IT Director - 2023

Who We Are: A team to help IOT meet its internal business operations goals by providing support for the internal technology needs and goals of IOT.

Our Mission: To assure IOT's internal technology needs and goals are being met effectively and efficiently.

Department: 493001

Manager: Steve Edwards

Formed: December 2021

What We Do:
- Help provide enterprise visibility into our business operations and service delivery metrics.
- Support the IOT Transparency Portal
- Determine business needs, processes and requirements for tools and systems that provide executive visibility into our IOT processes and activities.
- Support IOT's technology needs in our shared office environment such as TV screens and monitors throughout the floor, and appropriate meeting collaboration tools in conference and focus rooms.
- Serve as primary point of contact for IOT's device refresh initiatives.
- Provide a team of Business Systems Consultants to serve as resources for projects managed by the IOT PSC as well as IOT Operational Teams.

    This team will work on various phases of information systems analysis. They will consider the technical and business implications of the application of technology and/or improved processes to the current and future business environment.

    Typical functions provided by this team include:
    - Assisting with process documentation and process improvement efforts
    - Assisting with general quality improvement efforts
    - Supplementing the PSC in various roles as needed

Our Products: No specific products

Our Metrics: No specific metrics

Our Customers: IOT Employees

Past Major Accomplishments:
- Salesforce implementation at IOT
- IOT Conference Room / Focus Room Technology Upgrades
- Digital Signage HW/SW Upgrade for 5th Floor IGCN

Current Projects:
- Improve IOT Employee Onboarding/Offboarding process
- IOT workstation risk mitigation
- Increase IOT Transparency Portal engagement