Empowering Washoe County through service, partnership, and innovation



Washoe County Information Technology
Strategic Plan FY25-27

As of August 8, 2024

FY 25-27 Information Technology Strategic Plan

Empowering Washoe County through service, partnership, and innovation.



Our Vision

Enhance and improve cybersecurity, citizens' experience, service delivery and operational effectiveness by accelerating innovation, unleashing digital channels, and actively sensing and responding to trends and disruptions!

Message from the CIO

Three years ago, we embarked on an ambitious journey with the development of Washoe County's 3-year Technology Roadmap. Today, I am thrilled to share the tremendous progress we have made, thanks to the dedication and expertise of over 200 County employees who contributed to building this plan and shaping our technological future. I also want to recognize the commitment of our staff, whose focus and hard work in driving the progress and turning our vision into reality.

Washoe County continues to thrive as one of the fastest growing and most innovative regions in the country. Our commitment to harnessing technology has not only enhanced our operational efficiency but has also bolstered our ability to serve our community.

Building upon our previous successes, our updated Technology Roadmap incorporates the latest advancements in technology. Our vision remains committed to enhancing citizen experiences, embracing cybersecurity measures, ensuring business continuity, and optimizing operational effectiveness. We will focus on aligning strategy with business objectives, prioritizing service over systems, and continually improving user experiences These objectives will guide us as we strive to maintain Washoe County's position as a leader in social, economic, and policy innovation.

Looking forward, I am excited to introduce new initiatives and projects that leverage emerging technologies. Machine learning and AI-driven analytics will play a pivotal role in refining service delivery and decision-making processes. Additionally, our expanded focus on data governance and cloud computing will reinforce our commitment to safeguarding sensitive information and improving accessibility.

As we embark on this new phase of our journey, I extend my deepest gratitude to our team for their unwavering dedication and invaluable contributions. Together, we will continue to embrace disruptions, innovate boldly, and uphold our commitment to excellence in service delivery.

Behzad Zamanian

FY 25-27 Information Technology Strategic Plan

Empowering Washoe County through service, partnership, and innovation.

"Embracing technology responsibly will continue to be an important ingredient to the County's future success."

Eric Brown, County Manager

Citizen Experience	**SELF SERVICE:** Increase opportunities for citizen self-service, both online and via in-person kiosks. **ONLINE SERVICES:** Increase the availability of online services and virtual service delivery. **PUBLIC CONNECTIVITY:** Provide and improve community broadband and connectivity in underserved areas & County facilities.
Infrastructure Modernization	**COUNTY FACILITY CONNECTIVITY:** Upgrade building networks and communications to handle increasing data demands. **WORKFORCE MOBILITY:** Enhance and continue enabling staff to work anytime, anywhere. **UP-TO-DATE HARDWARE:** Upgrade IT infrastructure thru a balanced and planned approach.
Security & Business Continuity	**SECURE DIGITAL ASSETS:** Upgrade and secure networks, infrastructure, data, and policies to guard against security breaches. **DATA STORAGE & REDUNDANCY:** Increase data storage both onsite and offsite and in the cloud to meet growing demands. **OPERATIONAL CONTINUITY:** Coordinate and work with departments and stakeholders to build processes and ensure continuity of operation.
Digital Transformation & Automation of Business Processes	**ENTERPRISE SYSTEMS:** Implement & modernize major enterprise system and business applications. **DATA MANAGEMENT & GOVERNANCE:** Build data governance and data lifecycle management process to maintain and protect County data. **INNOVATION:** Develop leading edge technology to transform business processes (Artificial Intelligence, Data Analytics, etc.)
Strategic Business Partnership & IT Governance	**IT GOVERNANCE:** Establish consistent funding, project prioritization and communication with all departments. **IT PRACTICES:** Establish, adopt and reinforce technology training programs following IT best practices and processes. **REGIONAL SYSTEMS:** Continue to recommend, implement and improve regional solutions with our partners.
TS Organizational Excellence	**SERVING DEPARTMENTS:** Streamline and strengthen our service to departments through dedicated support and self-service. **TRAINING & DEVELOPMENT:** Develop TS talents to meet emerging technology and create growth opportunities for TS employees. **OPERATIONAL EXCELLENCE:** Improve and formalize policies, procedures, and processes to be efficient and effective.

