



TECHNOLOGY
SERVICES AND SOLUTIONS

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.

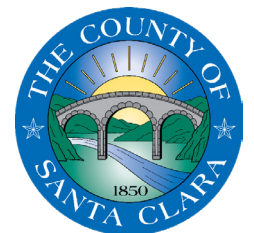


Incorporate Simplicity in Practice

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.

Emerging Strategies

- Artificial Intelligence (AI)
- Customer Experience
- Data Center
- Digital Transformation
- Cloud
- Digital Equity



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%.** Supporting the core County business functions means infrastructure is reliable, available, and accessible. Minimizing disruption for the County workforce.
- **Location agnostic infrastructure.** Infrastructure needs to be located to increase reliability and cost offsets to be sustainable and resilient.

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, budgeting, human resources, workforce and supply chain.
- **Enhancing patient access and experience** for Santa Clara Valley Healthcare.
- **Transforming the delivery of accurate, real-time data** to empower decision-making and improve public health outcomes.

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

- **Increased accountability, transparency, accessibility and convenience** for residents and staff.
- **Satisfied residents** accessing County services through digital means.

Goal 4

Enhanced Customer Experience

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

What success looks like

- **Proactive support** to address technology issues before they arise.
- **Consistent engagement** with customers to ensure alignment with operational priorities.
- **Customers are empowered** with self-service options to efficiently resolve IT issues.

Goal 5

Effective Enterprise Governance

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

What success looks like

- County's **IT investments align** with business goals.
- **Risk is managed** effectively.
- **Fully compliant** with technology regulations.

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

- TSS continues to attract a **diverse and outstanding talent pool**.
- **Employee performance & satisfaction** improves overall.

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 from client scoping to implementation.
- **Deliver exceptional customer service** with rapid response times, effective resolutions, and consistent service excellence.
- **Foster an agile service organization** that adapts swiftly to environmental changes and evolving needs.