metrics. (05/23/22)

Owner: Jean Olson

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

Action Item
Engage with the VMO team and IT managers to gather information about Dell/EMC and VMware training credits, get access to the utilization metrics dashboard, and gather monthly utilization reports (1.6.3.2)

Last comment: Daryl Schweiger contributed information including vendor contacts. (05/18/22)

Owner: Jean Olson

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

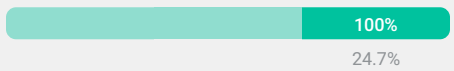
Goal
DECISION MAKING: Distribute decision-making down the organization to increase agility and engagement. (1.7)

Last comment: Sandy's milestones - Work has been completed for the yr, however, these are ongoing items. Mllestone & Action Items should be 100% AND replicated in FY23 as they are operationalized (07/05/22)

Owner: Nina D'Amato

EOY Target: *24.72%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June



24.7%

Milestone
Capture data on decision-making (1.7.1)

Owner: Sandy Stier

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

Action Item
IT Group management, identify how decisions are made (1.7.1.1)

Owner: Sandy Stier

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item Continue to use tracking tools for tasks, also track decision making / outcomes (1.7.1.2)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Milestone Train, mentor and empower ITMs and Sr. ITM enabling them to decision making (1.7.2)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June 100% 100%
Action Item Individual goal setting and follow-through (1.7.2.1)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June 100% 100%
Milestone PSJ - Realign roles and organization structure (1.7.3)	Owner Ameen Moslehi	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Action Item Make organizational changes to align new roles and clearly establish accountability (1.7.3.1) **Last comment:** We have developed a new organizational structure with roles and proposed staffing. This is currently in draft and will be finalized in Feb. We will creating a new governance model to support this model in the same timeframe. (02/02/22)	Owner Ameen Moslehi	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Action Item Create a unit within PSJ focused on data management and governance (1.7.3.2) **Last comment:** We are live with the division advisory committees (06/07/22)	Owner Ameen Moslehi	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Goal **VISIBILITY: Increase empathy and a sense of meaning by making the impact of the team's efforts visible. (1.8)**	Owner Lisa Bito	EOY Target: *40%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June 100% 39.7%
Milestone Share successes and progress with SSA and TSS Partners (1.8.1)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Action Item Lift up successes publicly (in meetings, etc.) (1.8.1.1)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Action Item Take advantage of external opportunities to share successes of SSA staff (newsletters, employee of the month/year, etc.) (1.8.1.2)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Action Item Take advantage of external opportunities to share successes at leadership (1.8.1.3)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Milestone Promote employees' contributions (1.8.2)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June 100% 100%
Action Item Promote employees' contributions through monthly TSS HS newsletter and other forums available within the organization (1.8.2.1)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June
Action Item Hold team building program (1.8.2.2) **Last comment:** EPIC meeting held 6/24/2022 (07/19/22)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June 100% 100%
Goal **HYBRID WORK: Establish standards for hybrid work. (1.9)**	Owner Dan Baldree	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June 63% 100%
Milestone Establish reporting and policy (1.9.1)	Owner Dan Baldree	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar	April-June

Milestone **Develop document standard (1.9.2)** **Last comment:** workspace/cubicle allocation policy pending feedback (06/07/22)	Owner Dan Baldree	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 25% 100%
Goal **DEI: Embrace diversity, equity, and inclusion! (1.10)** **Last comment:** CARRY FORWARD: Rescope due to changes at the county level. A new dept, the Office of Diversity, Equity, & Inclusion now determines applicable data and what data may be viewed and used. As it is a fairly new dept still ramping up, TSS may not be able to perform the previously planned work w/in next year as scoped. (07/05/22)	Owner Edward Suess-Hassman	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 67% 100%
Milestone **Lay the ground work (1.10.1)** **Last comment:** Process halted due to ESA sensitivity of D.E.I. data. (05/19/22)	Owner Edward Suess-Hassman	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Get the data (TSS, County, other technology organizations in the area) (note: Intake form update) (1.10.1.1)** **Last comment:** Process halted due to ESA sensitivity of D.E.I. data. My access to create, edit and obtain D.E.I. data for TSS has been removed. (05/19/22)	Owner Edward Suess-Hassman	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Benchmarks (1.10.1.2)** **Last comment:** Process halted due to ESA sensitivity of D.E.I. data. (05/19/22)	Owner Edward Suess-Hassman	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Milestone **Engage staff in DEI actions (Social, Hiring, Education) (1.10.2)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Action Item **Recognize DEI within group (1.10.2.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Hire with a DEI mindset (1.10.2.2)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Train DEI principles for team (1.10.2.3)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Milestone **Make diversity, equity, and inclusion a part of hiring process (1.10.3)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Action Item **Educate hiring mangers on unconscious biases. (1.10.3.1)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Action Item **Identify and impart required training (1.10.3.2)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Goal **INTERNAL LEARNING: Provide internal learning opportunities by encouraging shifting between positions. (1.11)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Milestone **Formalize skill development via position shifting (1.11.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June

Action Item
Pilot - From one of the larger teams, identify 2 voluntary participants to assignment shift (1.11.1.1)

Owner: Sandy Stier

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Goal
BA CoP: Establish Business Analysts' Community of Practice. (1.12)

Owner: Matt Woo

EOY Target: *0%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

33.2%

#2 {OPERATE} Operational Excellence and Growth

Goal
ORG KPI: TSS Support of Inbound Ticket Volume: Quarterly count of inbound requests to the Service Desk and other TSS support teams. (2.1)

Owner: Leigh Abbot

EOY Target: *43,843*
TSS Support of Inbound Ticket Volume...

July-Sept | Oct-Dec | Jan-Mar | April-June

42.3k

87.7k

Goal
ORG KPI: Average TSS Support Ticket Resolution Time (Days): Number of days from when a ticket is opened until it is closed. (2.2)

Owner: Leigh Abbot

EOY Target: *10.75*
Average TSS Support Ticket Resolution...

July-Sept | Oct-Dec | Jan-Mar | April-June

8

10.75

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

Last comment: We have onboarded 3 of the add/delete staff (Angelina - the last one started this past Monday). We are working on internal improvements with other teams - workflow (as is and to be is being redefined). SARF has been updated in Cherwell. (06/28/22)

Owner: Aisha Wahab

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Identify Problems (2.3.1)

Last comment: Problems are workflow among groups, ticket hops, and improvements to AskClara and more automation of this. (06/28/22)

Owner: Aisha Wahab

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Analysis on process improvements (2.3.1.4)

Last comment: AskClara has reduced phone calls, we still have a lot of emails - we are pushing people to use AskClara and make calls. (06/28/22)

Owner: Aisha Wahab

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Solve the Problem (2.3.2)

Owner: Nina D'Amato

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Solution for PW/Access (2.3.2.1)

Owner:

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Solution on number of staff & Process (2.3.2.2)

Owner:

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Decision to Procure (2.3.3)

Owner: Nina D'Amato

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Decision on Product & Procurement Vehicle (2.3.3.1)

Owner:

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Highly variable based upon above and budget secured by 08/31 (2.3.3.2)

Owner:

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Goal **CLOSE PROCESS GAPS: TSS has filled its critical internal process gaps (i2P, P2C, C2C) (2.4)** **Last comment:** Analyst resource needed - KG out on FMLA. (06/22/21)	Owner Leigh Abbot	EOY Target: *66%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Current State Documented (2.4.1)**	Owner Leigh Abbot	EOY Target: *60%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Identify Initial Critical Processes & identify process owners (tag any that will be ITP, outside of bridges) (2.4.1.2)**	Owner Leigh Abbot	EOY Target: *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Process Flow Diagram (PFD) for each critical process (exists or is created) (2.4.1.3)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Goal **OPERATING MODELS: Develop operating models to create clear lines of accountabilities between the TSS teams. (2.5)**	Owner Nina D'Amato	EOY Target: *57.11%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Strengthen TSS Operating Models: Clearly defined TSS and department level Operating Models (Concepts of Operations/Management Systems) #1.1.2 IT Strategy & Alignment with Business Strategy (2.5.1)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	12% 100%
Action Item **Milestone 1: ConOps understood by everyone & tool is in place (2.5.1.1)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Milestone 3: ConOps Document - AIM2 (2.5.1.4)** **Last comment:** Update end date to end of calendar year 22. (07/12/22)	Owner Kirk Kirkpatrick	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Publish TSS ConOps: Clearly defined TSS and department level Operating Models (Concepts of Operations/Management Systems) #1.1.2 IT Strategy & Alignment with Business Strategy (2.5.1.5)**	Owner Leigh Abbot	EOY Target: *75%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Pilot OM Framework (2.5.2)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100%
Action Item **Identify team for pilot (2.5.2.1)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Conduct Operating Model session (2.5.2.2)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100%
Milestone **Scale (2.5.3)**	Owner Leigh Abbot	EOY Target: *17.19%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Refresh Framework from pilot lessons learned (2.5.3.1)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100%
Action Item **Create Operating Model session schedule (2.5.3.2)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100%

Milestone
Kick off ConOps (2.5.4)

Owner: Leigh Abbot | EOY Target: *100%* | *Percent Complete*

Action Item
Schedule ConOps workshop for a CA business line (2.5.4.1)

Owner: Leigh Abbot | EOY Target: *100%* | *Percent Complete*

Action Item
Conduct Workshop (2.5.4.2)

Last comment: Workshop designed, but not conducted (02/11/22)

Owner: Leigh Abbot | EOY Target: *100%* | *Percent Complete*

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

Last comment: Milestones to be refined as scope is confirmed. (07/06/22)

Owner: Ed Bagsik | EOY Target: *25%* | *Percent Complete*

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%* | *Percent Complete*

Action Item
Develop API management Reference Architecture (2.6.1.1)

Last comment: Completed 2 work sessions with Microsoft on APIM reference architecture. (03/22/22)

Owner: Cathy Dong | EOY Target: *70%* | *Percent Complete*

Action Item
Establish Standards (Integration/APIM) (2.6.1.2)

Last comment: Finished APIM standards draft (09/07/21)

Owner: Cathy Dong | EOY Target: *100%* | *Percent Complete*

Action Item
Design enterprise arch and domain specific arch (2.6.1.3)

Last comment: Updated Owner of this item to Sunny since it should be owned by Sunny for architecture. (02/23/22)

Owner: Duane Wood | EOY Target: *100%* | *Percent Complete*

Action Item
Align with Business (2.6.1.4)

Last comment: Would need Sunny's input but I believe this belongs under him as the solution architects are working on the integration framework and work has already started. (02/23/22)

Owner: Matt Woo | EOY Target: *100%* | *Percent Complete*

Milestone
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)

Last comment: 7/12/2022: Pending prioritization (07/12/22)

Owner: Swee Hor Teh | EOY Target: *100%* | *Percent Complete*

Action Item
Define TCO framework (2.6.3.1)

Last comment: 7/12/2022: Framework defined. TCO for feasibility analysis, proof of concept and solution assessment completed and available on Arch Center. Pending prioritization for next steps (07/12/22)

Owner: Swee Hor Teh | EOY Target: *75%* | *Percent Complete*

Action Item
Socialize TCO elements and calculation tool with OCIO (2.6.3.2)

Last comment: Team discussed the next steps to determine adoption, implementation and ownership. Next meeting on white boarding scheduled in June 2022 (04/10/22)

Owner: Wendy Collins | EOY Target: *100%* | *Percent Complete*

Action Item
Provide training for architects on how to understand overall TCO calculation during technical design review (2.6.3.3)

