



**BOARD OF COUNTY COMMISSIONERS
WARREN COUNTY, OHIO**

406 Justice Drive, Lebanon, Ohio 45036

www.co.warren.oh.us

commissioners@co.warren.oh.us

Telephone (513) 695-1250

(513) 261-1250

(513) 925-1250

(937) 425-1250

Facsimile (513) 695-2054

TOM GROSSMANN

PAT ARNOLD SOUTH

DAVID G. YOUNG

**BOARD OF COUNTY COMMISSIONERS
WARREN COUNTY, OHIO**

MINUTES: Regular Session – September 29, 2015

The Board met in regular session pursuant to adjournment of the September 24, 2015, meeting.

David G. Young – present

Pat Arnold South – present

Tom Grossmann – present

Tina Osborne, Clerk – present

- 15-1499 A resolution was adopted to Advertise for Bids for the Little Miami Bike Trail Sewer Improvement Project. Vote: Unanimous
- 15-1500 A resolution was adopted to approve Change Order No. 1 to the Contract with GM Pipeline, for the construction of the Fields Ertel Road Columbia Road Water Main Relocation Project, Purchase Order No. 14370. Vote: Unanimous
- 15-1501 A resolution was adopted to approve Emergency Repair to the Sewer Vector Truck. Vote: Unanimous
- 15-1502 A resolution was adopted to approve Agreement with the Village Network as a Child Placement and Related Service Provider for the Warren County Board of County Commissioners on behalf of Warren County Children Services.
Vote: Unanimous
- 15-1503 A resolution was adopted to approve various Refunds. Vote: Unanimous
- 15-1504 A resolution was adopted to approve a Street and Appurtenances Bond Reduction for M/I Homes of Cincinnati, LLC for completion of performance of construction of improvements and enter into the maintenance Security for Regency Park, Section 9, Block B, situated in Hamilton Township. Vote: Unanimous

- 15-1505 A resolution was adopted to approve a Street and Appurtenances (including sidewalks) Bond Reduction for M/I Homes of Cincinnati, LLC for completion of performance of construction of improvements and enter into the maintenance security for Estates of Hawthorne Manor, Section 4, situated in Hamilton Township. Vote: Unanimous
- 15-1506 A resolution was adopted to approve a Street and Appurtenances (including sidewalks) Bond Reduction for M/I Homes of Cincinnati, LLC for completion of performance of construction of improvements and enter into the maintenance security for Creekside at River's Bend, situated in Hamilton Township. Vote: Unanimous
- 15-1507 A resolution was adopted to enter into Street and Appurtenances Security Agreement with Stoneridge Development, Ltd for installation of certain improvements in Country Brook North, section Ten, situated in Clearcreek Township. Vote: Unanimous
- 15-1508 A resolution was adopted to enter into Street and Appurtenances Security Agreement with Stoneridge Development, Ltd for installation of certain improvements in Country Brook North, Section Eleven situated in Clearcreek Township. Vote: Unanimous
- 15-1509 A resolution was adopted to enter into a Subdivision Public Improvement Performance and Maintenance Security Agreement with Stonebridge Development, Ltd for installation of certain improvements in Country Brook North, Section Ten, situated in Clearcreek Township. Vote: Unanimous
- 15-1510 A resolution was adopted to enter into a Subdivision Public Improvement Performance and Maintenance Security Agreement with Stoneridge Development, Ltd. for installation of certain improvements in Country Brook North, Section Eleven, situated in Clearcreek Township. Vote: Unanimous
- 15-1511 A resolution was adopted to enter into Street and Appurtenances (including sidewalks) Security Agreement with M/I Homes of Cincinnati, LLC for installation of certain improvements in Regency Park, Section 11B situated in Hamilton Township. Vote: Unanimous
- 15-1512 A resolution was adopted to enter into a Subdivision Public Improvement Performance and Maintenance Security Agreement with M/I Homes of Cincinnati, LLC for installation of certain improvements in Regency Park, Section 11B, situated in Hamilton Township. Vote: Unanimous
- 15-1513 A resolution was adopted to enter into Erosion Control Bond Agreement with M/I Homes of Cincinnati, LLC for improvements in Roberts Park, Sections 1B situated in Deerfield Township. Vote: Unanimous

- 15-1514 A resolution was adopted to enter into Erosion Control Bond Agreement with M/I Homes of Cincinnati, LLC for improvements in Roberts Park, Sections 2 situated in Deerfield Township. Vote: Unanimous
- 15-1515 A resolution was adopted to enter into Erosion Control Bond Agreement with Fischer Development Company for improvements in Providence, Section 2 situated in Hamilton Township. Vote: Unanimous
- 15-1516 A resolution was adopted to enter into Erosion Control Bond Agreement with VWC Holdings, Ltd for improvements in the Meadows, Section 2 situated in Clearcreek Township. Vote: Unanimous
- 15-1517 A resolution was adopted to approve the following Record Plats.
Vote: Unanimous
- 15-1518 A resolution was adopted to approve a New Cash Advance from General Fund #101 into STEP Grant Fund #292. Vote: Unanimous
- 15-1519 A resolution was adopted to approve Appropriation Decreases within Various Funds. Vote: Unanimous
- 15-1520 A resolution was adopted to approve Supplemental Appropriation into Health Insurance Fund #632. Vote: Unanimous
- 15-1521 A resolution was adopted to approve Appropriation Adjustment within Children Services Fund #273. Vote: Unanimous
- 15-1522 A resolution was adopted to approve Appropriation Adjustment within Dog & Kennel Fund #206. Vote: Unanimous
- 15-1523 A resolution was adopted to approve Appropriation Adjustment within Juvenile Probation Fund #101-2500. Vote: Unanimous
- 15-1524 A resolution was adopted to approve Appropriation Adjustment within Juvenile Detention Fund #101-2600. Vote: Unanimous
- 15-1525 A resolution was adopted to approve Appropriation Adjustment within Telecommunication Department Fund #492. Vote: Unanimous
- 15-1526 A resolution was adopted to authorize payment of Bills. Vote: Unanimous
- 15-1527 A resolution was adopted to enter into Agreement with Fibertech Networks on behalf of Warren County Telecommunications. Vote: Unanimous

- 15-1528 A resolution was adopted to authorize the posting of the “WIB Operations Coordinator” position, for the Workforce Investment Board, in accordance with Warren County Personnel Policy Manual, Section 2.02(A). Vote: Unanimous

DISCUSSIONS

On motion, upon unanimous call of the roll, the Board accepted and approved the consent agenda.