FY 25-27 Information Technology Strategic Plan

Empowering Washoe County through service, partnership, and innovation.

*County Strategic Objectives	Q1/2 F25	Q3/4 F25	Q1/2 F26	Q3/4 F26	Q1/2 F27	Q3/4 F27
Citizen Experience **Fiscal Sustainability and Innovative Services*	Kiosks Expansion					
	Open Data, Knowledge Base and Transparency Portal					
	AI Agent for County Website					
	Implement Financial Tranparency Dashboard					
	Regional Electronic Plan Review					
	Web Accessibility (Citizen Self-Portal)					
	Complete Community Broadband in Gerlach & Empire					
	Extend Broadband to unserved Communities					
Infrastructure Modernization ** Innovative Services*	Expand Network Connectivity & Security					
	Perform Disaster Recovery Review & Annual Test					
	Complete Cyber Security Review					
	Implement Countywide Password Management					
	Upgrade Bi-Directional Amplifiers (BDA) to improve in-building public safety radio coverage					
	Upgrade Regional Communications System Core Router					
	Enhance Technology for County Building's Security					
	Equipment Refresh Schedule					
	Upgrade County-wide Firewalls					
Security & Business Continuity **Fiscal Sustainability*	Renew and revise County-wide Security Policy					
	Develop and test an Incident Response Plans					
	Ongoing annual cybersecurity education for all staff					
	Establish Annual CISA penetration tests and CISA audit of County systems					
	Implement Network Redundancy for all County complexes					
	Disaster Recovery					
	Identify & Address Technology COOP Gaps					
	Upgrade the County Financial System HR/ERP - SAP					
	Build Data Management Framework					
	Discovery of all County Data					

FY 25-27 Information Technology Strategic Plan

Empowering Washoe County through service, partnership, and innovation.

*County Strategic Objectives	Q1/2 F25	Q3/4 F25	Q1/2 F26	Q3/4 F26	Q1/2 F27	Q3/4 F27
Digital Transformation & Automation of Business Processes ** Innovative Services*	Evaluate & Select Data Warehouse Platform					
	Deploy ArcGIS Enterprise to provide ease of use access to geospatial information					
	Update of Elections Systems					
	HR AI Agent					
	County-wide AI Translation					
	Real Time Command Centre					
	Adopt new Budget Management System					
	Health preparedness - Health Solution Module for Health District					
	Implement Jail Management System					
		Implement Employee Travel Management System				
Strategic Business Partnership & IT Governance ** Innovative Services*	Update Asset Replacement Schedule					
		Establish Technology Project Approval				
	Fully implement ITIL Standards across TS and Department IT. (program)					
	Replace the Public Safety and Law Enforcement Record systems (CAD and RMS) Tiburon					
	Web Emergency Operations Center (EOC) and integration with the State EOC					
	Complete the P25 Radio System replacement					
	Complete ESInet and NextGen 911 Core Services					
		Establish regional partnership for NDOT Fiber				
	Washoe-Verizon Partnership					
TS Organizational Excellence ** Innovative Services*	Improve after hours & 24/7 support (program)					
	Improve Internal and external communication frameworks and tools (program)					
	Build Department's Technology Support Structure (program)					
	ITSM Implementation					
	Technology Adoption & Training Program					
	Employee lifecycle process enhancement (ie. recruitment, onboarding, performance evaluation, exit) (Program)					
	GIS-Web Service and website monitoring (Program)					
	Update Countywide Technology policies (Program)					

FY 25-27 Information Technology Strategic Plan

Empowering Washoe County through service, partnership, and innovation.

*County Strategic Objectives	Q1/2 F25	Q3/4 F25	Q1/2 F26	Q3/4 F26	Q1/2 F27	Q3/4 F27
	Edison Remodel & TS Move					
	Documents and records management standards (program)					
	Network & Infrastructure documentation					