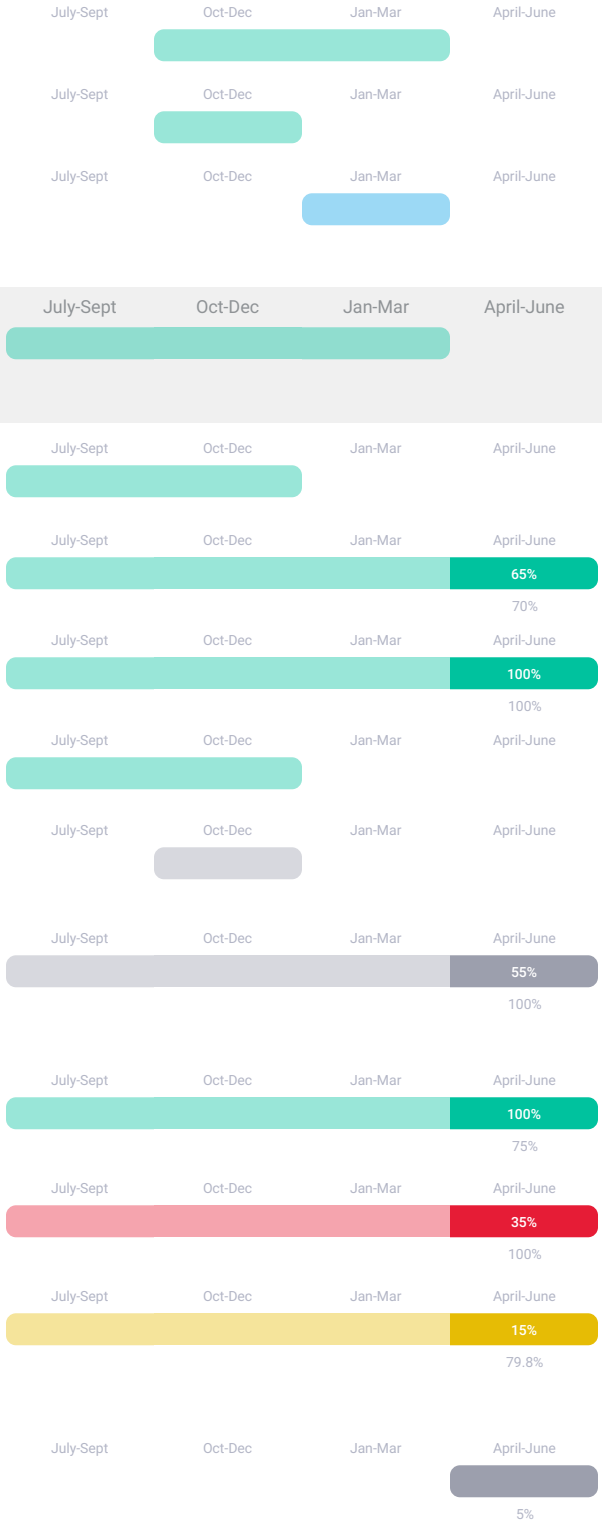
Last comment: 7/12/2022: Completed TCO for feasibility analysis, proof of concept and solution assessment to provide cost confidence / accuracy of +/-95% with Innovation and architect teams. Pending prioritization to complete the TCO for project (one-time) and ongoing support for the overall TCO calculation with impacted teams/parties. (07/12/22)

Owner: Swee Hor Teh | EOY Target: | *Percent Complete*

Action Item
Review TCO framework in ARB (2.6.3.4)

Last comment: 7/12/2022: Pending next steps on implementation and adoption, and prioritization (07/12/22)

Owner: Swee Hor Teh | EOY Target: | *Percent Complete*



Milestone **Architecture Reviews (2.6.5)**	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	88% 100%
Action Item **Reporting metrics, post review for projects in PWA with Arch Involvement (2.6.5.3)** **Last comment:** Arch has been working with PM CoE to integrate a Conceptual Review and Requirements review into Bridges. As this rolls out, metrics related to Arch early engagement and review quality scores will be collected. (05/09/22)	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	75% 100%
Action Item **Architects involved earlier in Bridges process to provide reviews, input on functional/technical requirements (2.6.5.4)** **Last comment:** Architecture is now involved during the conceptual review process. (07/05/22)	Owner Duane Wood	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Milestone **IT Standards (2.6.6)**	Owner Ed Bagsik	EOY Target: *72%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **IT Standards assurance embedded in new project implementations (2.6.6.3)**	Owner	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100%
Milestone **Community of Practice and Interest (2.6.8)**	Owner Ed Bagsik	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100%
Action Item **Community of Practice and Interest process documented (2.6.8.1)**	Owner Ed Bagsik	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Community of Practice and Interest governance established (2.6.8.2)**	Owner Ed Bagsik	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	70%
Action Item **Community of Practice and Interest process published and socialized (2.6.8.3)**	Owner Ed Bagsik	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100%
Goal **MENTORING: Establish mentorship program. (2.7)** **Last comment:** PSJ - Operationalized (not fully documented yet, but recurring calendaring) (07/06/22)	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Formalize skip level meetings (2.7.2)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **Proactively schedule skip levels (2.7.2.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Maintain open door policy (2.7.2.2)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Set targets for skip levels (ex. 1x/month with each team, but TBD) (2.7.2.3)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **PSJ - Ongoing Meetings (2.7.3)**	Owner Ameen Moslehi	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%

Action Item
Conduct recurring group skip-level meetings (2.7.3.1)
Last comment: Scheduled reoccurring 1:1 with ITM's. Will continue to expand these to other roles as time permits and organization structure changes are complete. (02/14/22)

Owner: Ameen Moslehi
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Conduct monthly "open door" meetings with all PSJ staff (2.7.3.2)
Last comment: PSJ Management Monthly open door meeting has been setup and started. (02/14/22)

Owner: Ameen Moslehi
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Conduct regular 1:1's (2.7.3.3)
Last comment: This is complete and scheduled on a reoccurring basis. (02/14/22)

Owner: Ameen Moslehi
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Milestone
PSJ Bi-Annual Employee Engagement Survey (2.7.4)

Owner: Ameen Moslehi
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Winter Survey - Review questions (2.7.4.1)
Last comment: Reviewed questions with PSJ Management, which were approved for this survey (02/09/22)

Owner: Philip Decker
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Winter Survey - Conduct survey (create, send out and leave open for 3 weeks) (2.7.4.2)
Last comment: Sent out Winter survey on December 16th, and notified employees. Survey was closed on 1/07/2022, PSJ workers 3 weeks to fill out the surveys (02/09/22)

Owner: Philip Decker
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Winter Survey - Analyze results (2.7.4.3)

Owner: Philip Decker
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Spring Survey - Review questions (2.7.4.4)
Last comment: Reviewed historical survey trends with PSJ Director. Worked with PSJ Director to finalize questions for June 2002 survey. Ready to launch survey this week (06/07/22)

Owner: Philip Decker
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Spring Survey - Conduct survey (create, send out and leave open for 3 weeks) (2.7.4.5)
Last comment: Surveys have been created for distribution on 6/10, and closing on 6/30/2022 (06/07/22)

Owner: Philip Decker
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Spring Survey - Analyze results (2.7.4.6)
Last comment: Survey has been completed by TSS PSJ Team, with a record amount of participants, demonstrating a 50% increase of responses over previous surveys. Now working to model and analyze survey data, trends, and comparisons to previous surveys. (07/07/22)

Owner: Philip Decker
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June

Goal
TECHNICAL DEBT: Identify and classify technical debt to successfully reduce it. (2.8)

Owner: Duane Wood
EOY Target: *35%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Understand & Recognize Technical Debt (2.8.1)
Last comment: Dates for this CII may move based on reprioritization. (06/22/21)

Owner: Duane Wood
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
63%
20%

Action Item
Define criteria for critical technical debt (2.8.1.1)
Last comment: Dates for this CII may move based on reprioritization. (06/22/21)

Owner: Duane Wood
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Create TD Repository (2.8.1.2)
Last comment: EAs are adding information to register as they discover this. Register has also been shared with BRMs and Bridges teams. (03/08/22)

Owner: Duane Wood
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
100%
100%

Action Item
Define TD Approach (2.8.1.3)
Last comment: The method to measure TD during the TDR process has been deployed. Data will be collected as new projects enter the TDR phase. We still need to determine how to use this data, but this can occur after we get some data. (06/07/22)

Owner: Duane Wood
EOY Target: *100%* *Percent Complete*
July-Sept | Oct-Dec | Jan-Mar | April-June
90%
100%

Milestone

Socialization/Educate Technical Debt (people) (2.8.2)

Last comment: We are using the TDR and Conceptual review processes as a way to educate people about TD. This takes this from the conceptual to the tactical. (06/07/22)

Owner: Duane Wood

EOY Target: *50%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

40%

50%

Action Item

Create socialization approach (2.8.2.1)

Last comment: Piggybacking off of TDR rollout. Added TD scorecard as part of TDR review process. This will educate an important population of TSS users on what and why TD is important. (04/27/22)

Owner: Duane Wood

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

100%

Action Item

Socialize Technical Debt across TSS (2.8.2.2)

Last comment: This task can be removed as we have changed the approach to educating people. (06/07/22)

Owner: Duane Wood

EOY Target: *50%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

40%

50%

Action Item

Solicit input (interview/questionnaire) to identify potential hot spots (2.8.2.3)

Last comment: The focus is currently on identifying potential new debt and preventing it. This activity is related to finding existing debt. (05/09/22)

Owner: Duane Wood

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

25%

25%

Milestone

Integrate Technical Debt (process) (2.8.3)

Owner: Duane Wood

EOY Target: *50%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

41.3%

50%

Action Item

Update TDR to account for TD (2.8.3.1)

Last comment: The digital TDR review form produces a TD Scorecard with xrefs to each question that has TD impacts. (05/09/22)

Owner: Duane Wood

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

100%

Action Item

Assessment of P2C to account for Technical Debt: Infrastructure Asset Lifecycle Management (2.8.3.2)

Last comment: Swee Hor has kicked off this effort and is performing discovery to how to accomplish this. There are many parties involved and who owns, tracks, governs the information being collected is still TBD. (03/15/22)

Owner: Duane Wood

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

25%

100%

Action Item

Updates to P2C to account for technical debt (2.8.3.3)

Owner: Duane Wood

EOY Target:

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item

Track TD Indicators during AIM2 Dev (2.8.3.4)

Last comment: Follow-up meetings have been rescheduled several times, but planning will continue in June. (06/07/22)

Owner: Duane Wood

EOY Target: *75%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

40%

75%

Goal

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

Last comment: Reviewing current Change Management training material looking for training gaps and revisions in documentation. (02/22/22)

Owner: Kerry Moore

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Goal

REDUNDANT TECHNOLOGIES: Normalize the application and infrastructure portolios to remove redundant technologies. (2.11)

Last comment: 2.11.1 Must be rescoped, targets recast and started in FY23 (07/06/22)

Owner: Matt Woo

EOY Target: *66%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone

Build CMDB: Build out a robust, maintainable, and usable CMDB (2.11.1)

Owner: Lisa Golkar

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

23%

100%

Action Item

Milestone 1: Determine Plan (2.11.1.1)

Last comment: Completed Phase 0 plan; Phase 1 plan pending discovery tool selection and implementation for mapping dependencies. (06/29/22)

Owner: Lisa Golkar

EOY Target:

