



## 2016-2020 Strategic Plan

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# Information Technology





# 2016-2020 Strategic Plan

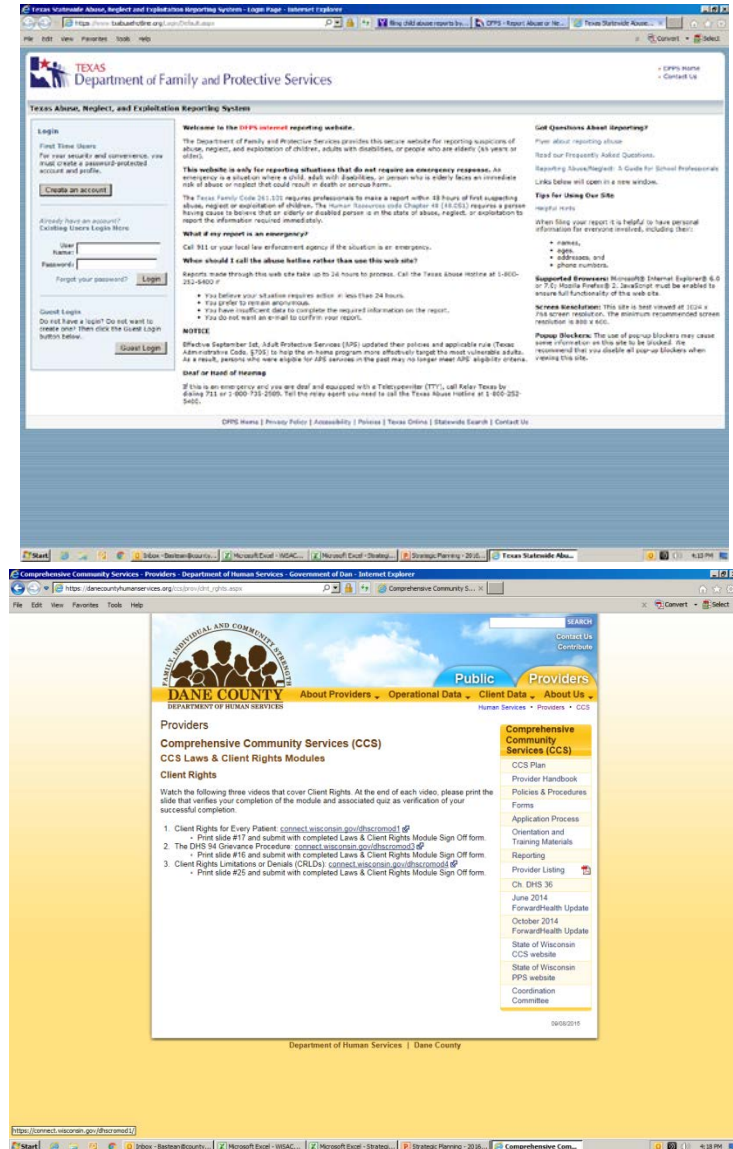


## Internet of Things to Internet of Services

- Movement to being able to conduct business on the Internet – Texas Department of Family and Protective Services allows on-line reporting of non-emergency suspected cases of abuse, neglect, etc. for adults and children; Los Angeles County – Suspected Child Abuse Reporting System (SCAR) for mandated reporters.

## Videoconferencing, Webinars, etc.

- DCDHS Staff are participating more frequently in webinars and video conferences plus creating on-line training for external staff. It is expected this trend will continue.



## DCDHS

- Devices in the field, i.e., I-Pads. Need to replace every 4 years or so.
- Device Management – pending action by DIM. Will be upgrading solution in 2016 or 2017.



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## DCDHS

- Enhance DCDHS Web App to incorporate additional workflow and integration of budget and accounting systems.
- Redesign external web site to make it more user friendly.



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## DCDHS

- Reporting – improve quality and information available.
- Dashboards and data analytics.
- Increased electronic document management.
- User training.



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## Division of Information Management – HS Application Development Support

Component	1997	2015
DIM IT Application Development Staff		
• Application Development Manager (HS Team Lead)	1.0 FTE	1.0 *
• IT Specialists	2.0 FTE	2.0 FTE**
Number of End Users	85	421+
Applications Supported with External Users	No	Yes

\*Application Development Manager - in 2015 has other assignments besides Human Services.

\*\* Currently 1 vacancy.





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## DCDHS IT Support

Component	1997	2015
Systems Coordinator/Data Base Support Supervisor	1.0 FTE	1.0 FTE
HS IT Specialists/Data Base Coordinators	3.0 FTE	5.0* FTE 1 LTE
Number of End Users	85	421+

\* Currently 1 vacancy.



## Feedback from presentations

- EAWS – We need to meet the technological needs of our both high-tech and low-tech customers and staff.
- EAWS – Using new technology to conduct our business such as LiveChat or EBT on mobile devices.
- EAWS – New Call Center Software in late 2016.
- All - Lack of IT resources is an impediment to efficiency and effectiveness of the Department.
- Need for new and better data.
- IT not staffed to meet current or projected needs.

