



## BOARD OF COMMISSIONERS

# AGENDA REQUEST & STAFF REPORT

**MEETING DATE:** May 5, 2025

**SUBJECT:** Department Performance Measures Updates for FY 25 Q3

**BACKGROUND AND POLICY IMPLICATIONS:**

Three departments have been selected to provide updates on progress made during FY 25 Q3 on selected performance measures that fall under the County Goals and Objectives of **Service Delivery**.

**Assessor's Office:**

**Objective:** Service Delivery - Ensure quality service delivery through the use of innovative technology and systems.

**Performance Measure:** Percentage of tax statements mailed by Oct. 25.

**Target:** True

**Q3 Update:** True

**Objective:** Service Delivery - Ensure quality service delivery through the use of innovative technology and systems.

**Performance Measure:** Written approval by the Department of Revenue for the Assessor's Certified Ratio Study.

**Target:** True

**Q3 Update:** In progress

**Objective:** Service Delivery - Ensure quality service delivery through the use of innovative technology and systems.

**Performance Measure:** Written certification from the Department of Revenue approving the County Assessment Function Assistance (CAFFA) program.

**Target:** True

**Q3 Update:** In progress

**Information Technology:**

**Objective:** Service Delivery - Ensure quality service delivery through the use of innovative technology and systems.

**Performance Measure:** Engage with all departments/offices to initiate dialogue on implications of cybersecurity incidents by conducting tabletop exercises.

**Target:** 20

**Q3 Update:** Value – 7. We have been actively engaging with department heads to

participate in our tabletop exercise initiative. Five departments have already signed up, and we successfully completed one exercise. We encourage ongoing participation to enhance our collaborative preparedness efforts.

**Objective:** Service Delivery - Ensure quality service delivery through the use of innovative technology and systems.

**Performance Measure:** Adopt the appropriate Microsoft licensing required for County operations. Consolidate tools and add resources to maximize the value of investment and increase security.

**Target:** 100

**Q3 Update:** Value – 80. Due to the current challenges in filling the Cloud Administrator position and recent staffing changes, we are in the process of reassessing the timeline for the mobile device management project.

**Objective:** Service Delivery - Ensure quality service delivery through the use of innovative technology and systems.

**Performance Measure:** Implement and adopt an ITSM platform to manage and deliver IT services for the County.

**Target:** True

**Q3 Update:** In the pursuit of implementing and adopting an IT Service Management (ITSM) platform tailored for county operations, we have completed the initial round of vendor showcase meetings. From these sessions, five vendors have been identified for deeper evaluation. These selected vendors will provide demonstrations specifically designed to address our organizational needs, assisting us in choosing the most effective ITSM solution.

## **Veterans' Services:**

**Objective:** Service Delivery - Support and promote Deschutes County Customer Service "Every Time" standards.

**Performance Measure:** Continue to provide services within a 10 day wait period.

**Target:** 10

**Q3 Update:** Advocate for Veterans with integrity, respect, and timely service.

## **BUDGET IMPACTS:**

No anticipated budget impacts.

## **ATTENDANCE:**

Jen Patterson, Strategic Initiatives Manager

Scot Langton, County Assessor

Vojta Borovian, Manager, IT Operations

Zach Neemann, Manager, Information Security

Sean Kirk, Manager, Veterans' Services