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

50%

70%

Action Item **Milestone 3: Leverage Technical Tools (2.11.1.3)** **Last comment:** Application CMDB and Server CMDB are going live in April. (04/07/22)	Owner Lisa Golkar	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	30% 25%
Action Item **Milestone 4: Implement Project (2.11.1.4)** **Last comment:** Phase 0 on target. (06/29/22)	Owner Lisa Golkar	EOY Target: *70%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	70%
Action Item **Milestone 5 Influence Cultural and Organizational Change (2.11.1.5)** **Last comment:** Not started; socializing CMDB. (06/29/22)	Owner Lisa Golkar	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	35% 100%
Milestone **Roadmaps for Key Technology Domains: Key technology domain strategy aligned with business strategy - Strategy, Lifecycle & Roadmaps (2.11.2)**	Owner Ed Bagsik	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Gap identification and recommendation (2.11.2.2)**	Owner Ed Bagsik	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Document Creation (2.11.2.3)**	Owner Ed Bagsik	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Milestone 4: Cadence for alignment (2.11.2.4)**	Owner Ed Bagsik	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Understand Current State (2.11.3)** **Last comment:** Additional work on standards need to be completed before effort is applied to this task. (05/09/22)	Owner Duane Wood	EOY Target: *62.13%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	62.1%
Action Item **Create taxonomy for tagging assets with functional attributes (2.11.3.1)**	Owner Matt Woo	EOY Target: *20%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	20%
Milestone **Current State Redundany Assessment (2.11.4)**	Owner Duane Wood	EOY Target: *33.06%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Goal **ESTABLISH PROBLEM INCIDENT MANAGEMENT (PIM): Major incident and problem management task force in place #6.1.1 Incident Management. (2.12)** **Last comment:** Our problem manager position was cut in the last budget cycle. We need to revisit the deliverables of this objective. We have identified someone to help, but they are busy managing the day-to-day operations. (02/15/22)	Owner Earl Sgambati	EOY Target: *5%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Milestone 1: Establish Project plan (2.12.1)**	Owner Earl Sgambati	EOY Target: *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Must become a project, with appropriate resources, and weekly meetings (2.12.1.1)** **Last comment:** Continued work moving forward on incident management and response process. Currently not an approved project. (06/21/21)	Owner Earl Sgambati	EOY Target: *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Milestone 2: Analysis (2.12.2)**	Owner Earl Sgambati	EOY Target: *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Current Process vs. TO BE PROCESS comparison (2.12.2.1)** **Last comment:** To be process is being captured with each incidenment management policy we develop (Example: Problem Incident managment policy, Incident management policy, etc) (06/21/21)	Owner Earl Sgambati	EOY Target: *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	

Milestone **Milestone 3: Implementation (2.12.3)**	Owner Earl Sgambati	EOY Target: *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Action Item **Agreement on TO BE PROCESS & TIMELINE (2.12.3.1)** **Last comment:** No change. (05/24/21)	Owner Earl Sgambati	EOY Target: *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Goal **SOFTWARE TRACKING: Centralize software license tracking to understand liabilities, and model future demand. (2.14)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100% 100%
Milestone **100% License Management & Renewal: Centralized license renewal schedule and license renewal management #8.1.3 IT Software and Hardware Asset Management (2.14.1)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Milestone **Discovery (2.14.2)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100% 100%
Action Item **Determine desired outcomes (2.14.2.1)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100% 100%
Action Item **Identify Approach (2.14.2.2)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100% 100%
Goal **SYSTEM EVENTS: Proactively monitor and detect system events and prevent service impacts. (2.15)**	Owner Tom Tilmant	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 92% 100%
Milestone **Proactively Monitor Events: Event Management prevents system outages by proactive problem detection and mitigation #5.1.4 Service & Operational Level Monitoring & Management (2.15.1)** **Last comment:** We still need to staff the Change Management positions. (09/07/21)	Owner Tom Tilmant	EOY Target: *100%* *Percent Complete 60%*	July-Sept	Oct-Dec / Jan-Mar / April-June 93% 100%
Action Item **Milestone 2: ICP to consolidate of SSA, HHS, TSS to single instance (2.15.1.2)**	Owner Tom Tilmant	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Action Item **Milestone 3: Implementation Enterprise Operation Console (EOC) Parallel Effort (2.15.1.3)** **Last comment:** The console is up and running and available. The functionality is not what we expected; therefore, we're focused on a single instance of SolarWinds for the county. (09/07/21)	Owner Tom Tilmant	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Action Item **Milestone 4: Intake Process Parallel Effort (2.15.1.4)**	Owner Tom Tilmant	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100% 100%
Action Item **Milestone 5: Consolidate the instances (2.15.1.5)** **Last comment:** HHS had 120 customer maps that had to be migrated manually into the new environment. We are about 40% completed as I add this comment. This, along with unforeseen time off by current staff, is putting a substantial delay on the project and is pushing out the TSS migration. We have recruited the help of Magus's group to help spend up the map conversion. We are also facing some internal challenges as the tickets we submit are taking two to three weeks to address. Add on the daily keep the lights on requirements; I'm now estimating another month, possibly two months, for completion. I have adjusted the percentage accordingly. (06/23/22)	Owner Tom Tilmant	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 64% 100%
Milestone **Discovery (2.15.2)**	Owner Tom Tilmant	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 90% 100%

Action Item
Determine desired outcomes (2.15.2.1)
Last comment: Proces have been slow as the focus is on custom scripts and dashboards at HHS. Need to complete the consolidation before we can determine full performance. (06/07/22)

Owner: Tom Tilmant

EOY Target: *100%*
Percent Complete

Action Item
Identify Approach (2.15.2.2)
Last comment: Proces have been slow as the focus is on custom scripts and dashboards at HHS. Need to complete the consolidation before we can determine full performance. (06/07/22)

Owner: Tom Tilmant

EOY Target: *100%*
Percent Complete

Goal
SERVICE CATALOG: Launch the Operational Service Catalog (2.16)
Last comment: Ask Clara launched with a full compleat (business/request/opertional) service catalog for SCC IT Services that are managed in Cherwell. (04/07/22)

Owner: Lisa Golkar

EOY Target: *100%*
Percent Complete

Milestone
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)
Last comment: Customer Facing Service Catalog went live on 4/4 with the launch of Ask Clara, the new Enterprise Services Portal. We are in maintenance mode now for changes or enhancements. (04/07/22)

Owner: Lisa Golkar

EOY Target: *100%*
Percent Complete

Action Item
Milestone 2: Define Services (2.16.1.2)

Owner: Lisa Golkar

EOY Target: *100%*
Percent Complete

Action Item
Milestone 3: Gap Analysis (2.16.1.3)

Owner: Lisa Golkar

EOY Target: *100%*
Percent Complete

Action Item
Milestone 4: OCM (2.16.1.4)

Owner: Lisa Golkar

EOY Target: *100%*
Percent Complete

Milestone
Discovery (2.16.2)

Owner: Lisa Golkar

EOY Target: *100%*
Percent Complete

Action Item
Determine desired outcomes (2.16.2.1)
Last comment: Vendor onboarded to help with consolidating the tool into one pool. Segments are separately established and vendor will help to combine the individual groups, ISD, SSA and HHS. (02/07/22)

Owner: Lisa Golkar

EOY Target: *100%*
Percent Complete

Action Item
Identify Approach (2.16.2.2)
Last comment: Met with ITSM team to validate categories of Field Services, Data Network and Voice Network. Offered updates based on processes that were different from the original information. (02/14/22)

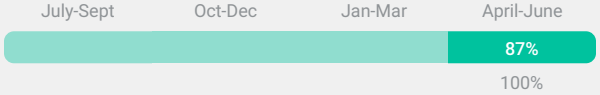
Owner: Lisa Golkar

EOY Target: *100%*
Percent Complete

Goal
ASSET INVENTORY: Create and manage a centralized and comprehensive technology asset inventory. (2.17)

Owner: Scott Shamblen

EOY Target: *100%*
Percent Complete



Milestone
Improve Hardware Asset Management: Centralized and comprehensive technology asset inventory - ITAM (2.17.1)

Owner: Scott Shamblen

EOY Target: *100%*
Percent Complete

Action Item
Milestone 4: (2.17.1.4)

Owner: Mike Sinkinson

EOY Target: *100%*
Percent Complete 70%

Milestone
Discovery (2.17.2)

Owner: Scott Shamblen

EOY Target: *100%*
Percent Complete

Action Item
Determine desired outcomes (2.17.2.1)

Owner
Scott Shamblen

EOY Target: *100%*
Percent Complete

Action Item
Identify Approach (2.17.2.2)

Owner
Scott Shamblen

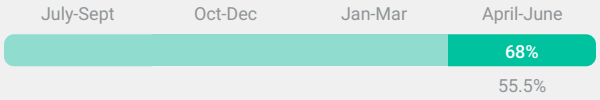
EOY Target: *100%*
Percent Complete

Goal
AUTOMATE TESTING: Continue to automate software testing to reduce delivery time and improve quality. (2.18)

Last comment: Sandy's milestones - Work has been completed for the yr, however, these are ongoing items. MIlestone & Action Items should be 100% AND replicated in FY23 as they are operationalized (07/05/22)

Owner
Matt Woo

EOY Target: *55.49%*
Percent Complete



Milestone
Create Design Traceability: Design Reviews assure that requirements trace to design elements #2.1.9 Technology Assurance, Technical Design Review (2.18.1)

Last comment: Completed (01/07/22)

Owner
Swee Hor Teh

EOY Target: *100%*
Percent Complete

Action Item
Milestone 1: Design elements tracing embedded in PM practice (2.18.1.1)

Last comment: Design traceability and requirement guidance is published on PM CoE site (09/07/21)

Owner
Wendy Collins

EOY Target: *100%*
Percent Complete

Action Item
Milestone 2: Develop definition, templates (2.18.1.2)

Last comment: Completed (01/07/22)

Owner
Swee Hor Teh

EOY Target: *100%*
Percent Complete

Action Item
Milestone 3: Training and operationalizing (2.18.1.3)

Last comment: Completed (01/07/22)

Owner
Swee Hor Teh

EOY Target: *100%*
Percent Complete

Action Item
Milestone 4: Refresh and Improvement (2.18.1.4)

Last comment: Operationalized in Jan 2022 (01/07/22)

Owner
Swee Hor Teh

EOY Target: *100%*
Percent Complete

Milestone
Automate software testing where possible in SSA (2.18.2)

Last comment: Discussed with Sandy and updated this task title to be aligned to SSA which matches the sub items under it. (03/21/22)

Owner
Sandy Stier

EOY Target: *100%*
Percent Complete

Action Item
Increase the practice of automated testing (2.18.2.1)

Owner
Sandy Stier

EOY Target: *100%*
Percent Complete

Action Item
Benchmark use of automated testing in dev, monitor for ~6 months (2.18.2.2)

Owner
Sandy Stier

EOY Target: *100%*
Percent Complete

Milestone
Devise a strategy to automate Healthcare testing (2.18.3)

Last comment: Need additional information on this goal since Mode 2 does not handle "healthcare" testing other than custom applications developed for the HHS vertical. Is this for the apps built by AIM2 as those already are being automated as part of our development process? (02/23/22)

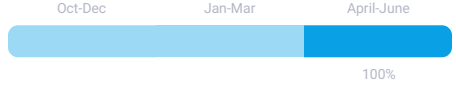
Owner
Khalid Turk

EOY Target: *100%*
Percent Complete

Action Item
Develop a plan to acquire test automation tools from HealthLink (2.18.3.1)

