Clark County Technology Strategic Plan 2022 to 2024 (DRAFT)

OUR ROLE AND PURPOSE

Orchestrating Clark County service improvements with people, technology, and innovation

OUR VISION

As a strategic partner to all departments, we craft solutions to provide intuitive and convenient access to Clark County integrated services

OUR VALUES

Accountability	Integrity
Excellence	Transparency
Innovation	Respect

OUR PRINCIPLES

Future-first	One-County
Simplification	Self-Service
Thoughtfulness about impact	Co-creation
Configuration before customization	Sustainability built-in

COUNTY STRATEGIC PRIORITIES

Safe and Secure Communities	Affordable and Livable Communities	Serving the Community
Strong Communities	Collaborative Community Engagement	Connecting the Community

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Public Focus

ENABLE AND INNOVATE PUBLIC-FACING SERVICES...

√ Provide a total experience for resident and visitor engagement

√ Deliver data transparency

√ Foster community-focused equity and sustainability

√ Create partnerships with regional organizations

√ Address the digital equity gap

... WITH BUSINESS CAPABILITIES

□ Multi-mode business models

□ Embedded business technologists

□ Data-enabled decision-making

□ Climate action plan engagement

□ Digital equity action plan

□ Regional jurisdiction partnerships

Services Focus

MODERNIZE OPERATIONS AND IMPROVE PRODUCTIVITY...

√ Maximize cost efficiency and standardization

√ Build and maintain safe, secure, and resilient systems and solutions

√ Explore emerging technologies

... WITH BUSINESS CAPABILITIES

□ Cloud-based service models

□ Resident-centric case management

□ User-centered design competency

□ Lifecycle cost management

□ Business continuity planning

□ Disaster preparedness

Workforce Focus

BUILD AND SUPPORT THE NEXT WORKPLACE, WORKSPACE, AND WORKFORCE...

√ Support creation and design for space, safety, place, and wellness

√ Develop digital skills in the entire work force

√ Improve recruiting, onboarding, and work force retention

√ Create a total, inclusive employee experience lifecycle

... WITH BUSINESS CAPABILITIES

□ Space and place roadmaps

□ Workforce skill development

□ Digital literacy competency model

□ End-to-end recruitment model

□ Employee lifecycle management

FOUNDATIONAL CAPABILITIES

Key Performance Metrics	Participative Budgeting	Risk Tolerance	Change Management
Continuous Quality Improvement	Program and Project Governance	Business Partnership Management	Security, Compliance and Regulatory Acumen