# 2019-2020 Annual Plan for Larimer County Information Technology

## Guiding Principles/Values
- Connect with customers
- Customer-Centric
- Value Enterprise
- Quality-Minded
- Empowered
- Healthy work-life balance
- Integrity
- Humility
- Respect
- Learn from Failure
- Help Others

## Purpose
**Critical enabler of County services and programs by utilizing technology services and solutions to realize value**

## Targets (3-5 yrs)
- Simplified Intake process.
- Reduced telephone calls to Service Desk
- Team-based support model
- Standardized tools
- Collaborative Environment

## Goals (1 year)
1. Improve Customer Experience Visibility
2. Simplify how customers initiate and track IT work
3. Investigate organization changes to facilitate customer experience

### What we don’t do:
- Governance decisions
- Attempt to solve every technology issue ourselves...we triage and outsource as necessary
- Hand off problems or customers to someone else without follow-up

### 3-5 Year Priorities
- Continue building IT based on sound best practices
- Evolve our culture and refine our communications
- Fully implement county Governance

### Key Objectives (annual)
1. Customer Segment review
2. Customer Dashboards
3. KPI for accountability
4. Clean up Call volumes
5. Map as-is service delivery
6. Standard tools & terminology
7. Investigate delivery models
8. Incident Escalation process

## Value
- Tie technology to citizen services value
- Faster service
- A secure environment
- We help you do your business better
- We help you focus on serving citizens

## Brand Promise
“Partnering to drive value.”

## Critical Needs
- Customer engagement and common understanding
- Support from County leadership
- A consistent methodology for budgeting for IT
- Open and honest communication

## Primary Customers
- Elected Offices
- Non-Elected Services
- Internal Support Services

## Brand Promise KPI’s
- Customer Health w.r.t. IT services
- Operational IT measures

## Critical Dates
- June-August: Budget for the next year
- EYO 2019 to determine service delivery model

## People (Needs & Reputation Drivers)

### IT Employees
- Safe and supportive environment
- Collaborative work space
- Communication platform
- Customer understanding

### Customers
- Communication platform
- Value-driven conversations
- Right solutions for the right problems
- Timeliness, accuracy and competence

### Stakeholders
- Frequent communication
- Flow of data (measures)
- Engagement with and value perceived by business partners

## Strengths/Core Competencies:
- Capable and empowered staff
- Best-practice strategy and processes
- Customer mindset
- Agility and technical competence

## Weaknesses:
- New/evolving customer engagement model
- Budget and headcount limitations
- Capability level of county services w.r.t technology & process