

Information Technology Survey Results

Action Plan

	Deliverable	Description	Delivery Method	Frequency	Owner	Audience
Effective Communication among Departments SCORED 32%	Deliever information to IT staff. Outreach to external departments.	Have productive staff meetings to deliver information and County direction and initiatives. Develop Program Management Office that will be able to reach out to external departments on a regular basis to establish open communication and partnerships.	Meetings or Monthly IT Newsletter.	Monthly/Qrtly	Richard Area Managers Supervisors PMO BA	IT Team County Departments
New Employee orientation provides all the information needed to effectivley start my job. SCORED 21%	Training/Standard Operating Procedures for new and current employees.	Major job functions within a department will have SOP's "booklet" and a basic training structure for all new employees.	Booklet or Knowledgebase	Available to employees at all times	Area Managers and Supervisors	All IT staff
Senior Management frequently visits my departments SCORED 21%	CIO "face time" with staff.	CIO will visit IT areas.	Impromptu meetings	Monthly	Richard	All IT staff