2019-2020 ANNUAL PLAN FOR LARIMER COUNTY INFORMATION TECHNOLOGY

Guiding Principles/Values	Purpose	Targets (3-5 yrs)	Goals (1 year)
• Connect with customers • Customer-Centric • Value Enterprise • Quality-Minded • Empowered • Healthy work-life balance • Integrity • Humility • Respect • Learn from Failure • Help Others	**Critical enabler of County services and programs by utilizing technology services and solutions to realize value**	• Simplified Intake process. • Reduced telephone calls to Service Desk • Team-based support model • Standardized tools • Collaborative Environment	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 • EOY 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