
**DOUGLAS COUNTY ADMINISTRATIVE
POLICIES AND PROCEDURES**

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SUBJECT: TECHNOLOGY STEERING COMMITTEE (TSC)

- I. PURPOSE:** Successful technology development, deployment and maintenance should be judged by how well it meets the needs of the departments, citizens and businesses of Douglas County. Therefore, the County will evaluate its technology based on service levels, value to the program areas, total cost of ownership, and the availability of one-time and ongoing resources.

Technology governance will be used to direct and control the County's technology assets and resources (staff, hardware, software, and network) while allowing executive management to address issues such as alignment of technology with business objectives, mitigation of technology risks, and ensuring a return on investment for technology expenditures.

While it is the basic responsibility of the Technology Services Department to provide an effective technology infrastructure, it is critical that technology be deployed through a collaborative relationship and governance process. The organization established by Douglas County for this purpose is the Technology Steering Committee (TSC).

II. POLICY AND PROCEDURES:

A. ROLES AND RESPONSIBILITIES

The TSC is responsible for:

1. Making decisions on project requests and prioritizing projects while ensuring that technology projects and directions align with the Board of County Commissioner's priorities and with County business strategies.
2. Reviewing and approving technology standards, policies, and protocols, and ensuring that County departments adhere to them.
3. Ensuring the County stays current regarding innovative and breakthrough technologies where practicable given available resources.
4. Reviewing and approving recommendations from technology sub-committees and departments.

B. MEMBERSHIP

The TSC membership consists of:

Member	Role	Agency
County Manager (or Designee)	Committee Chair	<i>County Manager</i>
Chief Financial Officer	Committee Vice-Chair	<i>Finance</i>
Human Resources Director	Voting Member	<i>Human Resources</i>
District Attorney (or Designee)	Voting Member	<i>District Attorney's Office</i>
Elected	Voting Member	<i>Elected Official</i>
Manager	Voting Member	<i>Town Manager</i>
Director	Voting Member	<i>Department Director</i>
Chief Technology Officer	Ex-Officio	<i>Technology Services</i>

Representation on the Committee by an Elected Official, a Town Manager, and a Department Director will rotate every two years. At the end of the term the County Manager will solicit and select new members to sit on the committee.

C. MEETING FREQUENCY

1. The TSC will generally meet every two months and as needed during the implementation of major initiatives.
2. Meetings will occur following the last Internal Review Committee meeting every other month.

D. MEMBER RESPONSIBILITIES

1. Members are responsible for full participation in the TSC by providing informed input, making decisions, and supporting (through advocacy, communication, and action) decisions of the TSC.
2. Members must ensure that potential new technology investments are presented to the TSC in a timely manner to ensure that technology resources are committed to the highest priority efforts.
3. Members are responsible for assessing the value of the technology investments that impact their program areas and prioritizing those investments across the enterprise.

4. Members will ensure that their departments implement adequate departmental procedures, architecture, security, including backup/recovery and disaster preparedness, and comply with the standards and policy decisions of the TSC.
5. Members must consider the enterprise impact of all decisions, including the reuse of existing systems.
6. Members will support the tactical strategies and plans of the Chief Technology Officer once the TSC has reached consensus on each activity.
7. Members and their departments will follow the County's approved technology processes, policies and standards.

E. TSC CHAIR RESPONSIBILITIES

1. The TSC Chair is responsible for facilitating all TSC activities, including reaching consensus on final decisions regarding project approval and resourcing.

F. CHIEF TECHNOLOGY OFFICER RESPONSIBILITIES

1. The CTO is a formal member of the TSC, and attends TSC meetings. The CTO's role at TSC meetings is that of advice and counsel to the Committee, with the responsibility to inform and educate Committee members so that they can subsequently make appropriate decisions/recommendations.
2. The CTO is responsible for maintaining a resource management system that will allow the County to determine the cost of technology investments, determine when there are resource constraints, and develop strategies for providing adequate resources.
3. The CTO, in collaboration with County departments, will develop and propose a set of key performance indicators (effectiveness measures) to measure technology systems operational performance.
4. The CTO will provide an updated monthly Technology Project Status report to the TSC.

G. PROJECT SUBMITTAL PROCESS

1. All new Technology Projects must be submitted to the TSC Chair as part of the annual budget request process.
2. All new Technology Projects must include a Business Case and Justification when submitted to the TSC for approval.
3. Presentations for new project requests will be scheduled as part of the budget process and/or when projects are brought forward outside of the normal process.

H. DECISION PROCESS

1. Decisions are reached by consensus of a quorum of the members of the TSC, which is defined as a decision that everyone can live with after a complete

airing of differing viewpoints. A quorum is defined as 50% +1 of the members.

2. Consensus is achieved through discussion, not voting. It is a unanimous understanding of, and agreement to, support a decision. Once the TSC has reached a decision, the decision is documented and shared with impacted managers and staff. If consensus cannot be reached, the County Manager will determine the final disposition.

I. OTHER RULES OF OPERATION

1. Agendas will be distributed at least three (3) business days before the meetings.
2. Meeting notes (of significant decisions and action items) will be distributed to committee members within ten (10) business days of each meeting. All corrections to the notes must be submitted by the end of the subsequent meeting.

III. RESPONSIBILITY FOR REVIEW: The Chief Technology Officer shall review this policy as needed or at least once every four (4) years.