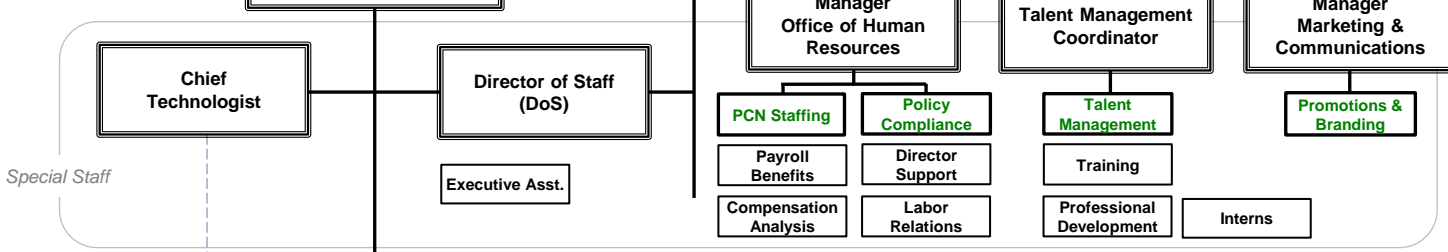




Harris County Universal Services

Executive Director & Chief Information Officer



SIG Strategic Initiatives Group Future Planning

Provides strategic planning and future concepts direction in order to translate the Executive Director's goals, visions, and initiatives into practice.

SIG Strategic Initiatives Group Court Agenda

Provides strategic direction to the Executive Director on all matters of the court agenda and coordinates court agenda itinerary.

Harris County Universal Services "The CIO Enterprise"

Enterprise solutions are designed to integrate multiple facets of a company's business through the interchange of information from various business process areas and related databases. These solutions enable companies to retrieve and disseminate mission-critical data throughout the organization, providing managers with real-time operating information.

Gartner Priorities Navigator

Enterprise Strategy, Business Model & Operating Model Strategic planning, business model, operating model, and related processes.	Products, Services, & Product Mgmt. Product lifecycle management, product development, and product support.	Customer/Client Customer relationship management, customer service, and customer support.	Operations & Assets Operational excellence, asset management, and asset optimization.	Enterprise Talent & Work Mgmt. Talent management, workforce planning, and employee engagement.	Innovation & Disruption Innovation management, digital transformation, and business model innovation.	Strategic Risk Mgmt. Risk management, compliance, and business continuity planning.
Stakeholder Engagement & Communications Stakeholder engagement, communication, and public affairs.	Performance Mgmt. & KPIs Performance management, key performance indicators, and business intelligence.	IT Financial & Value Mgmt. IT financial management, IT value management, and IT cost optimization.	IT Financial & Value Mgmt. IT financial management, IT value management, and IT cost optimization.	IT Financial & Value Mgmt. IT financial management, IT value management, and IT cost optimization.	IT Financial & Value Mgmt. IT financial management, IT value management, and IT cost optimization.	IT Financial & Value Mgmt. IT financial management, IT value management, and IT cost optimization.
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Harris County Universal Services "The Services"
Provides oversight of software outsourcing to maintain a range of processes and functions to improve operations and maximize funds. Includes IT Infrastructure and Cybersecurity.

Enterprise Support Services: Simplifies the County's complex technology support ecosystems by delivering superior customer experiences; and provides end-to-end support of internal fiscal processes. Includes Customer Service, General Administration, and Business Operations.

Enterprise Business Solutions: Maximizes the integration of a company's business processes from within existing business software applications and related databases. Includes Business Applications and Public Safety Technology.

