County of Santa Clara Mission

Plan for the needs of a dynamic community, provide quality services, and promote a healthy, safe and prosperous community for all.

TECHNOLOGY
SERVICES AND SOLUTIONS
FY22-24 Strategic Plan

TSS Mission
Partner with County departments to deliver services to our community through operational excellence and innovative technology solutions.

TSS Core Values
Respect | Integrity | Accountability | Transparency | Compassion | Excellence

County Vision
TSS' vision is the County's vision:
Engaged employees delivering exceptional customer experiences.

TSS Strategic Direction - Goals, Areas of Focus & Outcomes

EMPOWER

Build a Diverse and Highly Motivated Workforce

Areas of Focus
- Distribute decision-making down the organization to increase agility.
- Launch mentoring program that focuses on diversity, equity, and inclusion, and formalize succession plans.
- Align staff with areas of interest and related career paths.
- Accelerate and simplify candidate selection, onboarding processes and staffing models.

Outcome
From the bottom to the top, our culture, processes, and platforms ensure that good ideas are proposed and implemented by colleagues who love what they do, feel they have a purpose, and are valued.

OPERATE

Drive Operational Excellence and IT Effectiveness

Areas of Focus
- Improve core operational processes.
- Simplify processes for securing small scale and low complexity services.
- Centralize IT license management.
- Expand business continuity and disaster recovery capabilities.
- Establish a Process Engineering and Business Analysts' Community of Practice.
- Replace manual administrative controls with technical controls for speed and consistency.
- Create a single transparent intake process and governance for service/project demand.
- Proactively monitor events and create streamlined major incident response.
- Balance the best of federated and centralized IT structures for efficiency and optimal customer experience.
- Create and manage a centralized and comprehensive technology asset inventory.
- Identify and classify technical debt to manage systems lifecycle.

Outcome
We achieve high levels of operational excellence: our processes, systems and services are efficient, stable, and resilient.

GROW

Deliver Programs and Collaborate with Our Partners

Areas of Focus
- Consistently incorporate Total Cost of Ownership into project recommendations.
- Align key technical domain strategies with business strategies.
- Establish an understandable and transparent charge-back/show-back model.
- Deploy an IT operations service catalog.
- Become a Business Analysis Center of Excellence.
- Advance the County's cloud transition.
- Develop a leaner technology acquisition process.
- Operationalize the IT Governance Board.
- Update and implement IT governance and IT standards.
- Define TSS' concept of operations for internal alignment and customer satisfaction.
- Expand business relationship management processes and best practices.
- Complete the technology blueprint to ensure the County infrastructure supports departments' needs.

Outcome
We are an agile, proactive, and mature IT organization that leverages purposeful governance and best-practice frameworks. In doing so, we consistently deliver measurable value to vertical business partners and in turn meet the needs of County residents.

TRANSFORM

Enable Innovation & Digital Government Transformation

Areas of Focus
- Develop a comprehensive digital strategy.
- Integrate design-thinking into our work.
- Seek opportunities for powerful value creation.
- Complete 25 proof-of-concepts annually.
- Partner with early adopters to test emerging technologies.

Outcome
By embedding innovative thinking into our work, we will empower Santa Clara County to become a leading institution in government innovation.