

# IST Strategic Overview FY 2025-26

**Mission: Connect the people with their government by providing innovative products and services tailored to the needs of our departments and communities, accessible anytime, anywhere.**

## Priorities

### Board of Supervisors

- ❖ Racial Equity
- ❖ Affordable Housing
- ❖ Climate Change
- ❖ Disaster Preparedness
- ❖ County Infrastructure
- ❖ Economic & Community Vitality

### High Priority Initiatives

- ❖ New Agenda Management System
- ❖ Enterprise Data Strategy
- ❖ Justice and Property Systems Modernization
- ❖ County Website Redesign
- ❖ AI & Innovation Program
- ❖ Digital Accessibility Compliance with DOJ Ruling
- ❖ Digital Equity Project for Older Adults and People with Disabilities living in subsidized housing

## IST Strategic Priorities

- **Customer Driven:** Enable departments through partnerships, responsiveness, and innovation to prioritize their needs and fulfill their expectations.
- **Digital First:** Be Innovative Business Leaders who identify opportunities early and apply technology to drive better, faster public services.
- **Impact Focused:** Advance collective understanding and alignment to optimize the County's technology investments to deliver impactful, community-centered outcomes.

## IST Strategic Plan Areas

- Partnerships that serve our community – trust and communication, digital accessibility and equity
- Security and privacy by design – security awareness, information security
- The power of information technology – online services, critical systems continuity
- A culture of growth, inclusion, & belonging – professional growth, diversity, equity, & inclusion

## IST Value Statements

- We have a **diverse** and open-minded workforce with the courage to **innovate** creative solutions.
- We respect our clients and each other by acting with **integrity**, being **responsive**, and **resourceful**.
- We **adapt** to the changing needs of our customers by embracing new technologies and processes.
- We believe in **simplicity**, **standardization**, and **stability** as baseline goals for all our services.

## Current Work Plan

- ✓ Implement an Agenda Management System to increase transparency and efficiencies.
- ✓ Replace legacy Justice systems with modern, sustainable, and integrated solutions.
- ✓ Identify a modern and sustainable system to replace the Property System.
- ✓ Develop an enterprise data strategy to enhance data-driven decision making, use of performance metrics, open data, and data sharing.
- ✓ Construct a municipally-owned open access fiber network in West Marin.
- ✓ Launch managed services to increase capacity, streamline operations, improve customer support, and increase employees' focus on core strategies and services.