On motion, bids were closed at 9:00 a.m. this 29th day of September and the following bids were received, opened and read aloud for the Mason Morrow Millgrove Road Drilled Pier Wall for the Warren County Engineer’s Office:

Scherzinger Drilling Harrison, Ohio	\$ 237,915.42
WE Smith Construction Blanchester, Ohio	\$ 235,529.00
SP Drilling & Contracting Milford, Ohio	\$ 248,109.75

Neil Tunison, Warren County Engineer, will review bids for a recommendation at a later date.

On motion, bids were closed at 9:15 a.m. this 29th day of September and the following bids were received, opened and read aloud for the Wilkens Blvd & Deerfield Blvd Traffic signal for the Warren County Engineer’s Office:

Elex Inc. Cincinnati, Ohio	\$ 171,191.00
Capital Electric Company Cincinnati, Ohio	\$ 167,165.99

Bansal Construction Fairfield, Ohio	\$ 154,359.55
Perram Electric Wadsworth, Ohio	\$ 165,612.10
Miller Cable Company Green Springs, Ohio	\$ 150,900.00

Neil Tunison, Warren County Engineer, will review bids for a recommendation at a later date.

Tom Isaacs, Warren County Educational Service Center, was present along with Kim Sellers, Coordinated Care Director, and Kevin Stevens, Clinical Coordinator, to provide an update on Coordinated Care Program.

Mrs. Sellers reviewed the attached PowerPoint providing information relative to the programs.

There was discussion relative to the trend of placements costs going down from 2004 – 2010 and the fact that they have been increasing every year since.

The Board requested additional information relative to placement costs and the criteria that is utilized when determining the type of placement a child will receive.

Matt Nolan, County Auditor, was present along with Ben Clift, Director of IT, and various elected officials and department heads for the report of Afidence IT on the overall assessment and recommendations for Warren County Data Processing.

Trip Bodley, Afidence IT, introduced the consulting team and reviewed the agenda for the meeting.

Commissioner Young reviewed the background of the department and the need for the overall assessment for Commissioner Grossmann.

Mr. Bodley presented the attached PowerPoint presentation reviewing the background, executive summary, priority initiatives, key recommendations and a five year financial impact.

Upon discussion, the Board requested Mr. Nolan to meet with Mr. Clift and Tiffany Zindel, Deputy County Administrator, to review what actions are needed and to create a timeline relative to same.

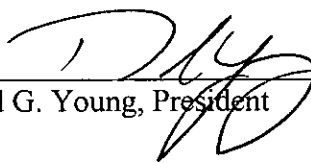
Michael Shadoan, Facilities Management Director, was present along with Matt Nolan, County Auditor, to review and discuss a memorial being located on the campus for Nick Nelson, former County Auditor and war veteran.

Mr. Shadoan presented a rendering of a tree he is proposing to be placed adjacent to the pond, below what used to be Nick's office, along with landscaping and an engraved memorial stone.

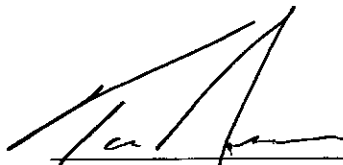
Mr. Shadoan stated the proposed cost of the project to be \$2,500 in materials and stated the design will blend well with the current landscaping.

There was discussion relative to a proposed date for the dedication. It was determined that Tuesday, November 10, 2015 (the day before Veterans Day) will be the proposed dedication ceremony with Mr. Nelson's family, county employees and loved ones being invited.

Upon motion the meeting was adjourned.



David G. Young, President

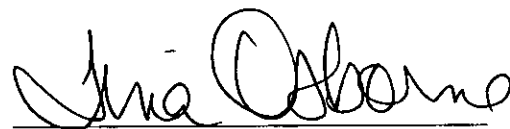


Tom Grossmann



Pat Arnold South

I hereby certify that the foregoing is a true and correct copy of the minutes of the meeting of the Board of County Commissioners held on September 29, 2015, in compliance with Section 121.22 O.R.C.