Owner
Khalid Turk

EOY Target: *100%*
Percent Complete

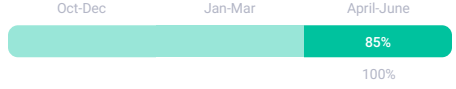


Milestone
Discovery (2.18.4)

Last comment: Treating this goal specific to Mode2. Once developed, can be shared across the organization. (02/24/22)

Owner
Matt Woo

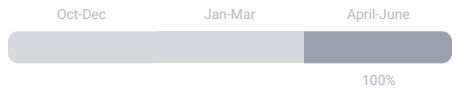
EOY Target: *100%*
Percent Complete



Action Item
Finalize documentation (2.18.4.1)

Owner
Tammy Wong

EOY Target: *100%*
Percent Complete



Action Item **Finalize approaches (2.18.4.2)**	Owner Tammy Wong	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100%
Milestone **Develop plans and Automate Software testing in Mode 2 where possible (2.18.5)** **Last comment:** For Portal side, plan is being developed to automate testing. (03/21/22)	Owner Matt Woo	EOY Target: *55%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	55% 55%
Goal **AGILE: Continue to shift traditional software development methodologies to Agile approaches. (2.21)** **Last comment:** Sandy's milestones - Work has been completed for the yr, however, these are ongoing items. MIlestone & Action Items should be 100% AND replicated in FY23 as they are operationalized (07/05/22)	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	83% 100%
Milestone **Continue to train staff on agile tools and utilize when possible (2.21.1)** **Last comment:** Mode 2 piloted Jira and now working with SAs to formalize Jira as one of an Agile standard toolset. Mode 2 is fully utilizing for SCRUM process. (02/28/22)	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Identify needs w/ managers (2.21.1.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Provide access to trainings to staff (2.21.1.2)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **Invest in Training (2.21.2)**	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **identify training opportunities (2.21.2.1)**	Owner Jean Olson	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Develop iterative funding model (Bridges) (2.21.2.2)** **Last comment:** The iterative funding model for projects is finalized and in place. (06/28/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	100% 100%
Milestone **Establish a baseline of project methodology in Q1 FY22. (2.21.3)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	50% 100%
Action Item **Transition to Agile project methodology, where feasible, at a rate of 1 project per quarter. (2.21.3.1)**	Owner Khalid Turk	EOY Target: *100%* *Four projects moved to Agile*	July-Sept / Oct-Dec / Jan-Mar / April-June	50% 100%
Goal **CITIZEN DEVELOPMENT: Develop strategy to increase the usage of low-code/no-code tools to enable faster solution development. (2.22)** **Last comment:** This initiative is a large effort. The 2nd phase of the CMS project incorporates components of this initiative which its timeline does have an impact to the schedule. Looking to address resource need to work on this. (05/18/22)	Owner Matt Woo	EOY Target: *50%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	30% 50%
Milestone **Proliferate to use no-code and low-code tools within development team (2.22.1)**	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Continue to emphasize low-code/no-code tools (2.22.1.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	

Action Item Benchmark utilization of no-code/low-code tools in SSA development (2.22.1.2)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Milestone Discovery (2.22.2)	Owner Nhan La	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Action Item Define scope (2.22.2.1)	Owner Nhan La	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Action Item Define tools (2.22.2.2)	Owner Nhan La	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Action Item Survey ecosystem (2.22.2.3)	Owner Nhan La	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Milestone Complete an assessment of low-code/no-code opportunities in Health System by the end of Q2 FY22. (2.22.3)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Action Item Based on the assessment deploy at least 1 low-code/no-code solution/tools in Health System division (2.22.3.1)	Owner Khalid Turk	EOY Target: *1* *Solutions deployed*	July-Sept	Oct-Dec	Jan-Mar	April-June	1
Goal **BLUEPRINT: Create and develop a process to maintain the blueprint of the County's business capabilities and technologies. (2.23)**	Owner Duane Wood	EOY Target: *40%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 40%	40%
Milestone Architectural Design Tool Selection (2.23.1) **Last comment:** Reference checks are complete and final recommendation is submitted to procurement. Currently waiting for CC to be assigned. (06/07/22)	Owner Duane Wood	EOY Target: *100%* *Blueprint Tool Selected*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Milestone Develop process to audit and maintain blueprint data (2.23.3) **Last comment:** The new EA Tool has built-in functions to prompt asset owners to validate their data is accurate. This data will be included in a dashboard for management review. (06/07/22)	Owner Duane Wood	EOY Target: *25%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Goal **CLEAN UP BACKLOG: Identify low quality active projects for review by ITGC. (2.24)**	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec 93%	Jan-Mar	April-June	100%
Milestone Discovery (2.24.1)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item Draft criteria to apply for identification (2.24.1.1) **Last comment:** 8 criteria's were identified and proposed to senior leadership for consideration/feedback (02/09/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item Finalize Criteria and Socialize with TSS Leadership (2.24.1.2) **Last comment:** Socialized it with TSS leadership at the 10/28 mtg, finalized to apply 6 criteria of the 8 proposed. (02/09/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Milestone Execute (2.24.2) **Last comment:** 57 projects review is completed and recommendations were drafted for this cycle and provided to IT leadership. (06/28/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 85%	80%

Action Item **Identify projects for removal (2.24.2.1)** **Last comment:** 57 Projects review completed, meeting with vertical leadership concluded for this cycle, and recommendations developed and presented to IT leadership. (06/28/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Goal **SKIP LEVELS: Embrace mentoring and skip-level meetings. (2.25)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 98%	100%
Milestone **Discovery (2.25.1)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item **Report out findings - qualitative & quantitative (2.25.1.1)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Milestone **Conduct monthly skip level meetings and mentoring sessions (2.25.2)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Action Item **Operationalize existing skip levels to remove communication barriers and foster flourishing of innovative ideas to meet all employees in the TSS Health System (2.25.2.1)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Action Item **Ensure established monthly 1:1 mentoring sessions with managers and the senior managers (2.25.2.2)**	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Goal **IT POLICIES: Simplify Access to Clear IT Policies (2.26)** **Last comment:** test comment (02/08/22)	Owner Ida Rosenblum	EOY Target: *33%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 50%	33%
Milestone **Established IT Policy Library (2.26.1)**	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Action Item **Identified a location that all County staff can seamlessly access (2.26.1.1)**	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	10%
Action Item **Organized existing policies (2.26.1.2)**	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 60%	100%
Milestone **Created best practices for IT Policies (Policy Policy) (2.26.2)**	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 50%	100%
Action Item **Defined when an IT Policy is required or beneficial to the County (2.26.2.1)**	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 50%	100%
Action Item **Defined good IT Policy (2.26.2.2)**	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 50%	100%
Milestone **Defined process and frequency IT Policy review (2.26.3)**	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%

Action Item Identified policies in need of updating (2.26.3.1)	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 50%	100%
Action Item Reviewed with SMEs and updated in accordance with best practices (2.26.3.2)	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Milestone Implemented IT Policy Review Process (2.26.4)	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Action Item Pilot policy reviewed and updated in accordance with the best practices (2.26.4.1)	Owner Ida Rosenblum	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 10%	100%
Goal **IT COMMS PLAN: Operationalize the IT Communications Plan. (2.27)** **Last comment:** CARRY FORWARD: 3 of the milestones are in flight. Remaining milestones have key decisions pending or have been deferred for capacity and workflows (07/05/22)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 53%	100%
Milestone Develop Governance and Standards for TSS Intranet sites (2.27.1)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 95%	100%
Action Item Research governance for websites (2.27.1.1)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 90%	100%
Action Item Identify and secure cmte members / Establish cmte (2.27.1.2)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 90%	100%
Action Item Draft charter & business case (2.27.1.3)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Action Item Obtain approval on final draft (2.27.1.4)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%	100%
Action Item Communicate standards (incl. training plan) (2.27.1.5)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Milestone Initial TSS Climate Survey (Annual) (2.27.2) **Last comment:** This was moved to FY22 Q4. (02/08/22)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 40%	100%
Action Item Research climate surveys/compile questions (2.27.2.1)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 80%	100%
Action Item Socialize w/ leadership & iterate (2.27.2.2)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 0%	100%
Action Item Draft communications and send survey (2.27.2.3)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 0%	100%

Action Item Compile results and share at TSS Leadership Meeting and IT Leadership Meeting (2.27.2.4)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Develop narrative and share at TSS All-Staff (2.27.2.5)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Milestone CIO Reporting Tool (2.27.3) **Last comment:** There's a question from AIM2 if this is a priority, as it could be an expensive project. (02/08/22)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Identify requirements and share with Innovation Team (2.27.3.1) **Last comment:** Team has questions about priority of this project before we can meet. (02/08/22)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	50% 100%
Action Item Obtain approval from CIO (2.27.3.2)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Hold webinar trainings for IT Leadership Team (2.27.3.3)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Milestone Email Communications Tool w/ Analytic Capabilities (2.27.4)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	23% 100%
Action Item Obtain approval from Board to move forward (2.27.4.1) **Last comment:** duration of approval process delaying completion (05/17/22)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	70% 100%
Action Item Set up tool as vendor/create PO (2.27.4.2)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Implementation and training (2.27.4.3)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Milestone Milestone 5: Presentation Skills Training for Executives (2.27.5)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Research trainings - see if available within the County (OPCA) (2.27.5.1)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Proposal approval (2.27.5.2)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Set up as vendor/create PO (if applicable) (2.27.5.3)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Schedule training & communicate to leadership (2.27.5.4)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Milestone Milestone 6: Train staff to write for non-technical audience (2.27.6)	Owner Lori Kenepp	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%

Action Item
Research companies that provide training (2.27.6.1)

Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Action Item
Proposal approval (2.27.6.2)

Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Action Item
Set up as vendor/create PO (2.27.6.3)

Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Action Item
Schedule Training/webinar & communicate to staff (2.27.6.4)

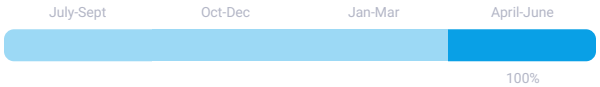
Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Milestone
Milestone 7: Develop MVP TSS Intranet (2.27.7)
Last comment: This cannot be completed until Governance committee is seated. Gov committee is in formation and document development (07/05/22)

Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete



Action Item
Determine scope of work (2.27.7.1)

Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Action Item
Create framework (2.27.7.2)

Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Action Item
UI/UX testing (user interface) (2.27.7.3)

Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Action Item
Identify owners and publishers (2.27.7.4)

Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Action Item
Meet with core team. Based on feedback, make refinements to framework (2.27.7.5)

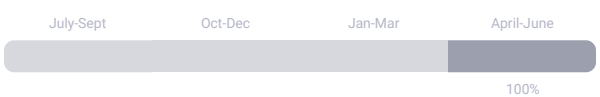
Owner
Lori Kenepp

EOY Target: *100%*
Percent Complete

Action Item
Create new pages (2.27.7.6)

Owner
Lori Kenepp

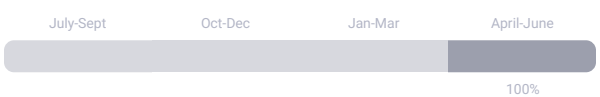
EOY Target: *100%*
Percent Complete



Action Item
Quality Assurance/Testing (2.27.7.7)

