

DPSST

IT Strategic Plan



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(Enterprise , Business and near-term objectives)

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Enterprise 1 Year Roadmap



Pursuing excellence in training and
accountability for public safety
professionals.



Department of Public Safety Standards and Training

Department Overview

Leadership

The Leadership Team directs the work for the agency including training and other supporting operations.

What We Provide

The department recommends and the Board on Public Safety Standards and Training establishes the minimum standards for the training, certification, and conduct of various public safety professionals in Oregon.

Locations

Salem – Oregon Public Safety Academy and regional police and fire training staff around the state.

DPSST IT Strategy

(2025-2029)

MISSION EXCELLENCE

Technology Infrastructure and Access - Provide and maintain secure hardware, network access, and agency-specific applications that support training, certification, and regulatory functions.

Cybersecurity and Compliance - Ensure adherence to state, federal, and agency-specific data security policies through robust cybersecurity practices and compliance monitoring.

Project and Asset Management - Prioritize and manage IT initiatives through structured governance, budgeting alignment, and comprehensive agency asset management.

Continuous Modernization - Advance systems and platforms to support the evolving needs of public safety professionals through strategic IT innovation and modernization efforts.

- ✓ We align IT capabilities with the operational needs of all DPSST programs to ensure mission readiness and service delivery.
- ✓ Our business and service models depend on a secure, technology-enabled environment that adapts to emerging needs.
- ✓ We maintain and develop IT policies that reflect current regulatory requirements and support effective governance.
- ✓ As stakeholder engagement and service expectations evolve, we will continue to align our IT strategy and financial planning to support agency goals and public safety outcomes.



DPSST Business Strategy

(2025-2027)

The IT strategy is centered on effectively executing and supporting the agency's business priorities.

Business Unit Support	Key Technology Initiatives
Public Safety Training	Continually enhance business users' experience with operational excellence improvements and modern systems.
Agency Admin Operations	Efficient technical resources leveraging continual improvements with Hardware and Software solutions.
Security (On-premises and computer systems)	Bolster security posture with improvements of device security, disaster recovery and business continuity capabilities.
Modernization/Automation	The agency is leveraging AI such as CO-Pilot resources and integrated automation within agency general-purpose applications and program specific applications.
Project Management	Works with agency program stakeholders to achieve results of program projects and requests. We take a disciplined approach to drive efficient resource allocation, and the delivery of impactful results aligned with agency priorities.



Short-term objectives for business stakeholders

■ Non-Negotiable
■ Critical Priorities



Admin Operations

Advisor to Administration Operations, driving operational efficiency and transformative improvements

- Deliver Approved Projects – Security System Cloud migration, LMS solution project, and anticipate future needs
- Increase monitoring of existing agency technology



Finance

Deliver incremental improvements through customer-focused application and infrastructure solutions

- Manage IT specific projects that impact IT infrastructure resources and business users
- Business engagement to address potential cost implications, we need to collaborate with our IT business partners to review [Adobe Pro, Skills Manger, E-signatures, and Co-Pilot].



Products, Insights & Modernization

Promote agility, continuous learning, and accelerated release cycles to deliver value consistently

- Deliver Intune Windows solution
- Enhanced security solution (Cloud based) that includes automation and reduced data footprint
- Build tools and training for business to work with and leverage AI and other automation tools
- Website ADA requirement project



Information Security

Conduct a Biennial Security Review focused on measurable improvements in risk mitigation and compliance

- Continual enhancements within security solution Windows Defender.
- Business Continuity Planning for program requests to provide secure solution
- Aligning with CIS and CJIS Benchmarks for system configurations at client and server levels.



IT Team Objectives



IT EMPLOYEE EXPERIENCE

Leadership creates the north star, sets the rules of the road, and enables the team to go on the journey.

- Our IT service team consistently delivers exceptional support while fostering a unified, security-focused culture.
- Emphasize clarity in decision rights, ensuring that accountability and responsibility are well-defined for each role.
- Committed to supporting meaningful career development through targeted training opportunities, technical skill-building, leadership development, and specialized platforms.
- Leverage modern tools and practices, to strengthen service management capabilities and deliver consistent, high-quality outcomes.