Tina Osborne, Clerk
Board of County Commissioners
Warren County, Ohio



Warren County
Educational Service Center



COORDINATED CARE

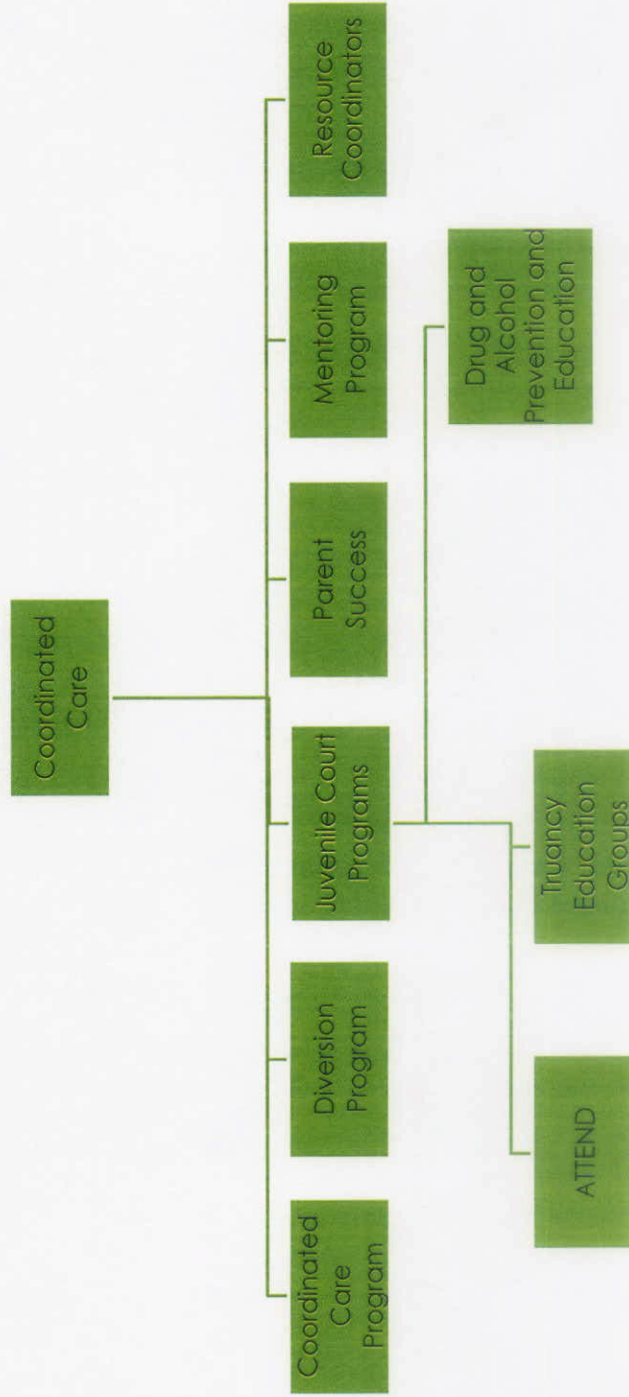
Coordinated Care Program

Warren County ESC

Kim Sellers, MSW, LISW-S, CTS
Program Director

Kevin Stevens, M.Ed, LSW
Clinical Committee Coordinator

Coordinated Care Programs



Goal: To support children and their families in their community, control the number of children in residential placement, and to reduce the length of time of those placed in residential treatment.

Three types of children served:

- High Risk
- Multi-need/multi-systemic
- At Risk

Coordinated Care

Coordinated Care coordinates Warren County's Clinical Committee and provides intervention and services to children and families.

Serves as a "gate keeper" for Clinical Committee referrals:

Screening/assessment

- Multi-systemic (Juvenile Court, BDD, Mental Health, Children Services)

- Least restrictive options implemented first; includes WRAP-around services

- *Note: Rehabilitation vs. Habilitation

Intensive Home-Based/School Based Services

The Coordinated Care Team provides intensive home-based services to multi-need children who are at high risk for residential placement or who have returned to the home. Services include:

- Home-based and school based therapy
- Intensive Case Management
- Monitoring
- Case Planning
- Behavior Management
- Intensive school contacts/communication

Youth Outcome Questionnaire
(YOQ-30.2)

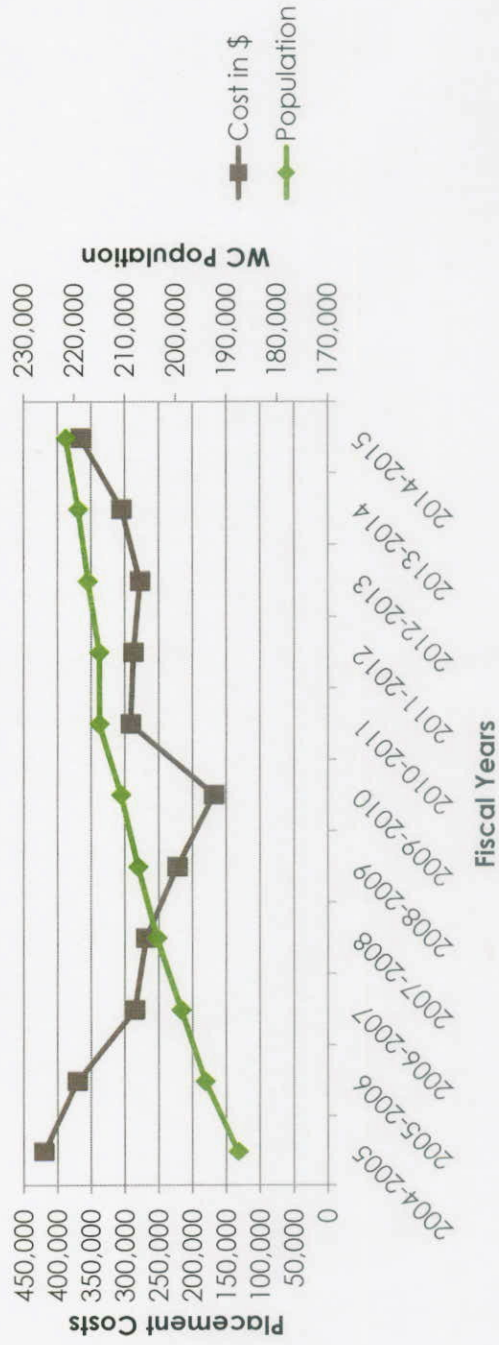
- The Youth Outcome Questionnaire-30.2 assesses overall psychosocial functioning and monitors treatment progress among youth between the ages of 5-17 years of age.
- Includes critical items to alert clinicians to potential high-risk behaviors (i.e. suicide, substance abuse)