Owner
Lori Kenepp

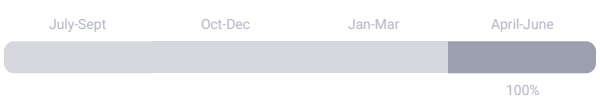
EOY Target: *100%*
Percent Complete



Action Item
Release to TSS (2.27.7.8)

Owner
Lori Kenepp

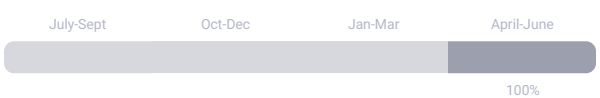
EOY Target: *100%*
Percent Complete



Action Item
Communicate to staff (2.27.7.9)

Owner
Lori Kenepp

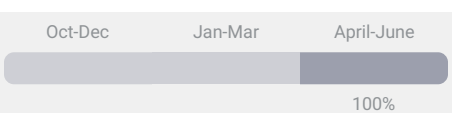
EOY Target: *100%*
Percent Complete



Goal
POLICY VIOLATIONS: Eliminate Accidental Policy Violations (2.28)
Last comment: Shift from administrative to technical controls to prevent accidental policy violations. (05/19/22)

Owner
Ida Rosenblum

EOY Target: *100%*
Percent Complete



Goal **PWA SHARED SERVICES: Implement resource management across TSS (Shared Services) to effectively deliver projects using MS PWA. (2.29)** **Last comment:** Carry Forward: Two milestones still in progress, will be completed by Sept 30. (07/05/22)	Owner Patrick Deely	EOY Target: *50%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 67.5% 50%
Milestone **Discovery (2.29.1)** **Last comment:** Used TSS Org Chart as of 10/28/2021. (02/11/22)	Owner Patrick Fujii	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Identify resource groups (2.29.1.1)**	Owner Patrick Fujii	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Identify resource managers for each group (2.29.1.2)**	Owner Patrick Fujii	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Identify team members for each group (2.29.1.3)**	Owner Patrick Fujii	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Milestone **Education & Training (2.29.2)** **Last comment:** Waiting on Shared Service reorg to do refresher trainer; Resource Management process is being changed (07/06/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 70% 100%
Action Item **Training & education discovery (2.29.2.1)** **Last comment:** Completed Bridges webinar series (06/29/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Action Item **Role based training (2.29.2.2)** **Last comment:** Milestone and action items for SHR Resource Mgmt roll out need to be recalibrated as the due date has shifted and the feasibility of the roll out is being discussed especially with SHR vertical now being reorganized. (04/12/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 40% 100%
Milestone **Reporting & Dashboards (2.29.3)**	Owner Jimmy Liang	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Review existing resource management (Power BI) reports and dashboards (2.29.3.1)** **Last comment:** Reporting work is on hold pending rollout of resource management for shared services. (06/09/22)	Owner Jimmy Liang	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Identify, build, test, and deploy resource management reporting & dashboards (2.29.3.2)** **Last comment:** Reporting work is on hold pending rollout of resource management for shared services. (06/09/22)	Owner Jimmy Liang	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Milestone **Governance (2.29.4)**	Owner Patrick Fujii	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Evaluate intake from all areas of the county (2.29.4.1)**	Owner Patrick Fujii	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Process to rebalance prioritization (2.29.4.2)**	Owner Patrick Fujii	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Goal **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)** **Last comment:** CARRY FORWARD: Scope needs to clarified an revised for FY23. End date dependent upon Process Analyst hire; (07/06/22)	Owner Rinky Bhattacharyya	EOY Target: *56.70%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 38% 56.7%

Milestone **Analyze gaps in the current Bridges program (2.30.1)** **Last comment:** End date dependent upon Process Analyst hire; Scope needs to clarified an revised for FY23 (07/06/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 70% 100%
Action Item **Identify items to update in the Bridges workbook (eg. process flows, diagrams etc.) (2.30.1.1)** **Last comment:** Please update end date (03/07/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 40% 25%
Action Item **Identify resource gaps to meet comprehensive plan (done in parallel to developing comprehensive roadmap) (2.30.1.2)**	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Milestone **Comprehensive end to end view of the Bridges program (2.30.2)** **Last comment:** end date will be determined once Process Analyst is in place (07/06/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 15%	April-June 100%
Action Item **Develop end to end process flow diagram including each value stream (2.30.2.1)** **Last comment:** End date needs to change as no process analyst is available to complete this task (06/29/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Action Item **Develop SMART goals for program (2.30.2.2)** **Last comment:** Waiting on process analyst to create end to end process flow which is needed to identify SMART goals across the program (06/29/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 25%	April-June 100%
Action Item **Secure a dedicated architect for Bridges Program; Secure BSA (or Process Analyst) for the program (2.30.2.3)**	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Action Item **Develop program level dashboards and reports (2.30.2.4)** **Last comment:** Bridges program has been added to Power BI and dashboards and reports are available (06/29/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 50% 100%
Action Item **Develop comprehensive program roadmap (2.30.2.5)**	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100%
Milestone **Socialize Bridges Program across verticals (2.30.3)**	Owner Rinky Bhattacharyya	EOY Target: *56.70%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 30% 56.7%
Action Item **Creating a formal communication plan (2.30.3.1)** **Last comment:** 2.29.3 is scheduled to be completed by 6/30/2022 (01/31/22)	Owner Rinky Bhattacharyya	EOY Target: *56.70%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 30% 56.7%
Goal **CORE PROCESSES: Continue to reengineer, streamline and automate our core internal IT processes (intake, project etc.). (2.31)**	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Milestone **Discovery (2.31.1)**	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%
Action Item **Determine desired outcomes (2.31.1.1)** **Last comment:** Cloud intake process have been migrated from the in-house app to Cherwell. Approval workflow have been automated. (06/26/22)	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 100% 100%

Action Item **Identify Approach (2.31.1.2)** **Last comment:** Met with the Cherwell and AIM2 teams to define the process. (06/26/22)	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	74.7%
Goal **DEMAND MANAGEMENT: Create accurate asset demand forecasts to better manage inventories. (2.32)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Milestone **Discovery (2.32.1)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Action Item **Determine desired outcomes (2.32.1.1)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Action Item **Identify Approach (2.32.1.2)**	Owner Scott Shamblen	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Goal **PROCUREMENT: Collaborate with Procurement to speed up technology and service acquisition. (2.33)**	Owner Pomi Amjad	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Milestone **Discovery (2.33.1)**	Owner Pomi Amjad	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Action Item **Determine desired outcomes (2.33.1.1)**	Owner Pomi Amjad	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Action Item **Identify Approach (2.33.1.2)**	Owner Pomi Amjad	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Milestone **Develop KPIs (2.33.2)**	Owner Pomi Amjad	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Goal **CONFIG DEPLOYS: Automate configuration deployment to reduce manual work and errors. (2.34)** **Last comment:** Documentation is completed. (06/26/22)	Owner Sanjeev Singla	EOY Target: *100%* *Percentage Completed*	July-Sept	Oct-Dec / Jan-Mar / April-June 94%	100%
Milestone **Discovery (2.34.1)**	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%
Action Item **Determine desired outcomes (2.34.1.1)** **Last comment:** Worked with Cherwell team, AIM2, and vCloud teams. (06/26/22)	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	74.7%
Action Item **Identify Approach (2.34.1.2)**	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%	100%

Milestone
Assess current processes of production deployment and identify manual work. (2.34.2)

Owner
Khalid Turk

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

88%
100%

Action Item
Based on the assessment, recommend solutions to reduce manual work where feasible. (2.34.2.1)

Owner
Khalid Turk

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

88%
100%

Goal
PROCESS: Increase adoption of strategic reporting framework. (Program Health) (2.46)

Owner
Leigh Abbot

EOY Target: *60%*
% of reporting adoption

July-Sept | Oct-Dec | Jan-Mar | April-June

44.7%
60%

Milestone
% Milestones (incl. CIIs) with current progress reported (2.46.1)

Last comment: The majority of Goal & milestone owners have performed checkins with progress updates, Reminder on 5/18 to note a comment as update (05/18/22)

Owner
Leigh Abbot

EOY Target: *66%*
% Reported Current Period

July-Sept | Oct-Dec | Jan-Mar | April-June

40.9%
66%

Milestone
% Action Items with forward motion across the entire stack (2.46.2)

Owner
Leigh Abbot

EOY Target: *50%*
% Reported

July-Sept | Oct-Dec | Jan-Mar | April-June

48.4%
50%

Goal
PERFORMANCE: Increase rate of strategic milestone delivery. (Program Health) (2.47)

Owner
Leigh Abbot

EOY Target:
Rate of milestone delivery

July-Sept | Oct-Dec | Jan-Mar | April-June

46.3%
50%

Milestone
% Milestones meeting or exceeding targets (2.47.1)

Owner
Leigh Abbot

EOY Target: *50%*
% Delivered (Actual/Plan)

July-Sept | Oct-Dec | Jan-Mar | April-June

63.7%
50%

Milestone
% Milestones Planned-to-Done within program increment (2.47.2)

Owner
Leigh Abbot

EOY Target: *75%*
% Delivered (Actual/Plan)

July-Sept | Oct-Dec | Jan-Mar | April-June

450%

Goal
ALIGNMENT: Develop deep understanding of our customer's capabilities, strategies, and challenges (2.49)

Owner
Neelam Saini

EOY Target:
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

24.8%

#3 {GROW} Thriving Relationships with Our Customers

Goal
ORG KPI: General Satisfaction with TSS Services: % County customers that would use TSS as IT provider if given the choice (3.1)

Owner
Leigh Abbot

EOY Target: *90%*
Satisfaction with TSS Services (%)

July-Sept | Oct-Dec | Jan-Mar | April-June

85%
90%

Goal
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)

Owner
Neelam Saini

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Training & user adoption (3.2.4)

Owner
Neelam Saini

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Develop and roll out training (3.2.4.2)

Owner
Neelam Saini

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Goal **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)**	Owner Neelam Saini	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Milestone **Implement in Cherwell (3.3.3)**	Owner Neelam Saini	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Action Item **Implement the process in Cherwell (3.3.3.1)**	Owner	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Action Item **Communication on new process (3.3.3.2)**	Owner	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Milestone **Establish process and ongoing governance for Small change (3.3.4)**	Owner	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Action Item **Establish process for small change (3.3.4.1)**	Owner	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Action Item **Document and socialize with stakeholders (3.3.4.2)**	Owner	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Goal **IT GOVERNANCE: Revitalize IT Governance to engage our stakeholders in the IT investment decisions. (3.5)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 100% 100%
Milestone **Create (3.5.2)**	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Action Item **Identify members, draft charter for feedback, digest CIO feedback - COMPLETE (3.5.2.1)** **Last comment:** ITGC membership finalized and incorporated in Charter (02/09/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Action Item **Socialize charter w ITGC members, gather feedback (3.5.2.2)** **Last comment:** ITGC charter completed with all feedback incorporated and sent to ITGC by CIO in Dec 2021 (02/09/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Action Item **Incorporate feedback and publish, communicate (3.5.2.3)** **Last comment:** ITGC charter completed with all feedback incorporated and sent to ITGC by CIO in Dec 2021 (02/09/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June
Goal **TRANSITION REVIEWS: Tighten Operational Transition Reviews to assure production-ready solutions. (3.6)** **Last comment:** No current update for this item. Next steps; review current process for areas of improvement and work with architect team to align ARB processes. (06/22/22)	Owner Earl Sgambati	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 25% 100%
Milestone **Ensure ORR for ARB: Operational Transition Reviews in place - Solution & Service Transition into Production #3.5 (3.6.1)** **Last comment:** Milestone dates & targets to be recast (07/06/22)	Owner Hilson Chua	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 90%

