Notes

BTS CIO Goals and Measures Sub-Committee		
10.24.2018	2:30 pm – 3:35 pm	Tax Collector Conf. Room
Note taker	Jeff Rohrs, BTS	
Attendees:	Karen Seel (Commissioner) Ken Welch (Commissioner) Charles Thomas (Tax Collector) Jason Malpass (Sheriff) Rachel Panter (Tax Collector) Jeff Rohrs (BTS)	

Introductions:

Brief introductions were made. Commissioner Welch suggested that we organize the subcommittee with a chair and vice-chair. Charles Thomas was selected as chair, and Jason Malpass was selected as vice-chair. There was a brief discussion around the purpose of the sub-committee and it was established that the goal was to create meaningful and measurable goals and Key Performance Indicators (KPI) for the BTS Chief Information Officer (CIO). These goals should include strategic objectives.

Tax Collector Demonstration:

Ms. Panter and Mr. Thomas demonstrated the processes and tool used by the Tax Collector's office to track and report on strategic objectives and measures.   During the demonstration, it was discussed that the Tax Collector's office tracks 1125 metrics that roll up to a scorecard of 37 metrics that tie back to organizational goals. They used customer surveys to determine what was important, and then turned them into KPI's. Benchmarking, surveying and management experience were all inputs in developing the key metrics for the office. The Tax Collector's office currently uses a software tool called ASE to track and report on all the metrics. They are developing requirements for a new product next year in 2019.

Discussion on CIO Goals:

BTS has approximately forty metrics used internally that may be able to be used or modified to become KPI's. Mr. Thomas expressed an interest in having strategic goals established and measured using Time, Scope, and Resources (TSR). He also offered a couple of executive level goals:

1) Well trained workforces
2) Infrastructure/System Uptime
3) Customer Service/ Help Desk
4) Security

These could be used as starting points for sub-measures.

Next Steps:

It was decided that Mr. Rohrs would establish a task force to develop a survey of potential measures/KPI, and the survey would be sent to BTS Board members, appointing authorities, and the Technology Steering Cooperative (TSC). The task force would at a minimum include Rachel Panter (Tax Collector), Jason Malpass (Sheriff), Jeff Rohrs (BTS) and other subject matter experts as needed. No timeline was established for the survey.