Trends

- ↑ in disrupted adoptions (RAD)
- ↑ in grandparents raising their grandchildren
- Kids getting “sicker” (coming to us **younger**, more intense issues, longer placements)
- ↑ in fighting/violence/bullying among girls
- ↑ Autism Spectrum Disorders (diagnosis of)

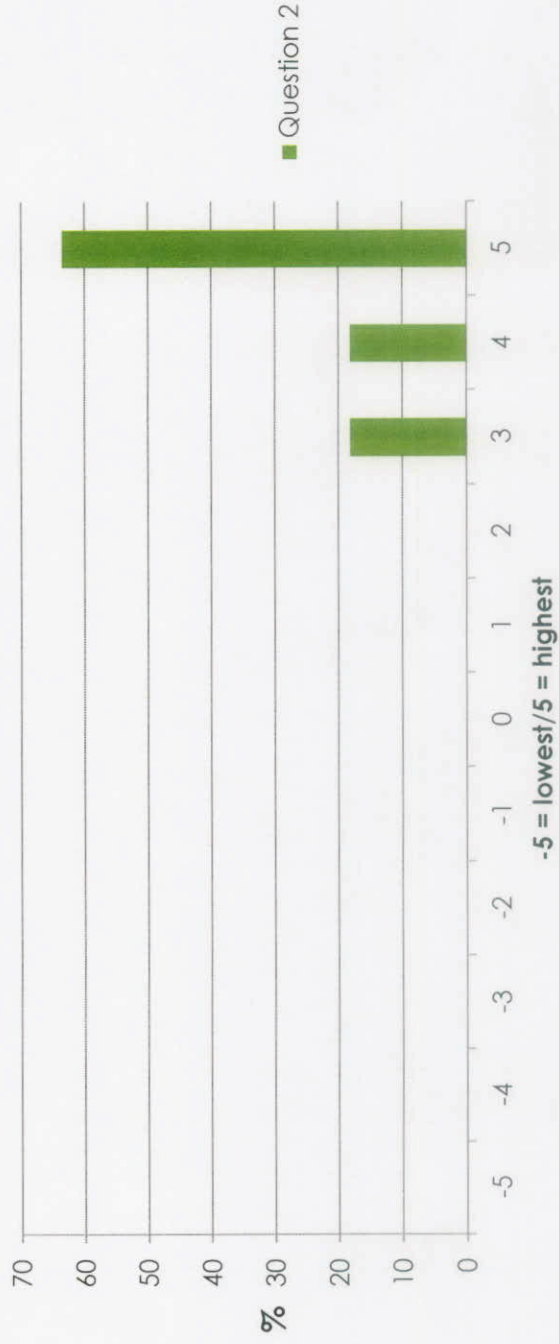
Clinical Committee Placement Costs

Clinical Committee Placement Costs/Population Growth Warren County 2001 - June 30 2015



Outcomes

Please rate the services you have received from the Coordinated Care Program



Diversion Program

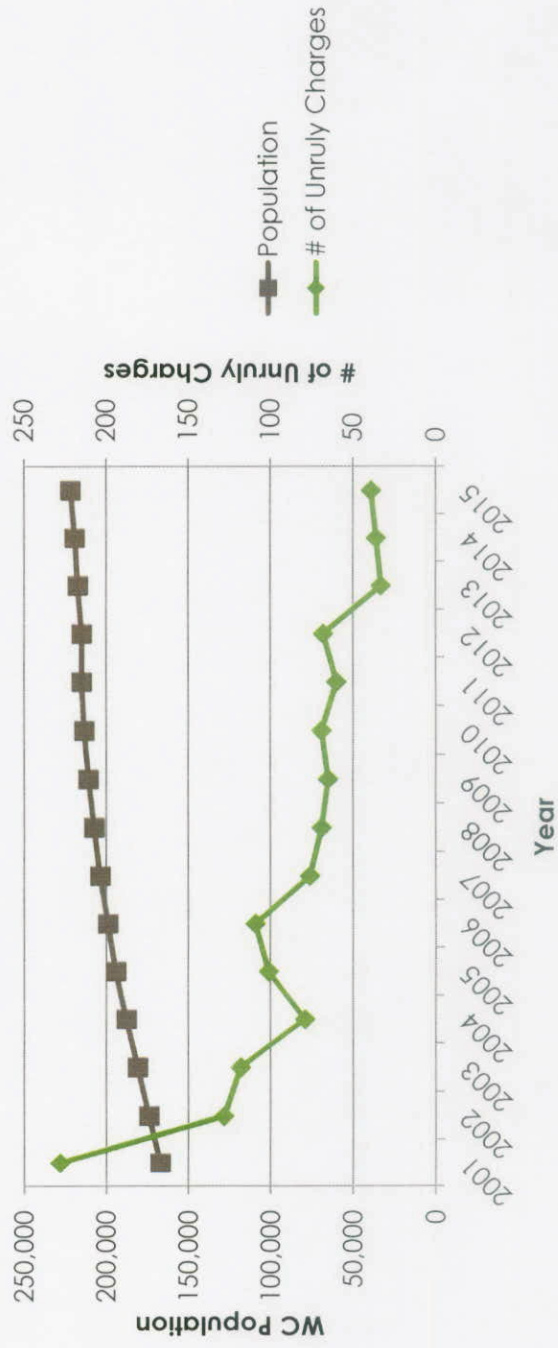
Unruly children threaten family stability by creating relationship difficulties within the home and possible economic difficulties due to parents missing work to address home and school problems

Strategies used to address Unruly behavior:

- Parent-child mediation
- Parent training
- Behavior management (i.e. life choices, anger management, drug and alcohol education)
- Home visits
- School visits
- Connection to the school for parents
- Attendance at court hearings (written court reports)
- Support in finding and completing community service

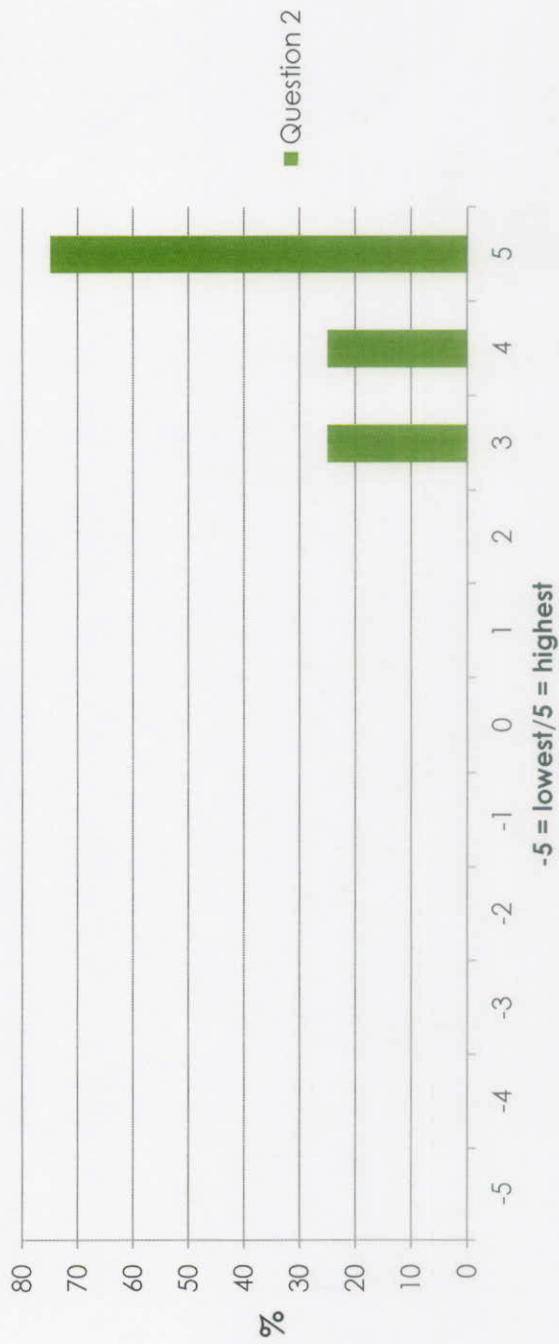
Unruly Filings-Diversion Program 2000-2015

Unruly Filings Diversion Program 2000-2015



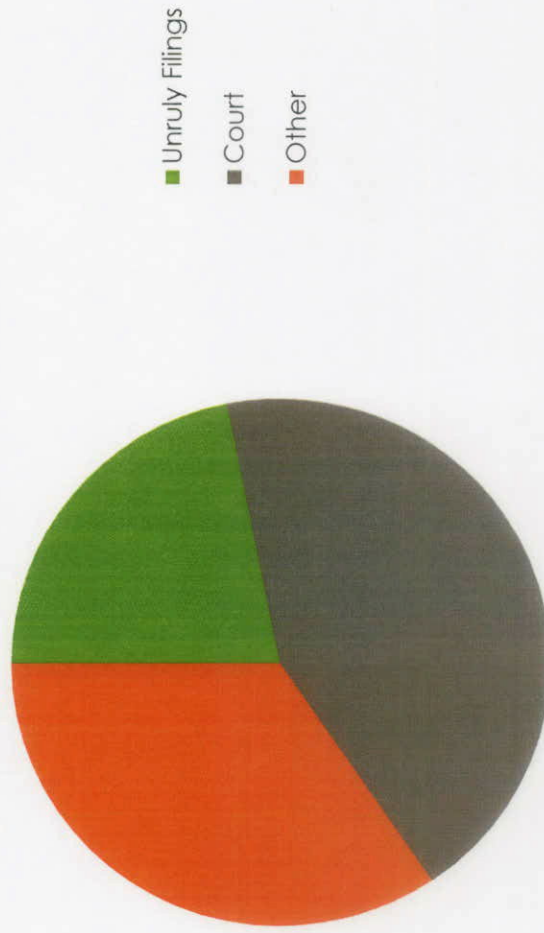
Outcomes

Please rate the services you have received from the Diversion Program



Referral Sources

**Referral Source by percentage
July 1, 2013-June 31, 2015**



Kevin Stevens
Warren Co. Educational Service
Center

Warren Co. Clinical Committee

Warren Co. Family And Children
First Council

Responsibilities of Warren Co. Clinical Committee

- Serve multi-systemic youth and their families between the ages of 0-21
- Serve youth whose needs are not being met through traditional services
- Service youth who are at risk for residential placement and or risk to self or others
- Review service coordination youth on a monthly basis
- Make accessible supervisors/decision makers from county agencies
- Review youth in residential placement or at risk of residential placement

Family Clinical Teams

- All direct line service providers
- School
- Mental Health Provider
- Probation Office
- Service Coordinator from DD
- Children Services

Clinical Committee Members

- Family And Children First Council
- Warren Co. Juvenile Court
- Warren Co. Children Services
- Warren Co. Bd. Of Developmental Disabilities
- Mental Health Recovery Services of Warren and Clinton Counties
- Coordinated Care
- Solutions Community Counseling & Recovery Centers

Core Values of Clinical Committee/Family Clinical Team

- Help Meet The Needs of individuals and families to enable them to stand on their own
- Residential should only be used as a last resort
- All team members should have a voice in decision making
- Parents/guardian need to be responsible for their children