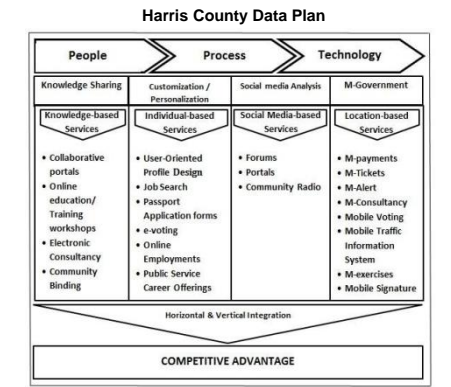
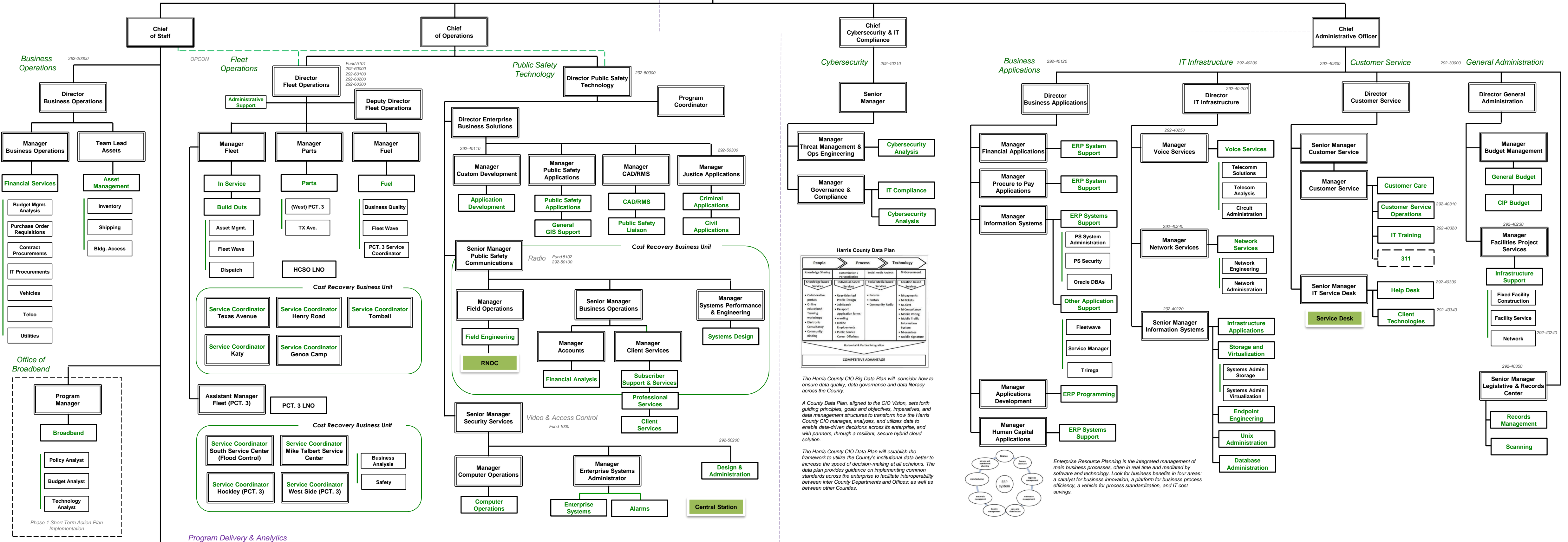
Fleet Service: Provides in-service maintenance and fuel services. Consists primarily of preventative maintenance and custom law enforcement build-outs resulting in safe, reliable vehicles for supported agencies throughout the entire life cycle of the vehicle.

ADCON

ADCON

CoS provides direction and oversight

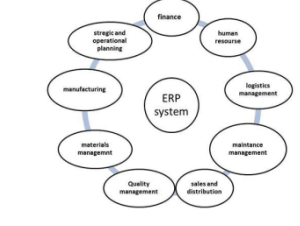
CoA provides direction and oversight



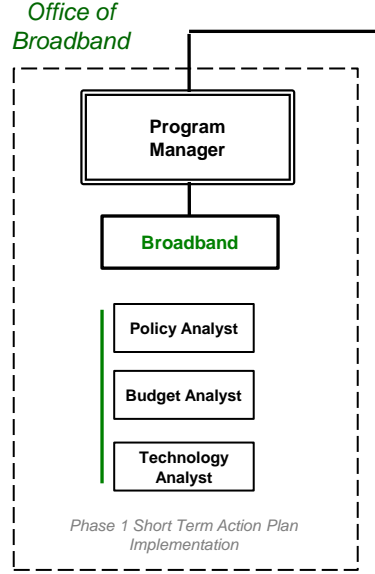
The Harris County CIO Big Data Plan will consider how to ensure data quality, data governance and data literacy across the County.

A County Data Plan, aligned to the CIO Vision, sets forth guiding principles, goals and objectives, imperatives, and data management structures to transform how the Harris County CIO manages, analyzes, and utilizes data to enable data-driven decisions across its enterprise, and with partners, through a resilient, secure hybrid cloud solution.

The Harris County CIO Data Plan will establish the framework to utilize the County's institutional data better to increase the speed of decision-making at all echelons. The data plan provides guidance on implementing common standards across the enterprise to facilitate interoperability between inter County Departments and Offices; as well as between other Counties.

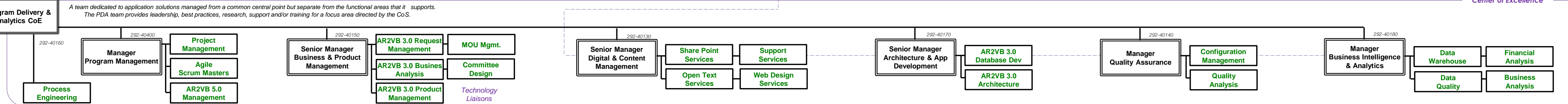


Enterprise Resource Planning is the integrated management of main business processes, often in real time and mediated by software and technology. Look for business benefits in four areas: a catalyst for business innovation, a platform for business process efficiency, a vehicle for process standardization, and IT cost savings.



Program Delivery & Analytics

A team dedicated to application solutions managed from a common central point but separate from the functional areas that it supports. The PDA team provides leadership, best practices, research, support and/or training for a focus area directed by the CoS.



Center of Excellence