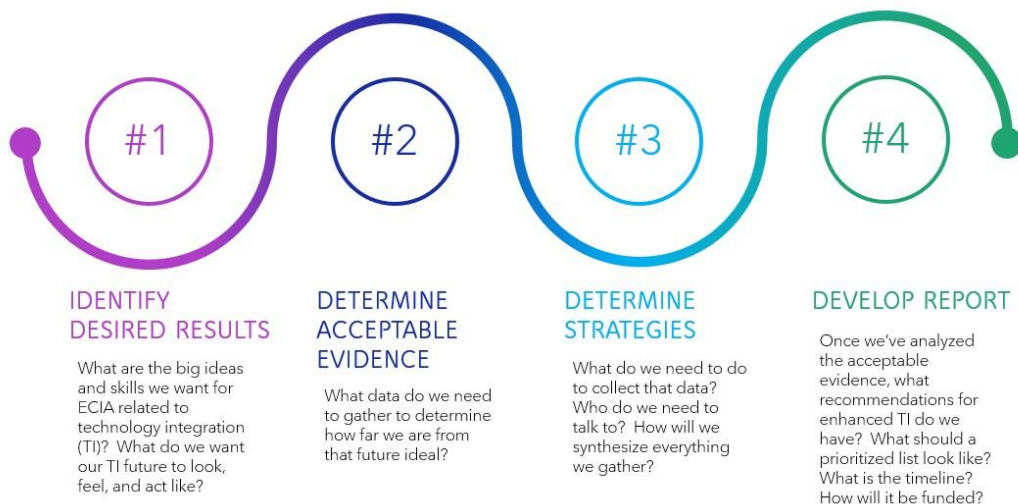# ECIA Technology Integration Evaluation

## Context

In today's fast-paced digital landscape, it is imperative for organizations to routinely evaluate their technology integrations to ensure alignment with operational goals and industry standards. When existing systems are outdated, they often lack compatibility with modern tools, leading to redundancies that create unnecessary complexity. These inefficiencies not only inflate operational costs but also consume valuable time that could be better spent on strategic initiatives. A thorough evaluation of current technology infrastructures can reveal critical gaps and streamline processes, ultimately enhancing productivity, reducing expenditures, and positioning the organization for sustainable growth and innovation. ECIA is embarking on an evaluative process to review current systems and ultimately recommend enhancements to the organization's technology resources and practices. Together, we can build a stronger ECIA through strategic, thoughtful, and inclusive technology integration.

This evaluation is based on a Backwards Design model:



**#1**

**IDENTIFY DESIRED RESULTS**

What are the big ideas and skills we want for ECIA related to technology integration (TI)? What do we want our TI future to look, feel, and act like?

**#2**

**DETERMINE ACCEPTABLE EVIDENCE**

What data do we need to gather to determine how far we are from that future ideal?

**#3**

**DETERMINE STRATEGIES**

What do we need to do to collect that data? Who do we need to talk to? How will we synthesize everything we gather?

**#4**

**DEVELOP REPORT**

Once we've analyzed the acceptable evidence, what recommendations for enhanced TI do we have? What should a prioritized list look like? What is the timeline? How will it be funded?

# ECIA Technology Integration Evaluation

## #1 Outcomes

### System Integration and Operational Efficiency

**System Cohesion & Efficiency**
- ECIA operates a cohesive, integrated technology environment where all systems work efficiently together to support agency-wide operations through seamless file sharing and a universal platform that supports collaborative, cross-departmental work.

**Operational Time Savings**
- Integrated technology solutions streamline internal systems and processes - resulting in measurable time savings and improved productivity.

**Security & Safety**
- Technology systems are designed to protect ECIA, its employees, and the public, maintaining high standards of data security and operational safety.

### Organizational Culture, Usability, Empowerment, and Staff Engagement

**Organizational Commitment**
- All ECIA staff demonstrate commitment to continuous improvement in technology integration, recognizing its role in achieving the organization's mission.

**Responsive Leadership**
- ECIA leadership ensures technology decisions are informed by the diverse and evolving needs of its employees, ensuring that systems align with user needs, learning styles, and expectations.

**Employee Empowerment**
- ECIA employees are confidently empowered by clear communication and user-friendly platforms to use technology effectively, provide feedback, and recommend future improvements to enhance organizational workflow.

### Innovation and Future Readiness

**Innovation & Leadership**
- ECIA is recognized as a regional leader in technology innovation and integration, serving as a model for other organizations, counties and communities.

**Future-Readiness**
- ECIA proactively monitors, tracks, and evaluates emerging technologies that align with its mission and vision.

# ECIA Technology Integration Evaluation

## Sustainability, Cost Control, and Strategic Focus

**Cost Efficiency & Sustainability**
- ECIA implements cost-effective, environmentally sustainable solutions by maximizing paperless processes and minimizing redundant systems.

**Adaptability & Control**
- ECIA focuses resources on internal and adaptable systems while strategically integrating with required reporting systems, ensuring overall operational efficiency.