Why Service Coordination???

o **It Works!!**

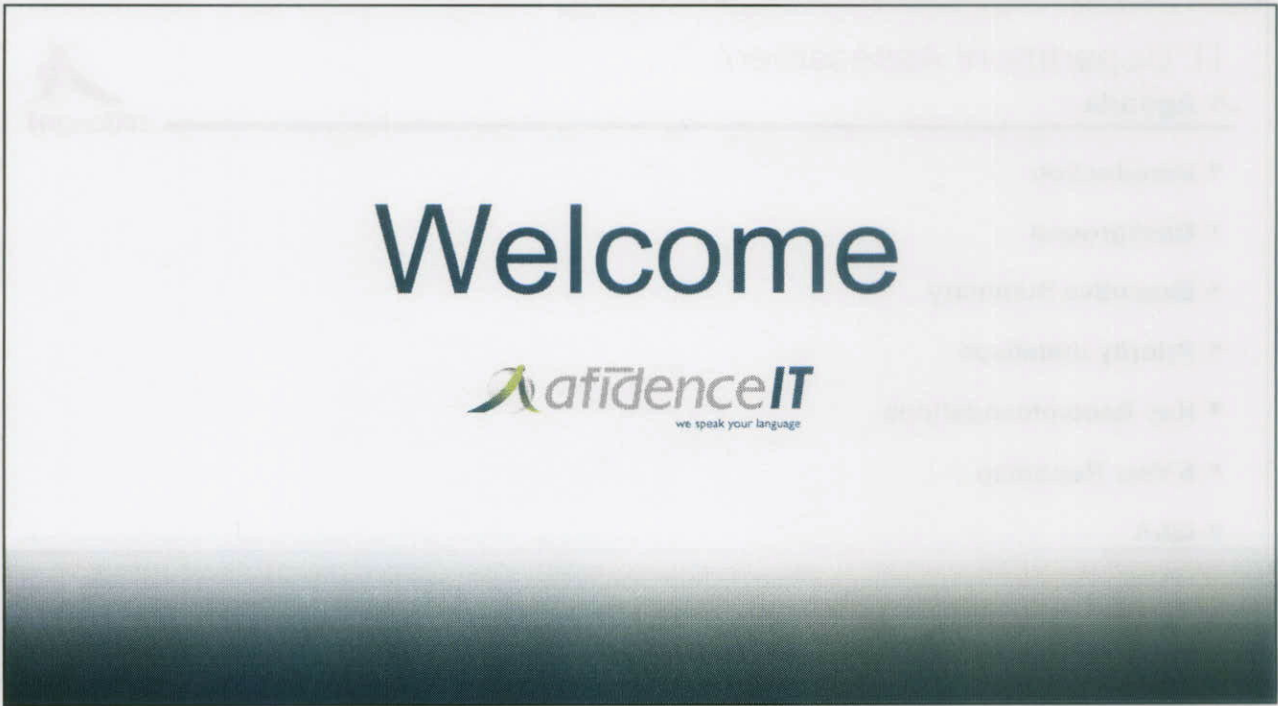
What Worked

- Expanded Intensive Mental Health Services that are home based
- In 1998 the creation of the John K. Lazares Alternative School
- In 1999 the creation of the Warren Co. Learning Center

Pooled Fund Model

- Each County agency is equally financially committed
- Helps remove potential controversies over financial matters
- Pays for residential treatment
- Pays for specialized services
- Can be used for respite services

Questions?



IT Department Assessment

Agenda



- Introduction
- Background
- Executive Summary
- Priority Initiatives
- Key Recommendations
- 5 Year Roadmap
- Q&A

© AfidenceIT | www.afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Introduction



Consulting Team

- Bryan Hogan, President
- Trip Bodley, Consulting Director
- Tom Dietrich, Manager - Technology Delivery
- Tom Webster, Manager - Service Delivery

Ohio-Based IT Consulting & Services Firm

- Started in 2001
- Over 35 Fulltime Employees
- Over 75 Active Clients

Core Operating Philosophies

- Long-Term Trusted Relationships
- Hiring & Retaining the Best People
- Giving Back to Our Community



© AfidenceIT | www.afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Background



Timeline

- Approved Agreement via Resolution 15-0488
- Conducted Between 5/15/2015 – 8/31/2015

Purpose of Assessment

- Creating a New Future
- Departure of Key Leadership
- Mitigating Risk

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Background



Warren County IT Department Overview

- **Organization Structure**
 - 3 Teams (Web/Development, GIS and Support)
 - 24 Positions (includes 6 open positions)
 - Director and Assistant Director
- **Scope of Services**
 - Approximately 50 County Departments
 - Approximately 1,165 County Employees
- **Governance**
 - Governed by the County Data Processing Board
 - Directed by County Auditor (Chief Administrator)
 - Established by resolution of the Board of County Commissioners
 - Created by statute (R.C. §307.84)

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Background



Afidence Assessment Method

- **Three Pronged Approach**

- IT Department Review (Systems, Processes, Documentation, etc.)
- County Alignment Review (Business Priorities, Feedback on IT, etc.)
- Comparable County Alignment Review

- **Areas of Analysis**

- People (Role, Responsibilities, Skills, etc.)
- Process (Operations Management, Risk Management, etc.)
- Technology (Availability, Manageability, Supportability, etc.)
- Strategy (Business Alignment, Architecture, Measures, etc.)

