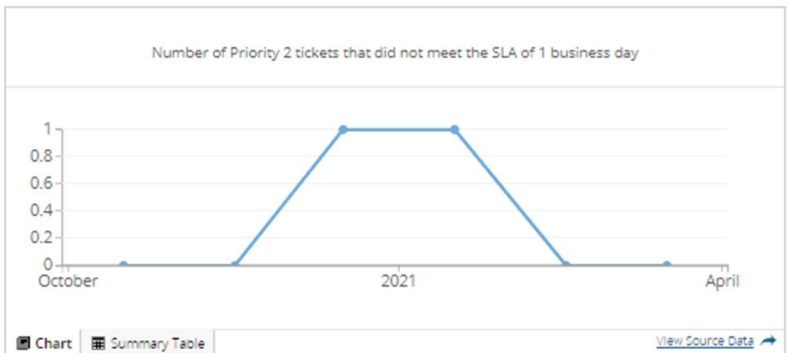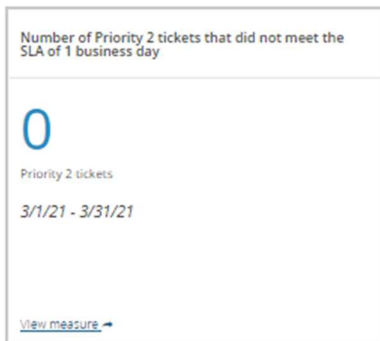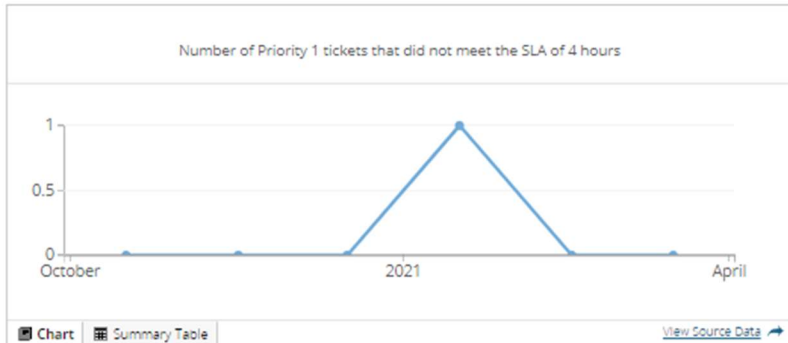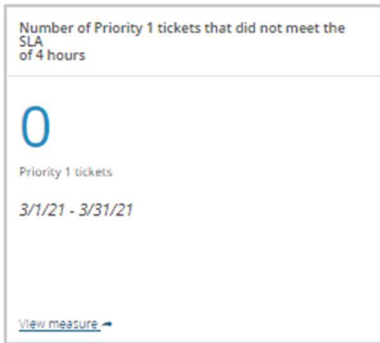# Office of Technology and Innovation

Purpose

The Office of Technology and Innovation (OTI) is responsible for providing information technology and business application/software services to all departments under the County Administrator. OTI was created in FY18 by realigning positions from Business Technology Services (BTS). OTI staff provide both custom application development and business support services, and also leads the County's commercial off-the-shelf (COTS) vendor-supported system implementations. OTI also provides data integration services and a variety of business support services such as process mapping, change management, governance support, and application portfolio management. OTI is looked upon to research, recommend, and implement innovative solutions that foster increased business productivity to its internal customer departments.

Number of Priority 1 tickets that did not meet the SLA of 4 hours
0
Priority 1 tickets
3/1/21 - 3/31/21
View measure →

Number of Priority 1 tickets that did not meet the SLA of 4 hours

Chart | Summary Table   View Source Data →

Number of Priority 2 tickets that did not meet the SLA of 1 business day
0
Priority 2 tickets
3/1/21 - 3/31/21
View measure →

Number of Priority 2 tickets that did not meet the SLA of 1 business day

Chart | Summary Table   View Source Data →

Implement Sea Level Rise Capital Planning Tool	Complete ADA Compliance	Create Countywide IT Strategic Plan
60 Percent Complete *3/1/21 - 3/31/21* ✓ **On Track** View measure ➜	**85** Percent Complete *3/1/21 - 3/31/21* ✓ **On Track** Target 100 May 2021 View measure ➜	**20** Percent Complete *3/1/21 - 3/31/21* ✓ **On Track** View measure ➜
Implement Accela; Consumer Protection	Implement Accela; Animal Services	Implement Accela; Contractor Licensing Department
30 Percent Complete *3/1/21 - 3/31/21* ✓ **On Track** View measure ➜	**30** Percent Complete *3/1/21 - 3/31/21* ✓ **On Track** Target 100 May 2021 View measure ➜	**30** Percent Complete *3/1/21 - 3/31/21* ✓ **On Track** Target 100 April 2021 View measure ➜

Accomplishments

Implement the OTI Strategic Plan	Implement Accela Civic Platform; BDRS
Ended **100** Percent Complete *4/1/20 - 4/30/20* Completed Target 100 June 2020 View measure ➜	Ended **100** Percent Complete *8/1/20 - 8/31/20* ✓ Completed Target 95 August 2020 View measure ➜