



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 in support of the County's mission.

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 - Domain, Areas of Focus & Outcomes



EMPOWER

**Empower
Diverse and high
performing TSS
Team**

Goals

- Ensure Operational Continuity
- Provide Healthy Work Environments
- Prepare Teams for Emerging Technologies
- Optimize Training Management
- Evolve with Dynamic Technology Landscape
- Delineate Accountabilities Across TSS

- Create a More Diverse Workforce
- Increase Knowledge Transfer
- Increase Sense of Purpose Through Visibility
- Increase Agility and Engagement
- Develop High Performing Business Analysts

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

**Operational
Excellence and
Growth**

Goals

- Improve Ensure Technical Standards
- Build the County Technology Blueprint
- Reduce Technical Debt
- Eliminate Redundant Technologies
- Embrace Agile Approaches
- Expedite Development
- Move to Human-Centered Solutioning
- Maintain Cohesive Communications
- Streamline Bridges Value Streams
- Efficiently Manage Project Resources
- Simplify Access to Clear IT Policies
- Eliminate Accidental Policy Violations
- Provide Mentoring Opportunities
- Launch Service Catalog
- Prevent System Event Impacts
- Expedite Technology and Service Acquisition
- Improve Demand Management

- Centralize Technical Asset Inventory
- Automate Core Processes
- Improve Precision of Operational Transition Reviews
- Improve Software License Management
- Capture Small Change Requests in Projects
- Move to Metrics-Based Decisions
- Create IT Finance Visibility
- Increase Audit Capabilities
- Increase Knowledge Retention
- Balance Centralization and Federation
- Align to Industry Service-Desk Standards
- Establish Service Lifecycles
- Simplify Time Tracking Process and Data Capture
- Accelerate Delivery and Increase Quality
- Increase Knowledge Retention
- Support Fixed Asset Replacement

Outcome

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



GROW

**Grow
Thriving
Relationships with
our Customers**

Goals

- Align Technical Domains
- Quantify Client Satisfaction
- Create Chargeback Model
- Eliminate Low Quality Projects
- Become a Process Factory
- Develop High Performing BRMs
- Engage Stakeholders in Investment Decisions

- Collaborate Across Agencies
- Execute Innovative Solutions
- Know Our Customers
- Measure Value Completely
- Align Priorities and Funding

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

**Innovation and
Digital Government
Transformation**

Goals

- Develop Seek out 10X Opportunities
- Execute Digital Transformation
- Inspire Youth Service Via Technology
- Celebrate Innovation to Expand Thinking

- Automate So We Can Innovate
- Explore Emerging Technologies
- Transition the County to Cloud

Outcome

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