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Executive Summary




Executive Summary

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Executive Summary




Notable Quotes

- *"Support helps a lot. They are responsive, patient, and friendly" ~ Board of Elections*
- *"We put out fires instead of planning and spend time manually working around existing processes when technology should serve to automate them" ~ CSEA*
- *"Constantly going in and out of screens to get the data I need" ~ Clerk of Courts*
- *"It would be nice if we could do work electronically" ~ Building Department*
- *"Would like to see IT own the budget for computers, give us what we need, and keep us out of the purchase process." ~ Domestic Relations*
- *"No project has ever met the deadline (when a date is actually committed to)" ~ Auditor's Office*
- *"This is the way it was always done" ~ Recorder's Office*
- *"It's time to move forward" ~ Juvenile Court*

© AfidenceIT | www.afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment


Executive Summary



Strengths

- Dedicated, Appreciated IT Staff
- Willingness to Improve
- Resident-Oriented Attitude
- New Leadership

SWOT Analysis



Weaknesses

- Obsolescing Technology
- Documentation
- Higher Cost per Resident
- Communication
- Performance Management

Opportunities

- Strategic/Advisory Approach
- Project Management
- Increased Business Alignment
- Standardization
- Training and Support

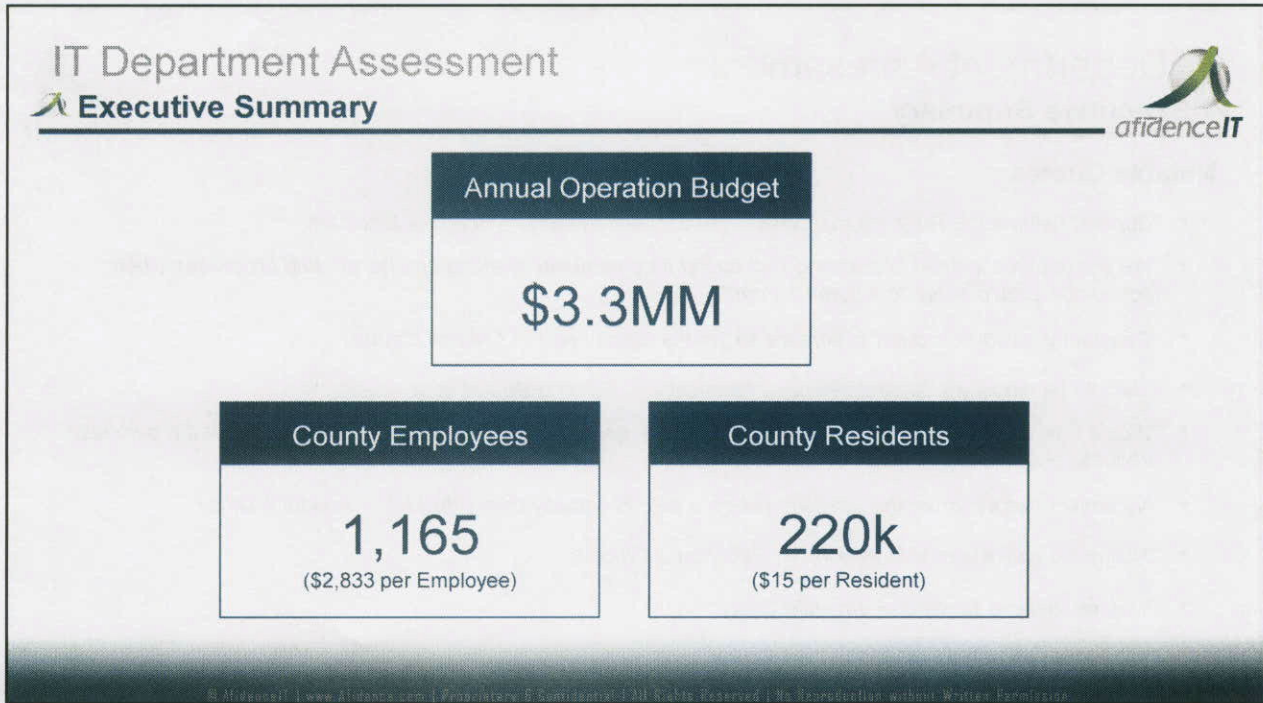
IT Culture

- Build Before Buy
- Strong Loyalty
- Improving Morale
- Siloed Organization Structure
- No Formal Goals
- Fear of Future
- Reactive

Threats

- Flight Risks
- Disaster Recovery Planning
- Understaffed
- Autonomous Elected Offices

© AfidenceIT | www.afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission



IT Department Assessment

Executive Summary

COUNTY COMPARISON

High Level Overview

County	IT Budget	Population	Total County Employees	Total IT Staff (w/o GIS)	IT Budget / Resident	IT Budget / Employee	Buy v. Build
Butler	\$2,000,000*	375,000	1,700	20.5	\$5	\$1,176	Buy/Customize
Delaware	\$1,046,000*	190,000	1,178	9	\$6	\$888	Buy/Customize
Warren	\$3,300,000	220,000	1,165	24	\$15	\$2,875	Build

* Includes Telecom

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Executive Summary



COUNTY COMPARISON

IT Staffing Comparison

County	IT Budget	Staff			Total IT Staff (w/o GIS)	Buy v. Build
		Dev	Support	Management		
Butler	\$2,000,000*	6.5	11	3	20.5	Buy/Customize
Delaware	\$1,046,000*	3	5	1	9	Buy/Customize
Warren	\$3,300,000	13	8	3	24	Build

* Includes Telecom

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Priority Initiatives



Priority Initiatives

Priority Initiative	Impact	Timeline	Resources

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Priority Initiatives



Transform IT to Strategic/Advisory Partner to the County

- Creates productivity improvement opportunities throughout the county.
- Increases long-term systems integration (departments engage IT for all technology initiatives)
- Improves business alignment and communications
- Could change the role of the board

Move from Build First Mentality to Buy/Customize Mentality

- Lowers long-term costs around developing and supporting custom systems
- Minimizes the risks associated with dependencies on any one individual
- Addresses skill gaps when trying to support current systems that are built on obsolete technologies