# ECIA Technology Integration Evaluation

## #2 Acceptable Evidence

### Departmental and subject area technology systems to be included in the evaluation:

"All departments"

Hardware

Human Resources

Payroll

Accounts Receivable/Accounts Payable

Grant tracking

Utility billing

Housing (new system?)

Fleet management (not RTA)

Microsoft Office suite

Phone system

Report Writer

Laserfiche

Ventures – Loan Tracking

Servers

Adobe

All forms

ArcGIS Pro

Neighborly (LEAD)

TransCAD

Meeting rooms

Cybersecurity

Government systems

# ECIA Technology Integration Evaluation

Acceptable Evidence to Measure Each Outcome:

**System Cohesion & Efficiency -** ECIA operates a cohesive, integrated technology environment where all systems work efficiently together to support agency-wide operations through seamless file sharing and a universal platform that supports collaborative, cross-departmental work.
- The presence of 1 system for easy and seamless file sharing
- Creation of a policy for governance of filing procedures.  Staff know and effectively implement the governance structure.
- Committee generates an inventory of duplicative software programs and systems
- There is a reduction in the number of spreadsheets that are used to track departmental finances
- ECIA's system is compatible and easily exported to independent auditors secure portals.

**Operational Time Savings -** Integrated technology solutions streamline internal systems and processes - resulting in measurable time savings and improved productivity.
- The amount of time that it takes Finance staff to process payroll (assume reduction from baseline)
- The amount of time IT staff spends on technical assistance each week (assume reduction from baseline)
- The amount of time Chistine M spends on meter reads and utility billing adjustments (assume reduction from baseline)
- The amount of time Finance staff spends on cost allocation reporting (assume reduction from baseline).

**Security & Safety -** Technology systems are designed to protect ECIA, its employees, and the public, maintaining high standards of data security and operational safety.
- Multi-factor Authentication (MFA) is efficient and consistent
- ECIA's office suite system is secure (via firewall, etc.) and passes testing by a third-party vendor
- Cyber training is offered monthly covering a breadth of cyber security issues
- ECIA has internal controls established to ensure the safety of financial transactions
- ECIA offers cyber security training and guidance to its clients, upon request
- IT staff are up-to-date with cyber security training and certifications
- ECIA staff are able to discern between valid and phishing emails as a result of cyber security training.

# ECIA Technology Integration Evaluation

**Organizational Commitment -** All ECIA staff demonstrate commitment to continuous improvement in technology integration, recognizing its role in achieving the organization's mission.
- ECIA staff transition to new systems and are familiar with governance structure

**Responsive Leadership -** ECIA leadership ensures technology decisions are informed by the diverse and evolving needs of its employees, ensuring that systems align with user needs, learning styles, and expectations.
- Training on new systems and transitions is varied and responsive to different modalities (visual, graphic, demonstrative, 1:1)
- IT staff have time to tailor technical assistance to individual needs
- Annual survey measure staff comfort with technology integrations
- Leadership recognizes digital natives and leverages their knowledge and skills to mentor/assist others in the organization

**Employee Empowerment -** ECIA employees are confidently empowered by clear communication and user-friendly platforms to use technology effectively, provide feedback, and recommend future improvements to enhance organizational workflow.
- Step by step instructions are offered in a variety of formats for all transitory activities
- Technology Integration expectations and deadlines are clearly stated in writing for all staff
- Pre-testing with a pilot group is completed to troubleshoot implementation issues before agency-wide implementation of technology improvements
- Training on new systems and transitions is varied and responsive to different modalities (visual, graphic, demonstrative, 1:1)
- The TI Steering Committee creates multiple opportunities for staff feedback, evaluates the input, and follows up on suggestions and requests.
- Questions on staff survey measure staff comfort and confidence with technology integrations.

**Innovation & Leadership -** ECIA is recognized as a regional leader in technology innovation and integration, serving as a model for other organizations, counties and communities.
- ECIA has as a collaborative relationship with other COGs for continuous technology integration advancements
- Member communities seek technical assistance from ECIA
- ECIA shares experience with technology evaluation and integrations with groups upon request

# ECIA Technology Integration Evaluation

**Future-Readiness -** ECIA proactively monitors, tracks, and evaluates emerging technologies that align with its mission and vision.

- IT staff proactively seek learning opportunities through conferences, newsletters, and industry specific vendors and websites

**Cost Efficiency & Sustainability -** ECIA implements cost-effective, environmentally sustainable solutions by maximizing paperless processes and minimizing redundant systems.

- Technology integrations are within the agency's annually approved budget
- ECIA evaluates and reduces redundant systems
- TI steering committee evaluates the purchase of paper, toner, and other printing costs each year and suggests targets for reduction
- Staff time spent on redundant or inefficient practices is reduced

**Adaptability & Control -** ECIA focuses resources on internal and adaptable systems while strategically integrating with required reporting systems, ensuring overall operational efficiency.

- ECIA's systems produce reports in compatible formats with state and federally required systems
- ECIA staff are given sufficient time, training, and support to confidently use required reporting systems