Action Item
Milestone 1: Pilot (3.6.1.1)
Last comment: Knowledge transfer is complete, hence marking this task complete. Ball is on Shared Services to decide on the parameters and implementation of ORR (3.6.2.1/ pilot, 3.6.2.2/ mature). (02/22/22)

Owner: Hilson Chua
EOY Target: *100%*
Percent Complete

Action Item
Milestone 2: Establish (3.6.1.2)
Last comment: (2/22/2022) (Hilson Chua) Marking this as deferred. AI actions to support and assist on the establishment of the ORR is dependent on progress of 3.6.2.2 (c/o Shared Services). (02/22/22)

Owner: Hilson Chua
EOY Target: *100%*
Percent Complete

Action Item
Milestone 3: Maintain (3.6.1.3)
Last comment: (2/22/2022) (Hilson Chua) Marking this as deferred. AI actions to support and assist on establishment of the ORR is dependent on progress of 3.6.2.3 (c/o Shared Services). (02/22/22)

Owner: Hilson Chua
EOY Target: *100%*
Percent Complete

Milestone
Establish Operational Transition Reviews: Operational Transition Reviews in place - Solution & Service Transition into Production (3.6.2)
Last comment: No current update for this item. Extended target date. Continued process improvement is ongoing and will be revised based off resource status - post STS reorg. (06/22/22)

Owner: Earl Sgambati
EOY Target: *100%*
Percent Complete

Action Item
Milestone 1: Pilot (3.6.2.1)
Last comment: SS reorg completed 8/13. Core team has been formed. (08/20/21)

Owner: Earl Sgambati
EOY Target:
Percent Complete

Action Item
Milestone 2: Establish (3.6.2.2)

Owner: Earl Sgambati
EOY Target:
Percent Complete

Action Item
Milestone 3: Maintain (3.6.2.3)

Owner: Earl Sgambati
EOY Target: *100%*
Percent Complete

Action Item
Determine desired outcomes (3.6.3.1)

Owner: Earl Sgambati
EOY Target: *100%*
Percent Complete

Action Item
Identify Approach (3.6.3.2)

Owner: Earl Sgambati
EOY Target: *100%*
Percent Complete

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

Owner: Adesh Siddhu
EOY Target: *100%*
Percent Complete

Milestone
TSS Internal Alignment in place (3.8.1)

Owner: Matt Woo
EOY Target: *100%*
Percent Complete

Action Item
Alignment with TSS Leaders on the strategic goal (3.8.1.1)
Last comment: Discussed at TSS Huddle. Got alignment and name of folks we need to work with to document TSS capabilities. (02/11/22)

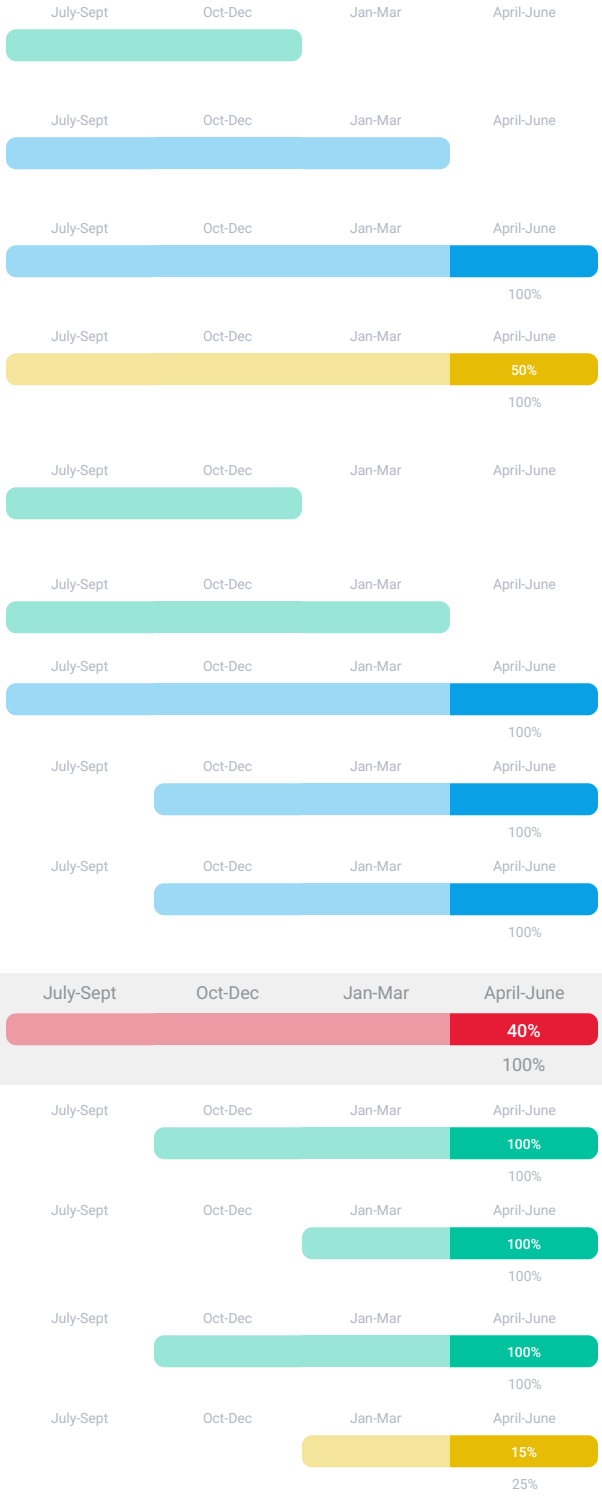
Owner: Matt Woo
EOY Target: *100%*
Percent Complete

Action Item
Resources made available and dependencies resolved (3.8.1.2)
Last comment: Alignment with TSS Leadership completed. (04/06/22)

Owner: Matt Woo
EOY Target: *100%*
Percent Complete

Milestone
Staffing in place (3.8.2)

Owner: Matt Woo
EOY Target: *25%*
Percent Complete



Action Item **EA identified for areas where there is none assigned currently (3.8.2.1)** **Last comment:** Working with Kent to identify additional budget to convert the EA role to a Senior EA role. (04/06/22)	Owner Matt Woo	EOY Target: *50%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 15% 50%
Milestone **Complete Capability Model for HHS (3.8.3)**	Owner Matt Woo	EOY Target: *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June 19.9%
Action Item **Complete capability model for Public Health Dept. (3.8.3.1)**	Owner Leticia Ortiz	EOY Target: *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Milestone **Milestone 4: Complete Capability Model for FES" (3.8.4)** **Last comment:** (2/22/2022) Anticipating delay due to resources and competing priorities. (02/22/22)	Owner Hilson Chua	EOY Target: *Percent Complete*	July-Sept	Oct-Dec 5%	Jan-Mar	April-June 22.9%
Action Item **Complete capability model with Finance for Central Timekeeping and Payroll (3.8.4.1)**	Owner Hilson Chua	EOY Target: *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Complete capability model with ESA for Central HR and Benefits (3.8.4.2)**	Owner Hilson Chua	EOY Target: *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Milestone **Milestone 5: Complete Capability Model for SSA (3.8.5)**	Owner Adesh Siddhu	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Complete capability model for SSA (3.8.5.1)**	Owner Adesh Siddhu	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Complete collection of blueprint information for SSA (3.8.5.2)**	Owner Adesh Siddhu	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Action Item **Complete alignment of technology to business capabilities for SSA (3.8.5.3)**	Owner Adesh Siddhu	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June
Milestone **Complete Capability Model for TSS (3.8.6)**	Owner Swee Hor Teh	EOY Target: *30%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 43% 30%	April-June
Action Item **Complete TSS AIM2 Innovation (3.8.6.1)** **Last comment:** 7/12/2022: Same comment as of 5/18/2022. (07/12/22)	Owner Swee Hor Teh	EOY Target: *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 49% 65.8%	April-June
Action Item **Complete TSS AIM2 Solution Architect (3.8.6.2)** **Last comment:** 7/12/2022: Working on goals and roadmaps (07/12/22)	Owner Swee Hor Teh	EOY Target: *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 49% 65.8%	April-June
Action Item **Complete TSS AIM2 Mod2 (3.8.6.3)** **Last comment:** 7/12/2022: Changes in management, working to validate capabilities (07/12/22)	Owner Swee Hor Teh	EOY Target: *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 40% 65.8%	April-June
Action Item **Complete TSS AIM2 AI (3.8.6.4)** **Last comment:** 7/12/2022: Change in management and ownership of this. (07/12/22)	Owner Swee Hor Teh	EOY Target: *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar 33% 65.8%	April-June
Milestone **Complete Capability Model for PSJ (3.8.7)**	Owner Juan Gallardo	EOY Target: *Percent Complete*	July-Sept	Oct-Dec 17% 21.3%	Jan-Mar	April-June
Action Item **Complete capability model for Pre-Trial Services (3.8.7.1)** **Last comment:** Making good progress detailing capabilities. (03/25/22)	Owner Juan Gallardo	EOY Target: *Percent Complete*	July-Sept	Oct-Dec 50% 74.7%	Jan-Mar	April-June

Action Item **Complete capability model for Sheriff's Office (3.8.7.2)** **Last comment:** Making good progress (03/25/22)	Owner Juan Gallardo	EOY Target: *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Action Item **Complete capability model for Department of Correction (3.8.7.3)** **Last comment:** making good progress (04/11/22)	Owner Juan Gallardo	EOY Target: *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Goal **PE CoP: Establish the Process-engineering Center of Excellence. (3.9)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	25% 100%
Milestone **Stand Up CoP (3.9.4)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100% 100%
Action Item **Develop educational materials (3.9.4.1)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Action Item **Socialize CoP (3.9.4.2)** **Last comment:** Quick comment (02/11/22)	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100% 100%
Action Item **Pilot with PSJ (3.9.4.3)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	35.4% 100%
Goal **TIME TRACKING: Reengineer time tracking to simplify the process and gain high quality data. (3.10)**	Owner Nina D'Amato	EOY Target: *59.89%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	88% 59.9%
Milestone **Simplify TSS Time Tracking: Lean TSS-wide time-tracking process - IT Cost Management (3.10.1)** **Last comment:** The CII is with the Architecture team for identifying solutions in collaboration with Planning and Analysis team. The ownership of this CII should be with the Architect team. (02/09/22)	Owner Umesh Pol	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Goal **KEY PROGRAMS: Deliver on our key programs and provide brilliant technological solutions. (3.11)**	Owner Nina D'Amato	EOY Target: *62.81%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	84% 62.8%
Milestone **Measure Project Health Indicators: Project health indicators available near real-time (with Umesh) #4.1.1 IT Program and Project Management (3.11.1)**	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Action Item **Milestone 2: Updated and new metrics in place (3.11.1.2)** **Last comment:** All of the metrics identified for the enterprise implementation have been developed and implemented in the PWA. The review of metrics will occur on annual basis to ensure their validity and achieve operational excellence. We are currently reviewing the metrics for the 2022 annual cycle. (02/09/22)	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Action Item **Milestone 3: Training and socializing (3.11.1.3)**	Owner Rinky Bhattacharyya	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Milestone **IT Steering Committee (3.11.2)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	
Action Item **Conduct 1-2 steering committee meetings between now and March (3.11.2.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	

