Washoe County Information Technology
Strategic Plan FY25-27

As of August 8, 2024

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
Chief Information Officer

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

Eric Brown,
County Manager

Our Objectives

We remain aligned with the County's strategic objectives through citizens experience, technology modernization, security and continuity, digital transformation, partnership and governance, and organizational excellence.

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.

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

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