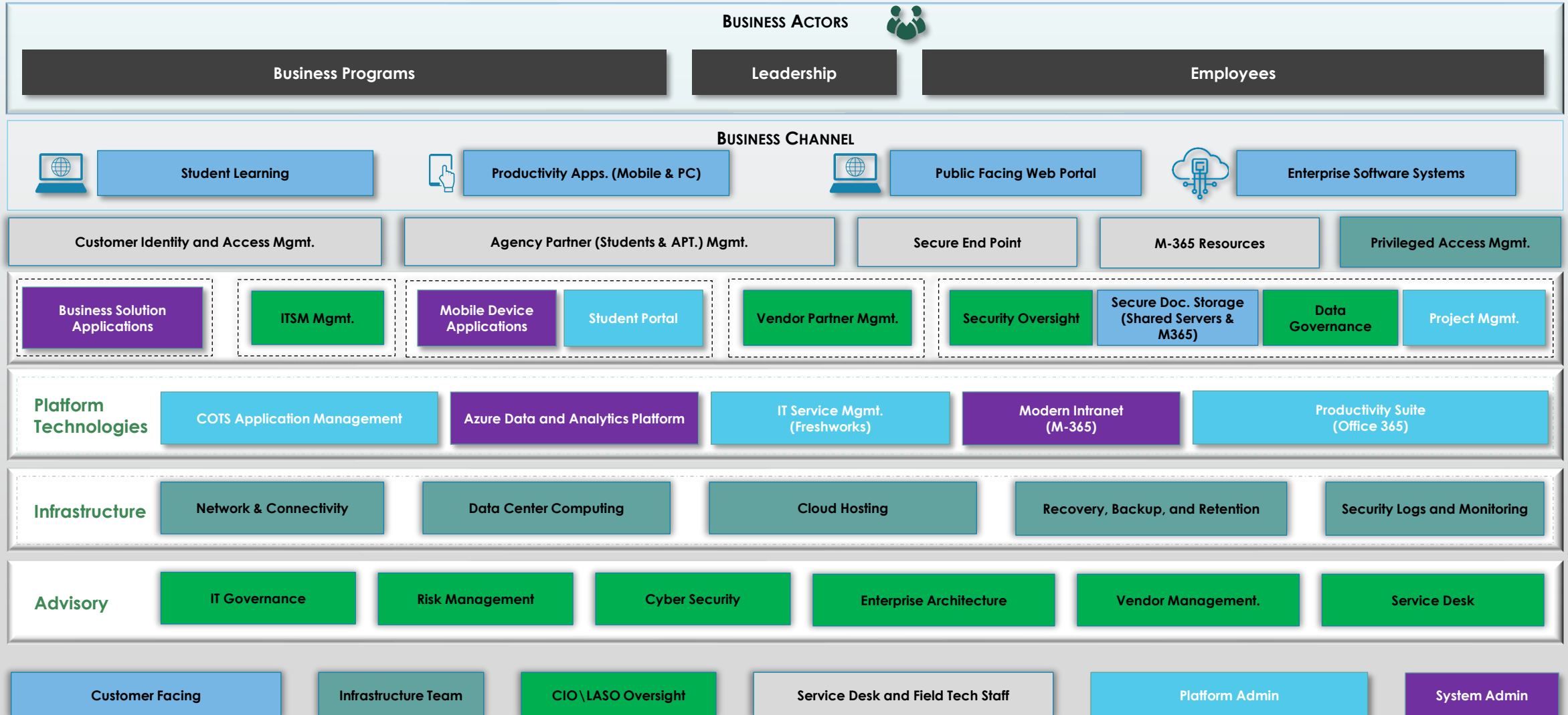
OPERATIONAL EXCELLENCE

Establish Strong and Adaptable Centralized IT Governance.

