DEPARTMENT OF ENVIROMENTAL QUALITY
OFFICE OF INFORMATION TECHNOLOGY

FY 2007 GOALS – END OF YEAR REPORT

I.   ENVIRONMENT

Provide support to DEQ for their mission to safeguard human health and quality of life by protecting and enhancing the environment

STATUS: The Utah Department of Technology Services (DTS) has successfully given technical support to the Utah Department of Environmental Quality (DEQ) to succeed in their mission.

II.   CUSTOMER SERVICE

1.   Provide exceptional technical service to all our customers.

   a.   We will reinforce that IT is still an integral part of DEQ to solve business issues and enhance the productivity of every DEQ employee.

   b.   We will strive to be recognized for our communication skills.

   c.   We will encourage and support activities to ensure that divisions and offices work together to resolve problems and address issues.

   d.   Recognize successful collaborative problem solving.

   e.   Strive to continue consolidation of technical infrastructure for coordination of cross-media environmental information.

   f.   Encouragement of sharing and coordinating of Divisional information to the public as well as other Divisions.

STATUS: DTS has successfully been integrated into all levels of DEQ management. This has allowed the IT staff to become an important part of solving technical issues and problems for DEQ. The IT staff continues to bring technical solutions as well as be a coordinator and facilitator for data exchange between parties.

DTS has taken an enterprise approach to each Division's as well as DEQ's technical needs.

2.   In the course of doing business we will measure our customer satisfaction.

   a.   What else do they need from us?

b.   Have customers seen a change? Is it going the right way?

c.   Have we shared feedback?

d.   Are we meeting your needs and expectations?

STATUS: DTS is beginning to measure each area of customer satisfaction. This is beginning with a detailed Service Level Agreement which is in draft form and will be finalized by June, 2008.

3.   "Go the extra mile" to help DEQ be successful

a.   Ensure prompt response customer needs. Follow up.

b.   Not be reactive, but rather, proactive to the technology needs of DEQ.

STATUS: DTS IT staff is consistently evaluated very high in customer satisfactions surveys.

4.   Develop and implement customer technology training for Department.

a.   Utilize the investment in the DEQ training room.

b.   Train employees in the efficient and proper use of technology resources.

STATUS: DTS has been offering technical training to DEQ staff for 3-4 months. Many classes have been offered on-site for DEQ employee convienience.

5.   Provide Department-wide and Division specific application development as assigned by the EIMI Coordination Council.[EIMI]

Measures:

1.   Measure the DEQ employee's satisfaction and programmatic needs.

2.   Customers accept our recommendations and solutions

3.   DEQ employees are utilizing technology to effectively manage their programmatic responsibilities and regulations.

STATUS: The Utah Department of Technology Services has successfully been developing and maintaining applications to help administer environmental programs. Priorities for this work are set by the EIMI Coordination Council.

III.   STATE-BASED REGULATION OF ENVIRONMENTAL PROGRAMS

Support the DEQ position of primacy for environmental programs by enhancing the ability to use technology in solving regulation issues.

STATUS: DTS has successfully supported primacy through technical support to the Utah Department of Environmental Quality to assist them succeed in their mission.

IV.   PARTNERSHIP WITH FEDERAL, STATE, LOCAL AND TRIBAL GOVERNMENTS

As needed, participate in State/EPA processes and ECOS efforts to reinforce federal/state partnerships to coordinate technology and programmatic needs. We will support the EPA NEIEN project though our work plan for NODE development.

Measures:

Work with various agencies (Federal, State and Local) to participate in the CDX project and meet all goals and objectives to flow environmental data through the DEQ node.

STATUS: The Utah Department of Technology Services has successfully been working on CDX data flows through the DEQ NODE.
As of 12/31/07, DEQ has four certified exchanges (FRS, SDWIS, TRI & NEI), has three data exchanges in development (AEI, AQS, UIC) and two planned (RCRA, WQX).

V.   EMPLOYEES

1.   Recognize good work of employees in the Office of IT as well as other offices and divisions. Provide feedback to employees on quality work - be proactive.

2.   Utilize Quality Council to provide direction and support inter-operability.

  a.   Implement Quality Council communication recommendations, communicate progress to employees.

  b.   Properly communicate plans, ideas, direction and needs from the Quality Council to the Office of Information Technology for implementation.

3.   Continue to support leadership development efforts.

4.   Provide opportunities for training and professional development.

a. Identify training and professional developments needs in performance plans for all employees.

Measures:

1. Maintain regular bi-weekly staff meetings.

2. Maintain regular bi-weekly manager meetings

3. Continued participation in Leadership Development.

4. Properly reward employees with available resources.

STATUS: ***DTS has met all measures in this area.***

VI. ENHANCE POLICYMAKERS' UNDERSTANDING OF ENVIROMENTAL ISSUES

Support DEQ's position and efforts

STATUS: ***The Utah Department of Technology Services has successfully given technical support to the Utah Department of Environmental Quality to succeed in their mission.***