Action Item Continue ET check-ins, continue to prioritize discussions at those meetings (3.11.2.2)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June
Milestone Define CA Portolios (Project Portfolio, Operational Portfolio) - Needs dependencies resolved (3.11.3)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 100%
Action Item Establish clear boundaries between project and operational work (3.11.3.1)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 100%
Action Item Understand CA project deliverables and how they deliver value to the customer (3.11.3.2)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 100%
Action Item Leverage TSS framework / Apply framework to CA work (3.11.3.3)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 100%
Action Item Deep dive active CA projects in the entire portfolio that haven't made progress (effort, funding, etc.) to analyze causes (3.11.3.4) **Last comment:** Holding monthly project portfolio review with project owners to review statuses and address roadblocks. (02/16/22)	Owner Kent Mitchell	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June
Milestone Gain understanding of inflight work (3.11.4)	Owner Ritesh Koickel	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 80% 100%
Action Item Identify in flight work and socialize with business units (3.11.4.1)	Owner Ritesh Koickel	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June
Action Item Identify criteria to measure to determine progress and/or success for each effort and socialize with business units (3.11.4.2)	Owner Ritesh Koickel	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 100% 100%
Action Item Define baseline for each measure (case by case) (3.11.4.3)	Owner Ritesh Koickel	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 100% 100%
Action Item Measure in flight project (case by case) (3.11.4.4) **Last comment:** Insight project measurement sharepoint location https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/Property%20tax%20matrix%20.xlsx?d=wfe581e29cd9940ecbb2840e80ebe1c19&csf=1&web=1&e=bSFeCD (07/11/22)	Owner Ritesh Koickel	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 100% 100%
Action Item Evaluate and Iterate (Quarterly) (3.11.4.5) **Last comment:** https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/20220711%20-%20TCAS%20Enhancement%20Requests.xlsx?d=w1e8cfabbefba4a3b8732ffeff20a810b&csf=1&web=1&e=mUn1sd (07/11/22)	Owner Ritesh Koickel	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 100% 100%
Milestone Track all projects and sprints in PWA (3.11.5)	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June
Action Item Complete projects due by end of Q3FY 22 (3.11.5.1)	Owner Indira Choudhuri	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June
Milestone PSJ - Continue to deliver on key projects (3.11.6)	Owner Ameen Moslehi	EOY Target: *71.37%* *Percent Complete*	July-Sept	Oct-Dec Jan-Mar April-June 85% 71.4%

Action Item **Deploy Jail Inmate Tablets (3.11.6.1)** **Last comment:** Tablet deployments completed in October. Additional content will be managed by the SO as part of operations. (02/11/22)	Owner Cindy Chen	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Complete procurement for an Inmate Tracking System and make progress on the implementation (3.11.6.2)** **Last comment:** Contract and SUP were not approved on 6/7 due to a Supervisor asking that it be reviewed by the Community Correction and Law Enforcement Monitoring Committee (C-CLEM) first. It will be reviewed by C-CLEM on 6/21 before going back to the Board on 6/28. The Board of Supervisors has delayed approval 3 times. Given news exposure, public comments and Supervisors' comments and questions about the technology, this project is at risk of being canceled or significantly delayed. (06/12/22)	Owner Cindy Chen	EOY Target: *94%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 100% 94%
Action Item **Complete Court Interface Enhancement (3.11.6.3)** **Last comment:** Project has entered a series of testing task areas: Production Data Test, Release Test and User Acceptance Test. Errors found during Production Data Testing will push the tentative go-live for Release 1A one month to the end of September. (07/14/22)	Owner Cindy Chen	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Procure and contract for Inmate Records Information System (Jail Management System) (3.11.6.4)** **Last comment:** The vendor demos went well and the evaluation committee has completed final evaluation scoring. The project team will draft a Recommendation to Award Memo to PRC. (07/14/22)	Owner Cindy Chen	EOY Target: *87.29%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 85% 87.3%	
Action Item **Reboot Probation Records Information Manager System (PRISM) (3.11.6.5)** **Last comment:** The vendor officially noticed the County they will reassign the contract. The County responded that this is not acceptable. County Counsel is actively involved in settling the contract termination. (07/14/22)	Owner Cindy Chen	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 90% 100%	
Action Item **Deliver significantly on the Computer-Aided Dispatch (CAD) replacement system (3.11.6.6)** **Last comment:** Dispatchers completed configuration workshops in June and the team is planning for system test and user training. A new go-live date is tentatively set for 5/1/23. (07/14/22)	Owner Cindy Chen	EOY Target: *90%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 81% 90%	
Action Item **Deliver significantly on the Digital Evidence Management (DEM) system (3.11.6.7)** **Last comment:** The team continues to work on finalizing backlogged deliverables in order to resume development. Given continued issues with the vendor and solution, a half day session has been scheduled with the sponsors on 8/3 to discuss the feasibility of continuing the project. (07/14/22)	Owner Cindy Chen	EOY Target: *66.17%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 58% 66.2%	
Goal **COLLABORATIONS: Establish strong trust-based collaborative relationships with County agencies. (3.12)**	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June 76% 100%	
Milestone **TSS / PRC Phase 1 (3.12.1)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Draft plan, set scope (3.12.1.1)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Execute (3.12.1.2)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Milestone **TSS/PRC Phase 2 (Oracle renewal) (3.12.2)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Reassemble stakeholders (3.12.2.1)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	
Action Item **Draft plan, set scope (3.12.2.2)**	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept / Oct-Dec / Jan-Mar / April-June	

Action Item Execute (3.12.2.3)	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Milestone ESA/PRC (TBD?) (3.12.3)	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Action Item TBD / Pre-launch (3.12.3.1)	Owner Leigh Abbot	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Milestone Connect TSS Leadership with SSA Leadership (3.12.4) **Last comment:** CARRY FORWARD (07/05/22)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Action Item Establish format and time (3.12.4.1)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Action Item Invite TSS Leadership into SSA exec conversations to improve understanding of TSS service delivery systems (3.12.4.2) **Last comment:** CARRY FORWARD (07/05/22)	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Milestone Hold Interdisciplinary meetings to gain understanding of establish governances (3.12.5)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 50% 100%
Action Item Hold meetings on a monthly basis with VMC, BHSD, and PHD leadership to seek information about key business initiatives and technology related challenges the business is facing. (3.12.5.1)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June
Action Item Invite business leaders to at least 6 TSS HS team meetings to foster a culture of partnership and collaboration. (3.12.5.2)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%
Milestone Establish Communities of Practice (3.12.6)	Owner Nina D'Amato	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 7% 100%
Action Item Create Agile COP standards and review process (3.12.6.1)	Owner Teresa Lee	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%
Action Item Create Product Owners COP standards and review process (3.12.6.2)	Owner Lawrence Lam	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100%
Action Item Create User Experience / Design Thinking COP standards and review process (3.12.6.3)	Owner Geoffrey Thomas	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 20% 100%
Milestone PSJ - Empower managers and staff to strengthen/foster relationships (3.12.7)	Owner Ameen Moslehi	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100% 100%
Action Item Align PSJ agency's and appropriate "peers" within TSS-PSJ to support customer engagement (3.12.7.1) **Last comment:** We are live with a new governance structure that aligns our IT managers and their teams with stakeholder leaders across many PSJ departments. (06/07/22)	Owner Ameen Moslehi	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June 100% 100%

Action Item
Connect Sr IT Mgrs, IT PgMs and Architects with key leaders at major PSJ agencies (3.12.7.2)
Last comment: This is complete via the division advisory committees (06/07/22)

Owner: Ameen Moslehi

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%
100%

Action Item
Align IT managers with PSJ agency leaders to establish standing governance to better connect teams with our customers. (3.12.7.3)
Last comment: PSJ stakeholders have provided committee members for the new governance branch, Division Advisory Committee (DAC). Meeting invites to kick off will begin late April (04/06/22)

Owner: Ameen Moslehi

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%
100%

Goal
BRM PRACTICE: Build a high-functioning Business Relationship Management practice. (3.13)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

55%
100%

Milestone
Conduct Workshops (3.13.1)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Define outcomes (3.13.1.1)
Last comment: All workshop planning and execution occurred between August and November of 2021. (02/10/22)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
BRM workshop series (3.13.1.2)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Identify gaps (3.13.2)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

57%
100%

Action Item
Synthesize data (3.13.2.1)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Identify gaps - training, process, resources, and best practice gaps (3.13.2.2)
Last comment: We've identified a preliminary set of activities which constitutes "standard BRM practices." We still need to validate where the current gaps on these activities exist and then identify a plan to close those gaps. (02/10/22)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Sync with ITSM implementation and chargeback goal (3.13.2.3)
Last comment: It is unclear to me how this ties into the BRM function goal. Nonetheless, we are directly engaging with the ITSM team/rollout and also working closely with the Finance team on the chargeback goal/improvement. (02/10/22)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Closing the gaps (3.13.3)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

8%
100%

Action Item
Define engagement models for BRMs to engage with various levels of organization (3.13.3.1)
Last comment: We have drafted templates to accompany the standard tasks that will be rolled out for the BRM function. These templates still need to be finalized, but once complete, they will assist the vertical BRMs in addressing the related actions in a standard and consistent way. (02/10/22)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

15%
100%

Action Item
Hold roadshows (3.13.3.2)

Owner: James Jones

EOY Target: *100%*
Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

Goal

CLIENT SAT SURVEY: Gather data on client satisfaction to monitor service quality and quantify satisfaction. (3.14)

Last comment: Sandy's milestones - Work has been completed for the yr, however, these are ongoing items. MIlestone & Action Items should be 100% AND replicated in FY23 as they are operationalized (07/05/22)

Owner

EOY Target: *24%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

57%

24%

Milestone

Formalize Feedback (3.14.1)

Owner: Sandy Stier

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item

Identify questions and and data collection format (3.14.1.1)

Owner: Sandy Stier

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone

Implement Randomized Cherwell Survey (3.14.2)

Owner: Lisa Golkar

EOY Target: *22%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

62%

22%

Action Item

Release into production (3.14.2.1)

Last comment: Implemented Cherwell Survey in production on 12/17/21 (02/11/22)

Owner: Lisa Golkar

EOY Target:

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item

Build dashboard (3.14.2.2)

Last comment: Dashboard implemented/team in place to work survey data. (04/07/22)

Owner: Lisa Golkar

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

10%

100%

Action Item

Survey framework operationalized (3.14.2.3)

Owner: Lisa Golkar

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

75%

100%

Milestone

Create and deploy surveys (3.14.3)

Owner: Khalid Turk

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

8%

100%

Action Item

Complete at least 1 major program in each health system department (BHSD, PHD, VMC) (3.14.3.1)

Owner: Khalid Turk

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item

Conduct surveys/scripted interviews to gather customer feedback on service quality and customer satisfaction after (3.14.3.2)

Owner: Khalid Turk

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item

PMO team will conduct surveys based on the programs completed in Q3 (3.14.3.3)

Owner: Khalid Turk

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

100%

Goal

CHARGEBACK MODEL: Establish an efficient and understandable charge-back/show-back model. (3.15)

Last comment: Service structure complete. New rates will go into effect new Fiscal year. Catalog revisions will go in with the new Fiscal year. (05/18/22)

Owner: Neelam Saini

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone

Discovery (3.15.1)

Owner: Neelam Saini

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item

Confirm scope for services to be covered (3.15.1.1)

Owner: Neelam Saini

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item

Contract approval (3.15.1.2)

Owner: Nina D'Amato

EOY Target: *100%*

Percent Complete

July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Milestone 2: Establish Service structure (3.15.2)

Owner: Neelam Saini | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Kick off the initiative (3.15.2.1)

