



# MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

*Rely on us.*

TO: Commissioners Simpson, Brown, Helgeson, Manning and Mital  
FROM: Matt Barton, Information Services Manager  
DATE: January 22<sup>nd</sup>, 2015  
SUBJECT: Information Services Strategic Direction  
OBJECTIVE: Information Only

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## **Issue**

Board Policy SD16 requires the periodic update on development and implementation of Information Services (IS) strategic initiatives. In 2015 the IS Management team, led by Erin Erben, developed a new strategic plan for the Division.

The goal of the new IS Strategic Plan is to better align the IS Division with EWEB's Strategic Plan. Information Services is a key component of EWEB's ability to prepare for a changing future.

## **IS Strategic Plan Overview**

The I.S. Division's overarching strategy for the next 3-5 years is to support EWEB by reducing costs, enhancing our role as a trusted technology partner with the business units, and developing the skills of our workforce.

This requires us to improve our internal processes and governance model to better manage costs, train our workforce to be prepared for change, and anticipate and respond to the needs of the business, and execute our work with them in a professional and efficient manner.

In this plan, foundational infrastructure, security, and business consultancy are the core services that the I.S. Division provides. The elements of this plan are intended to help prepare IS for success in the years to come.

## **IS Strategic Objectives**

The following provides a high level outline of the IS Strategic Objectives.

### *IS Strategic Objective 1: Be a Trusted Technology Partner in Business System Decisions*

- IS will partner with EWEB's business units to choose business requirements for technology that do not drive us into Tier 1 technology solutions.

### *IS Strategic Objective 2: Increase Capacity While Decreasing Costs*

- EWEB IS functions will need to gradually reduce and standardize IT delivery systems (i.e. infrastructure) so that fewer people are need to support a smaller number of technologies. This will reduce O&M activity and increase activity that improves EWEB's service offerings.

### *IS Strategic Objective 3: Reduce Complexity Through Maturation of and Adherence to Architectural Standards*

- Simplify and standardize underlying technology with the intent to reduce the expected capital investment in and reduce spending to support IS assets.

### *IS Strategic Objective 4: Prepare Workforce for the Future*

- Develop versatility of workforce and depth in each focus area to ensure coverage and enable ability to meet changing future business needs.

### *IS Strategic Objective 5: Implement a Robust and Transparent Benchmarking System for Services Provided*

- On routine schedule for replacement/refresh, IS will develop and present valid unit cost data for the related IS service for comparison with 3rd party alternatives for the business to evaluate (ie. show back). Over the plan period, using this show back method, IS and business management will reduce internal IS unit costs.

## **Requested Board Action**

None; information purposes only. If Commissioners would like more information please follow up with Matt Barton.