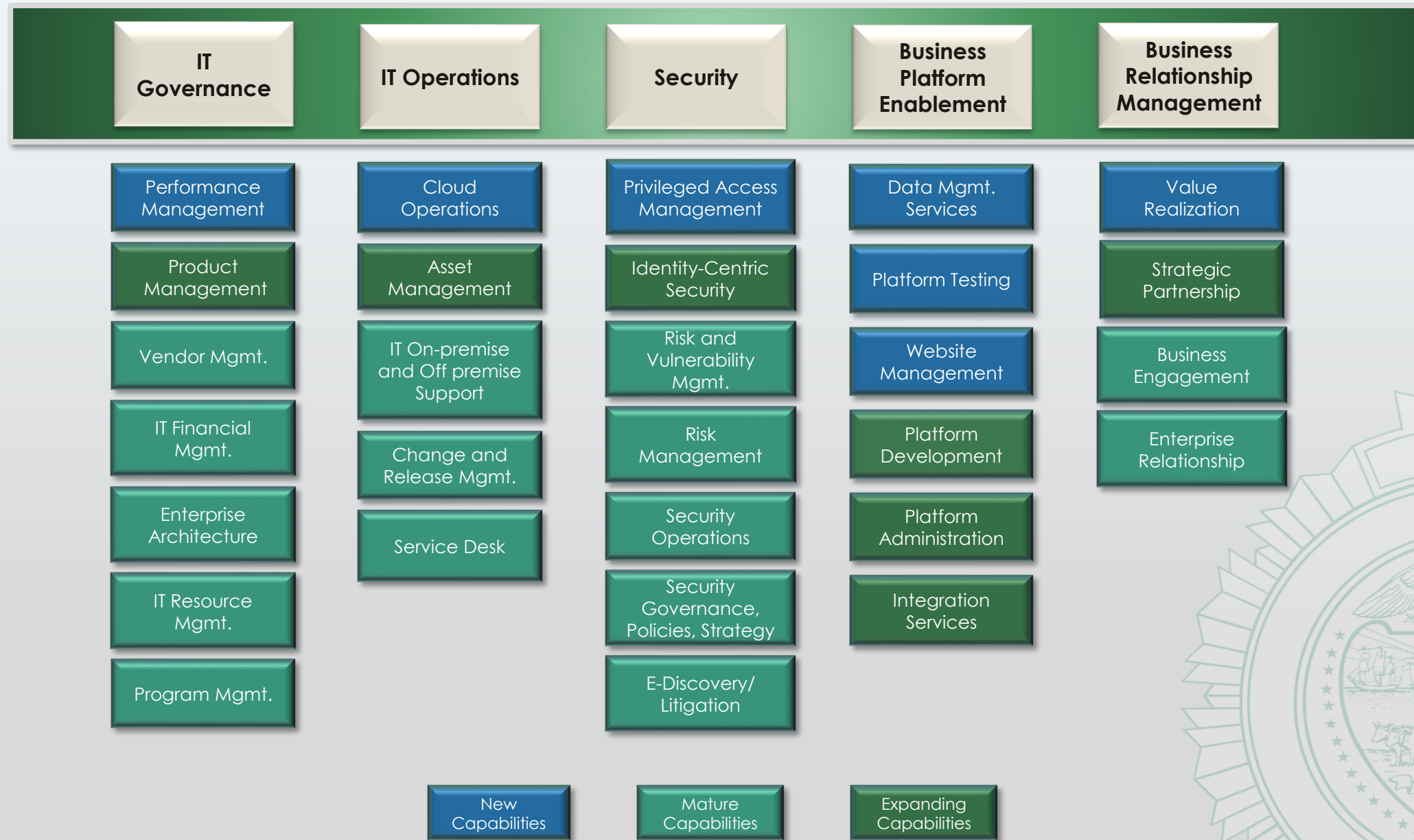
- Enhance cost control through disciplined IT financial management, accurate budgeting, and value-based prioritization.
- Enable continuous delivery with agile, value stream-based planning and consistent, secure IT operations supported by mature ITSM and asset management practices.
- Fully leverage Microsoft 365 Government for operational efficiency and compliance, while optimizing infrastructure through state data center and Azure colocation.
- Document key processes for business continuity and mature enterprise architecture to stay aligned with evolving business needs.

DPSST IT Operation and Technology Overview

A simplified version of the Technical ecosystem - not comprehensive but covers mission critical systems