Owner: Neelam Saini | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Conduct Customer interviews and workshops with core team (3.15.2.2)

Owner: Neelam Saini | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Build service structure. (3.15.2.3)

Owner: Neelam Saini | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June

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

Last comment: Sandy's milestones - Work has been completed for the yr, however, these are ongoing items. MIlestone & Action Items should be 100% AND replicated in FY23 as they are operationalized (07/05/22)

Owner: James Jones | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June | 70% | 100%

Milestone
Formalize feedback and value measurement (3.16.1)

Owner: Sandy Stier | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June | 100% | 100%

Action Item
Determine where and how (esp BRMs) can this data be gathered for SSA (3.16.1.1)

Owner: Sandy Stier | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Identify and document existing processes (3.16.1.2)

Owner: Sandy Stier | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item
Determine if value delivery is meeting expectations, including measures of success for this effort (3.16.1.3)

Owner: Sandy Stier | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June

Milestone
Implement Measures of Value for FES FY 22 (3.16.2)

Owner: Daryl Kobashigawa | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June | 100% | 100%

Action Item
Identify potential value measures for each group / Socialize with business (e.g., staff time saved, new revenue collection, transaction cycle time) (3.16.2.1)

Owner: Ritesh Koickel | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June | 100% | 100%

Last comment: https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/Recorder%20%20matrix.xlsx?d=w809f023b3b6743a898573ef90a474eb2&csf=1&web=1&e=9yochu (03/04/22)

Action Item
With business, agree on baseline (3.16.2.2)

Owner: Ritesh Koickel | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June | 100% | 100%

Action Item
Measure (Continuous measurement AND point in time measurement) (3.16.2.3)

Owner: Ritesh Koickel | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June | 100% | 100%

Last comment: PT https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/Property%20tax%20matrix%20.xlsx?d=wfe581e29cd9940ecbb2840e80ebe1c19&csf=1&web=1&e=WQkoDG Recorder https://sccconnect-my.sharepoint.com/:x:/r/personal/ritesh_koickel_isd_sccgov_org/Documents/goals/Recorder%20%20matrix.xlsx?d=w809f023b3b6743a898573ef90a474eb2&csf=1&web=1&e=6eb3tZ (07/11/22)

Action Item
Evaluate and Iterate (3.16.2.4)

Owner: Ritesh Koickel | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June | 100% | 100%

Milestone
Establish KPIs to be measured (3.16.3)

Owner: Indira Choudhuri | EOY Target: *100%* | *Percent Complete* | July-Sept | Oct-Dec | Jan-Mar | April-June

Action Item Establish a set of KPIs to measure and demonstrate TSS HS service value to the business (3.16.3.1)	Owner Indira Choudhuri	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Milestone Assess value after Mode 2 application delivery (3.16.4)	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100% 100%
Action Item Add information to survey to capture business value (3.16.4.1)	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100% 100%
Action Item Create post-implementation survey (3.16.4.2) **Last comment:** Mode 2 post-implementation survey has been completed (02/28/22)	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100% 100%

#4 {TRANSFORM} Innovation and Digital Government Transformation

Goal INSPIRE YOUTH: Work with local schools to inspire youth to use technology to serve the community. (4.1) **Last comment:** Goal dates moved due to pandemic protocols preventing site work (07/06/22)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	100%
Milestone Milestone 1: Plan, organize and develop artifacts/materials for youth engagement and county brand. (4.1.1)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item Identify technology programs that is suitable for youth engagement and participation. (4.1.1.1) **Last comment:** This goal is tied to working with schools and institutions, identify areas they will benefit the most and identifying opportunities to work with the youth as mentors. We will have more updates on this goal by early March. (02/22/22)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item Identify key support and mentor resources for the program to work with the youth. (4.1.1.2)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item Identify and engage education institution to buy-in and participate in the program (4.1.1.3) **Last comment:** We have not started working on this goal yet primarily due the school closures due to the pandemic. We will start the outreach in Spring as things open up. (02/22/22)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Milestone Milestone 2: Develop and deliver collaborative technology solutions (4.1.2)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item Co-develop (if possible) solution with youth (4.1.2.1) **Last comment:** This goal is tied to 4.1.1 (02/22/22)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item Deliver and monitor solution for youth engagement in community activities and programs. (4.1.2.2)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	
Action Item Capture lessons learned and adjust program directives as needed. (4.1.2.3)	Owner Vijay Kumar	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec	Jan-Mar	April-June	

Goal

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

Last comment: Innovation Lab has conducted Idea Incubator campaigns within TSS using Incubator tool and showcased the ideas in TSS All Hands meetings. TSS has scheduled Geek Fest / Makers Faire for staff to showcase their unique talent and share ideas to improve services. (07/01/22)

Owner: Vijay Kumar

EOY Target: *100%*

Percent Complete

Milestone

Milestone 1: Identify, develop and deliver a media sharing platform. (4.2.1)

Owner: Vijay Kumar

EOY Target: *100%*

Percent Complete

Action Item

Identify platform for hosting (4.2.1.1)

Last comment: We will be working with existing Sharepoint/Stream and Drupal platforms to share information and media. (02/22/22)

Owner: Ivy Casuga

EOY Target: *100%*

Percent Complete

Action Item

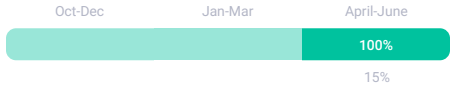
Identify key resources to develop and deploy a media sharing platform (4.2.1.2)

Last comment: Innovation lab has identified SA, IT Strategy Analyst and EA team members to collaborate and developed aiservices.sccgov.org platform that will showcase Architecture and Innovation dashboards, artifacts and progress. (07/01/22)

Owner: Vijay Kumar

EOY Target: *100%*

Percent Complete



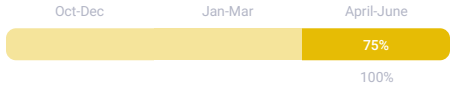
Action Item

Develop and deploy the platform (4.2.1.3)

Owner: Ivy Casuga

EOY Target: *100%*

Percent Complete



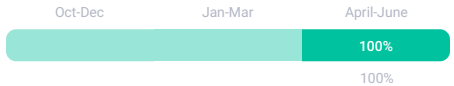
Milestone

Milestone 2: Conduct engagement/outreach sessions via brown bags, all hands recognition and awards. (4.2.2)

Owner: Vijay Kumar

EOY Target: *100%*

Percent Complete



Action Item

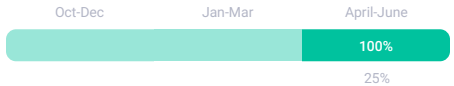
Ongoing agenda for all hands to showcase innovation (4.2.2.1)

Last comment: SCCLab provides updates and announces new initiatives (such as geek fest) during quarterly all hands meetings. (07/01/22)

Owner: Vijay Kumar

EOY Target: *100%*

Percent Complete



Milestone

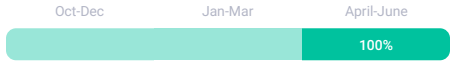
Conduct engagement/outreach sessions (CA) via brown bags, all hands recognition, and awards. (4.2.3)

Last comment: In December 2021 monthly staff meeting, all County Admin contributed toward content and presenting information on 2021 service delivery highlights. In January 2022 monthly staff meeting, introduced BRM corner and Project Spotlight updates. 5 staff members presented. (02/16/22)

Owner: Rebecca Hernandez

EOY Target: *100%*

Percent Complete



Goal

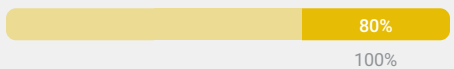
10X ROI: Seek out 10x opportunities by completing over 25 proofs-of-concept per year. (4.3)

Last comment: Year in the Goal statement must be clarified (07/06/22)

Owner: Vijay Kumar

EOY Target: *100%*

Percent Complete



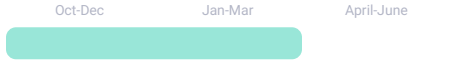
Milestone

Milestone 1: Process definition and artifacts (4.3.1)

Owner: Ivy Casuga

EOY Target: *100%*

Percent Complete



Action Item

Develop and publish the PoC process & template (4.3.1.1)

Owner: Ivy Casuga

EOY Target: *100%*

Percent Complete

Milestone

Milestone 2: Socializing SCCLab and PoCs across TSS (4.3.2)

Owner: Ivy Casuga

EOY Target: *25%*

Percent Complete

Action Item

Conduct awareness sessions including any demos of the products/services completed (4.3.2.1)

Owner: Ivy Casuga

EOY Target: *35%*

Percent Complete

Milestone **Milestone 3: Execute PoC (4.3.3)**	Owner Ivy Casuga	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	80% 100%
Action Item **Identify and complete PoCs (4.3.3.1)**	Owner Ivy Casuga	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	80% 100%
Milestone **Establish early adoption opportunities for staff (4.3.4)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **Identify opportunities for early adoption (4.3.4.1)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	
Action Item **Encourage staff to take advantage of these opportunities (4.3.4.2)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	
Action Item **Establish tracking mechanism (4.3.4.3)**	Owner Sandy Stier	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	
Goal **DIGITAL TRANSFORMATION: Develop a comprehensive Digital Transformation Strategy. (4.4)** **Last comment:** Scope to be clarified and plan revised accordingly. (07/06/22)	Owner Matt Woo	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	45% 100%
Milestone **CMS Redesign Phase II - New Portal UX Designs (4.4.1)** **Last comment:** New draft design complete and is being presented to CEO April 7th. (04/07/22)	Owner Nhan La	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **FE Design (4.4.1.1)**	Owner Nhan La	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	
Goal **AUTOMATE INNOVATE: Invest in automation to gain better outcomes and shift our teams' focus to innovation. (4.5)**	Owner Neelam Saini	EOY Target: *25%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	25% 25%
Milestone **Complete the POC Network Switch Upgrades (4.5.1)**	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **Determine automation process (4.5.1.1)**	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	100% 100%
Action Item **Identify the tools for the network switch upgrades (4.5.1.2)**	Owner Sanjeev Singla	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	100% 100%
Milestone **Develop test automation standards (4.5.2)**	Owner Teresa Lee	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	
Action Item **Research tool sets (4.5.2.1)**	Owner Teresa Lee	EOY Target: *100%* *Percent Complete*	July-Sept	Oct-Dec / Jan-Mar / April-June	

Action Item Establish the standard (4.5.2.2)	Owner Teresa Lee	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Milestone Identify areas of focus (4.5.3)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Identify areas where efficiencies can be introduced via automation e.g., Testing, Data Transfer, Solution Deployment and Systems Integration. (4.5.3.1)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Based on the assessment, partner with respective TSS teams to design and implement automation solutions. (4.5.3.2)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Milestone Develop HealthLink automation strategies (4.5.4)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Develop HealthLink Rev Cycle Automation strategies. (4.5.4.1)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Achieve one Epic target as a minimum, as set in the quarterly report (4.5.4.2)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Identify additonal areas for Automation using SMART baseline (4.5.4.3)	Owner Khalid Turk	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Goal **CLOUD: Advance the County's Cloud Transition. (4.6)**	Owner Teresa Lee	EOY Target: *33.24%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	33.2%
Milestone Assessment (4.6.1)	Owner Teresa Lee	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%
Action Item Identify custom applications for cloud native dev (4.6.1.1)	Owner Teresa Lee	EOY Target: *100%* *Percent Complete*	July-Sept Oct-Dec Jan-Mar April-June	100%