# STRATEGIC PLAN FOR LARIMER COUNTY INFORMATION TECHNOLOGY

Guiding Principles	Mission	Vision	Goals (1 year)
<ul> <li>Connect with customers</li> <li>Be empathetic</li> <li>Provide value</li> <li>Incorporate quality into everything we do</li> <li>Empowered staff; selfaccountable/organizing</li> <li>Healthy work-life balance</li> </ul>	To realize value across County services and programs by providing technology solutions and services.	We strive to be a frontrunner in government information technology strategy and customer success within Larimer County.	<ul> <li>Shift from structure to services focus</li> <li>Collaborative culture in IT</li> <li>Become more Value-driven</li> <li>Reinforce Stability &amp; CyberSecurity</li> </ul>
	What we don't do     Assume the County's priority for funding     Own business processes or business strategy     Determine value for our customers     Attempt to solve every	<ul> <li>3-5 Year Priorities</li> <li>Continue building IT based on sound best practices</li> <li>Evolve our culture and refine our communications</li> <li>Fill out BRM engagements to all customers</li> <li>Appropriate county</li> </ul>	<ol> <li>Key Objectives (near term)</li> <li>Complete Service definitions &amp; cost analysis</li> <li>Implement Value Management framework</li> <li>Develop communication platform</li> <li>Implement an IT measures dashboard and document</li> </ol>
	Value of IT  We tie technology to citizen service's value  We provide a secure data environment  We help you do your businessbetter  We help you focus on serving citizens	Governance is in place  Deliver clear value from our Enterprise Services  Brand Promise  "Partnering to drive value."	IT's Critical Needs     Customer engagement and common understanding     Support from County Leadership     A consistent methodology for budgeting IT     Open and honest communication
	<ul> <li>Primary Customers</li> <li>Elected Offices</li> <li>Non-Elected Services</li> <li>Internal Support Services</li> </ul>	<ul> <li>Brand Promise KPI's</li> <li>Net Promoter Scores</li> <li>A measure for Value</li> <li>IT Quality dashboard</li> <li>Business-IT engagement level</li> </ul>	<ul> <li>Critical Dates</li> <li>June-August: Budget for the next year</li> <li>March: Strategy refresh</li> </ul>

# **People (Reputation Drivers)**

#### **IT Employees Need**

- A safe and supportive environment
- Collaborative work space
- Communication platform
- Understanding of customers

#### **Customers Need**

- A communication framework
- Value-driven conversations
- Right solutions for the right problems
- Timeliness, accuracy and competence

#### **Stakeholders Need**

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

## **Strengths/Core Competencies:**

- Capable and empowered staff
- Best-practice-founded strategy and processes
- Customer mindset
- Agility and technical competence

## **Opportunities:**

- Developing flexible/adaptable workforce
- Customer engagement
- Appropriate growth through Governance
- Increased customer capability w.r.t technology