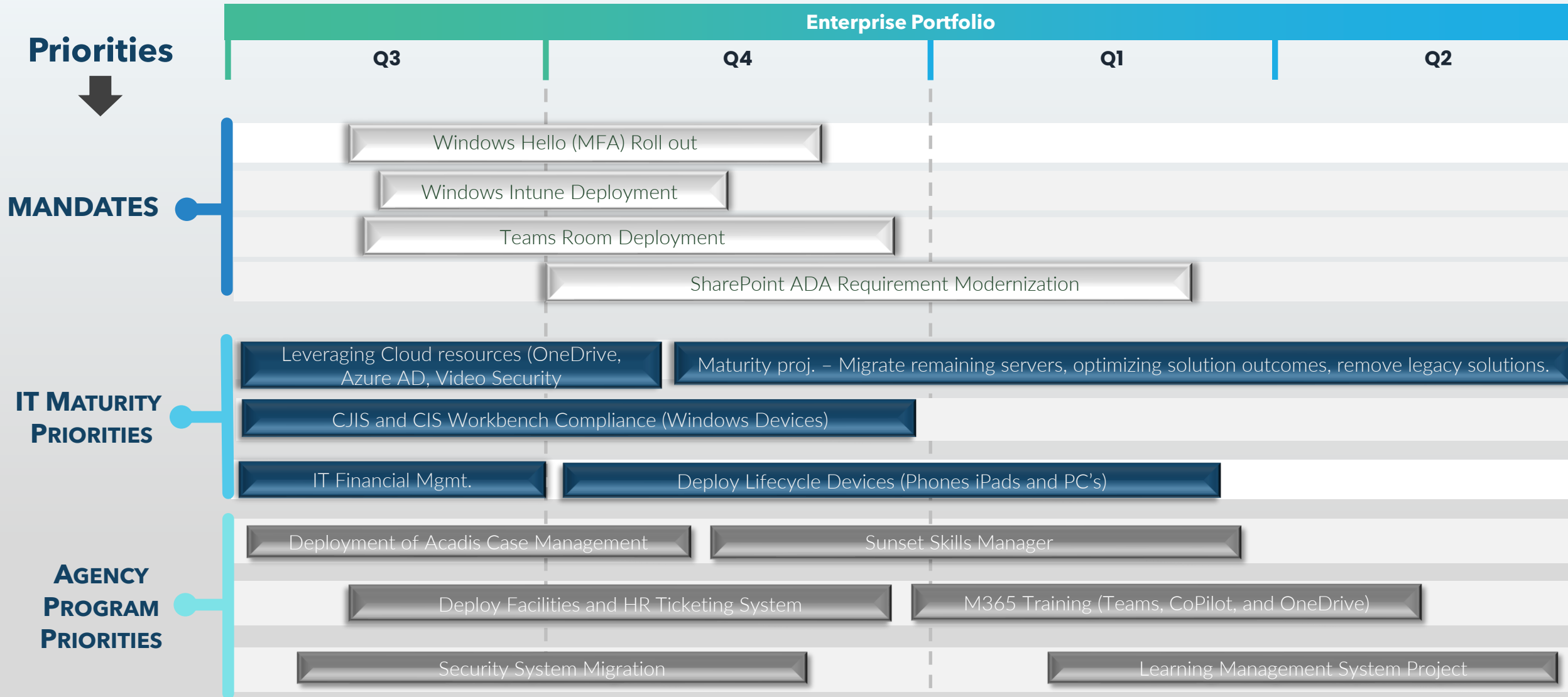


IT Capability Matrix



1-Year Enterprise Roadmap – FY25/26

Technology Dependencies and Enterprise Priorities



IT 4-Year Strategy

IT Strategy is focused on executing on business priorities.

- Focus on Continuous Improvement
- Agile/Waterfall/Hybrid Delivery Models
- Performance Management
- Centralized IT Governance



**STRONG EXECUTION WITH
MODERN GOVERNANCE**



**OPERATIONAL
EXCELLENCE**
(COST, RISK, EFFICIENCY)

- ITIL Service Management
- Strategic Business Partner collaboration
- Optimizing Value Delivery

- Zero Trust Security Infrastructure
- Security Policies and Guidelines
- Application-Level Security
- Privileged Access Management



