



# IT Strategic Plan FY24-26

## Summary

## Mission

To inspire positive change with forward-thinking solutions that enable the County of Santa Clara to thrive.

## Values



### Integrity

Acting honestly and adhering to a strong sense of ethical responsibility, even in the face of adversity.



### Compassion

Engaging our colleagues and customers with a genuine sense of care, support, and a bias toward solving a problem.



### Accountability

Taking ownership of actions, accepting responsibility for the outcomes, and fostering transparency.



### Inclusivity

Embracing and celebrating the diversity of our organization to ensure everyone feels respected, valued, and empowered to express their authentic selves.

## Guiding Principles



### Focus on the Customer

Our customers remain at the center of everything we do. Their satisfaction, success, and well-being are our driving forces, empowering us to consistently exceed expectations and deliver value in all aspects of our services.



### Foster a Growth Mindset

We believe that skills and abilities can be developed and improved through learning, dedication, and effort. We learn from our setbacks, display resilience, and adapt continuously while striving for growth.



### Incorporate Simplicity in Practice

Simplify processes and reduce unnecessary complexity to enhance usability and optimize the user experience. IT solutions and services should empower users to seamlessly navigate and accomplish tasks with ease.



## Goal 1

### Next-Generation Infrastructure

Establish highly available and resilient infrastructure that is built on strong IT principles.

#### What success looks like

- Infrastructure uptime of 99.95%.
- Location agnostic infrastructure.

## Goal 2

### Modernized Business Systems

Drive operational efficiency and productivity through the implementation of transformative solutions that replace outdated legacy systems.

#### What success looks like

- Modernizing core systems for public safety and justice, finance, HR, budgeting, workforce, and supply chain.
- Improving Santa Clara Valley Healthcare with enhanced patient access and experience.
- Enhancing the Public Health Department with improved delivery of accurate, actionable data points.

## Goal 3

### Digitally Transformed Public-Facing Services

Develop intuitive, accessible, and modern digital services that prioritize user experience and promote equity.

#### What success looks like

- Increase accountability, transparency, accessibility and convenience for constituents and staff.
- Improve our constituent and workforce satisfaction.

## Goal 4

### Enhanced Customer Experience

Deliver IT solutions that increase productivity, improve efficiency, and elevate customer satisfaction.

#### What success looks like

- Improve customer satisfaction.
- Increase the productivity of our customers by reducing downtime.
- Reduce service delivery costs.

## Goal 5

### Effective Enterprise Governance

Engage stakeholders to align IT investments with business objectives to create value.

#### What success looks like

- Everyone understands what enterprise governance is and why it is important.
- Technology investments can demonstrate a clear return.
- Stakeholders feel their interests are represented.

## Goal 6

### Highly Skilled & Engaged Workforce

Develop and retain passionate, collaborative, and committed IT professionals who are driven to solve problems and achieve organizational goals.

#### What success looks like

- The best talent wants to work for TSS.
- Outstanding candidate pools.
- Employee performance improves overall.
- Increasing Net Promoter Score for TSS employees.

## Goal 7

### Enhanced Operational Efficiency

Streamline IT processes to promote productivity, minimize downtime, and improve service quality.

#### What success looks like

- Shorten the delivery time of projects.
- Faster response time to incidents and requests.