



# **M.O.I. Technology Strategy**



**Presented by**

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## **Our Vision for County IT:**

The Dallas County Departments empowered with a leading-edge, well-maintained, cost-effective, **mobile**, **on-line** and **integrated** IT infrastructure which greatly enhances their delivery of services and the Dallas County IT Team providing world-class customer and information services, both internal and external to the Department.

## **Our Purpose:**

The Dallas County IT Department, entrusted with the development, maintenance and management of the County IT Infrastructure as a part of the County public trust, is a Team of dedicated professionals who ***ADEPTLY LEVERAGE LEADING-EDGE TECHNOLOGY*** to ***EMPOWER OUR CUSTOMERS*** with ***INNOVATIVE AND TIMELY SOLUTIONS*** that enhance our customers' delivery of services and ability to share and access information.

## **Our Priorities (=> FOCUS):**

### **#1. Staffing**

- Review Staff pay for market competitiveness.
- Assess and upgrade Staff's skillsets/"toolsets" and align them to organizational needs.
- Address Staff shortages to the degree practical and fiscally prudent.
- Establish a Staff Recognition Program.

## **Our Priorities (continued):**

### **#2. Infrastructure Protection and Stabilization**

- Establish a sustainable business continuity plan, including a restoration strategy for the critical County IT systems.
- Assess the IT Infrastructure and resolve recurring maintenance problems.
- Fully implement and consistently adhere to a disciplined change management process.

### **#3. Project & Initiative Management**

- Assess the open projects and current initiatives for viability.
- Prioritize items via the IT Executive Governance process and schedule IT projects and initiatives across multiple FYs.
- Uniformly coordinate and manage projects “internally and externally”.

## **Our Priorities (continued):**

### **#4. Infrastructure Maintenance and Development**

- Coordinate and confirm maintenance schedules with the end-users.
- Analyze our trouble/service calls for trends and address them with common-sense solutions.
- Coalesce/converge systems to common IT platforms and data repositories.
- Standardize and periodically review and update the IT operating procedures and project management methodology.
- Assess new technology and leverage it to realize the IT Vision.
- Develop a multi-year IT capital improvement plan.

## **Our Priorities (continued):**

### **#5. IT Cost Containment**

- Assess all IT recurring costs and identify and implement where practical cost-effective alternatives that provide quantifiable returns on investments.
- Ensure that IT projects are well-evaluated and well-managed so as to avoid cost overruns to the degree possible.
- Ensure that IT projects are well coordinated and communicated so that diverse requirements can be met using a common IT infrastructure.

## **8-"S" Principles of Systems Development**

- 1.S-ensible – “Does the proposed solution clearly meet the end-users' needs?”***
- 2.S-imple - “Challenge to develop, but easy and intuitive to use.”***
- 3.S-ustainable - Confirm and plan for the long term costs (i.e., training, maintenance, replacement, etc.) for the system.***
- 4.S-ecure - Control, monitor, manage and safeguard and report on system access.***
- 5.S-calable – “Can the system grow/adapt to the end-user needs?”***
- 6.S-table - Operate the system as a utility and put in place the proper stabilizing infrastructure (i.e., UPS, climate control, trouble sensors, alternate power supply, etc.).***
- 7.S-urveyable – “What are the system performance measurement criteria and how do we monitor and report on the system’s performance, inclusive of gathering end-user feedback?”***
- 8.S-tandard – “How can we leverage common protocols and best management practices, while using them as "building blocks" for new innovative solutions?”***

## **“Opportunities to Excel” in using a M.O.I. Strategy:**

- “Which mobile devices do we use and support?”
- “How can we leverage server and desktop virtualization?”
- “Can we better use IT-as-a-Service offerings?”
- “How can we best make use of Social Networks?”
- “Space..... the final frontier”
- “How can we reduce the number of custom system interfaces and use more integrated systems?”
- “How can we do more ‘dancing’ and less ‘boxing’ with those we support?”



## Contact Information

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