Increase Focus on Technology-Related Risk Management

- Disaster Recovery
- Security
- Unsupported Systems

© AfidenceIT | www.afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Priority Initiatives



Potential 5-Year Financial Impact

Component	Description	5-Year Financial Impact
Development Costs	Lowered long-term costs around developing & supporting custom systems	\$4,230,000 (40%)
Productivity	Cost Savings from productivity increases throughout the county	\$11,250,000 (4%)
Totals		\$15,480,000

© AfidenceIT | www.afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Priority Initiatives



Decreased Support Costs (Over 5 Years)

Component	Description		Cost	
	Current	Future	Current	Future
Web / Development	13 Developers 1 Manager	5 Developers 1 Manager	\$6,580,000	\$2,350,000
Infrastructure Support	7 Engineers 1 Manager	7 Engineers 1 Manager	\$3,760,000	\$3,760,000
Total	22 FTEs	14 FTEs	\$10,340,000	\$6,110,000

Note: Assumes \$94,000 loaded cost per employee
*Based on 2014 staffing/budget

\$ 4,230,000 Decrease (-40%)

Increased Productivity

Component	Description		Cost Savings	
	Current	Future	1-Year	5-Year
County-wide Productivity	189 Residents per County Employee (1165 Employees)	200 Residents per County Employee (1107 Employees)	\$2,250,000	\$11,250,000

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment


Key Recommendations




Key Recommendations

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment



Key Recommendations




IT Transformation and Culture Shift


Recommendation	Description	Financial Impact	Business Impact	Level of Complexity	Overall Priority
Consultative Approach	Shift from systems-oriented to a proactive, strategic-advisory approach to IT delivery	Low	High	Medium	High
Training and Support	Train and deploy IT staff as consultants to evaluate, implement, and support technology	Low	High	Medium	High
Nimble Infrastructure	Implement and utilize technologies that improve responsiveness and support scalability (i.e. virtualization)	High	High	Medium	High

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment



Key Recommendations



Business Alignment

Recommendation	Description	Cost Impact	Business Impact	Level of Complexity	Overall Priority
Annual Meetings	Conduct annual strategy and budget planning meetings (IT Leadership Team)	Low	High	Low	High
Telecom	Merge IT and Telecom	Low	High	Medium	High
Quarterly Meetings	Conduct quarterly collaboration meetings between IT Leadership/Departments	Low	High	Low	High
Centralize IT	Consider moving IT Department under County Administrator (vs. DP Board / Auditor)	Low	High	Low	Medium

Other

- Project Tracking
- Standardized Communications
- Customer Feedback

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Key Recommendations



Technology Recommendations

Recommendation	Description	Financial Impact	Business Impact	Level of Complexity	Overall Priority
Network Refresh	Continue refresh of network and firewall devices	Medium	High	Medium	High
Legacy Applications	Identify and replace high-impact legacy systems	High	High	High	High
Legacy Applications	Identify and replace low-impact legacy systems	High	Med	High	High
Unsupported OS	Replace Unsupported Operating Systems (XP, Windows 2003)	High	High	High	Medium
Security	Bi-annual third-party security assessment	Low	High	Low	High
Security	Bi-annual security remediation	Low-Medium	High	Medium	High

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Key Recommendations



Process Standardization

Recommendation	Description	Cost Impact	Business Impact	Level of Complexity	Overall Priority
Data Processing Board	DP Board provides policy-making function	Low	High	Medium	High
Lifecycle Roadmap	Implement a technology strategy and lifecycle roadmap	Low	Medium	Medium	High
Budget Management	IT manages department technology budgets	Low	High	Low	High
Service Management	Implement a system to track and report on incidents, requests, and changes	Medium	High	Medium-High	High
Service Level Agreements	Define and document standard support processes and service levels	Low	High	Low	High
Technology Procurement	Establish list of pre-approved technology that comply with standards to ease tech purchasing	Low	High	Low	High

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Key Recommendations



Disaster Recovery

Recommendation	Description	Financial Impact	Business Impact	Level of Complexity	Overall Priority
Critical Services	Document step-by-step plans to recover services in the order of criticality	Low	High	Medium	High
Disaster Recovery Preparation	Secure necessary hardware and/or services for Disaster Recovery plan	Medium-High	High	Medium	High
Disaster Recovery Testing	Develop and test successful use of DR Process	Low-Medium	High	Medium	High

© AfidenceIT | www.afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment

Key Recommendations



People

Recommendation	Description	Cost Impact	Business Impact	Level of Complexity	Overall Priority
Performance Management	Implement performance management practices (feedback, goal setting, job design)	Low	High	Low	High
Cross-Training	Systematically cross-train staff to reduce dependencies on specialized skills	Low	High	Medium	High
Technology Training	Require and implement technology specific training before technologies are deployed	Low	High	Low	High

© AfidenceIT | www.afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment
5 Year Roadmap



5 Year Roadmap

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission

IT Department Assessment
5 Year Roadmap



Actions	2015	2016	2017	2018	2019
IT Transformation and Culture Shift		■	■		
Business Alignment	■	■			
Technology Recommendations	■	■	■	■	■
Process Standardization		■	■		
Disaster Recovery	■	■	■		
People	■	■	■		

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission



QUESTIONS / THOUGHTS / COMMENTS



Wrapping it Up

© AfidenceIT | www.Afidence.com | Proprietary & Confidential | All Rights Reserved | No Reproduction without Written Permission



Thank you . . .
We consider it a privilege to have the opportunity to serve you!

Trip Bodley
trip.bodley@afidence.com

513.234.5822
www.afidence.com