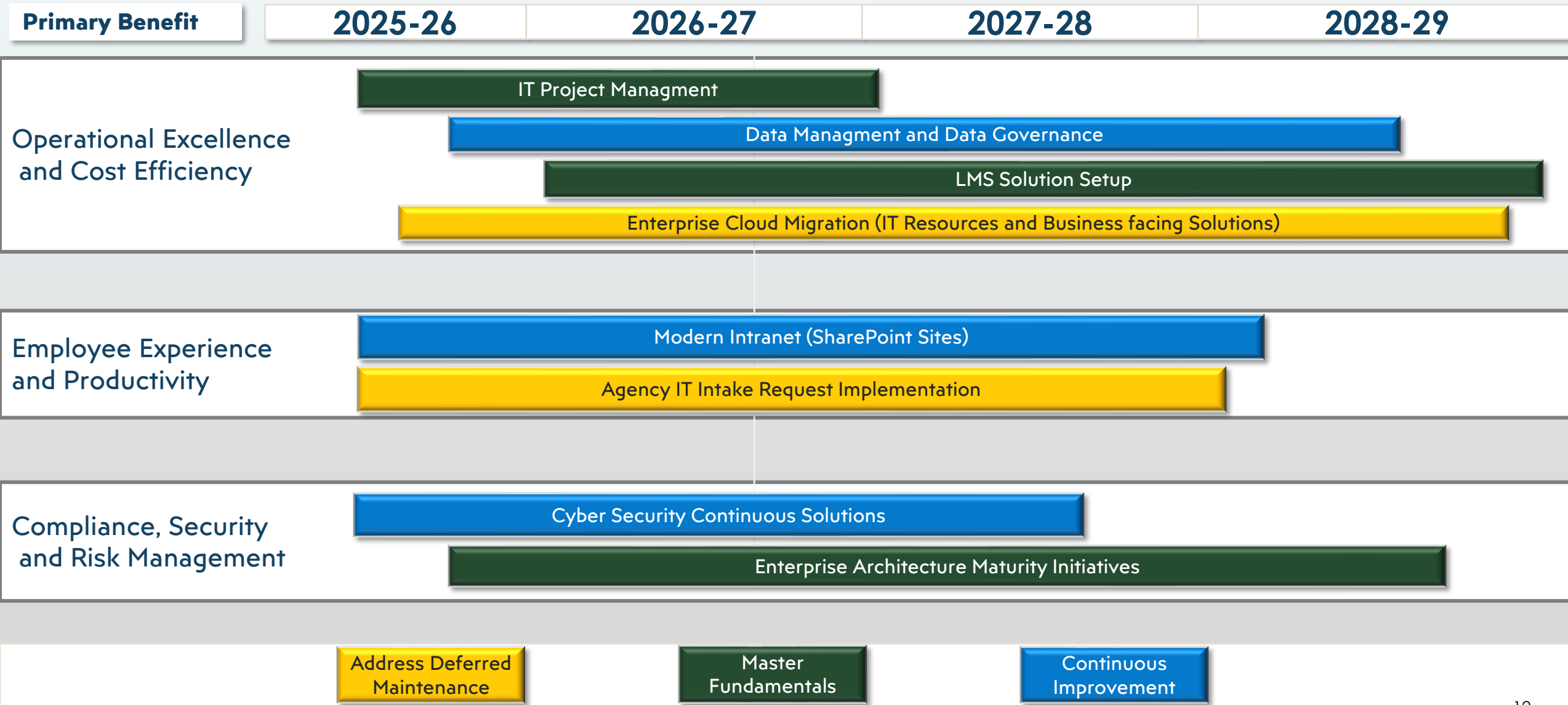
**STRENGTHEN SECURITY TO
EVOLVING NEEDS**



**MODERNIZE
FOUNDATIONAL
CAPABILITIES**

- Cloud solution as a Service Development
- Data Analytics
- Customer Centered Enterprise Architecture

IT 4-Year Roadmap



Performance Measures

Proven Business Outcomes

Enhanced Security and Network Delivery



15% decrease in surface risk and reduce disruption to planned training and improving training outcomes. Provided password manager for staff.

Training Platform Modernization



Collaborated with business partners *to modernize 20% of the classrooms*, established a mobile computer lab, and introduced a second cellphone provider on campus.

Customer Service



We have successfully implemented our IT Service Management (ITSM) system, Freshservice, *resulting in a 10% reduction in staff hours* for help desk operations, logging changes, and managing IT projects.

Optimize IT Infrastructure Delivery

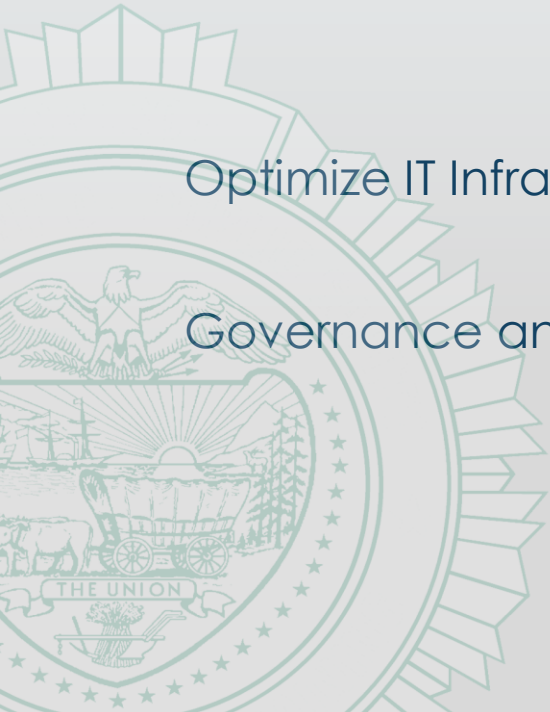


20% reduction in staff hours to manage systems with migration of infrastructure to the data center.

Governance and Compliance



We have updated all agency IT policies to align with current business objectives, legal requirements, and regulatory frameworks. This *initiative resulted in a 20% increase in compliance* with regulatory standards and an improvement in IT governance metrics. Additionally, we have created numerous standard operating procedures for IT staff and comprehensive how-to documentation for business users.





Thank You

Information Services