

Clark County Technology Strategic Plan 2026 to 2028

OUR ROLE AND PURPOSE

Orchestrating Clark County service improvements with people, technology, data, and innovation

OUR VISION

As a strategic partner to all departments, we craft solutions to provide intuitive and convenient access to Clark County integrated services

OUR VALUES

Accountability	Integrity
Excellence	Respect
Service	Leadership

OUR PRINCIPLES

Future-first	One-County
Simplification	Self-Service
Thoughtfulness about impact	Configuration before Customization
Sustainability	Co-creation

COUNTY STRATEGIC PRIORITIES

Foster Organizational Health	Improve Communications	Improve Team Experience	Enhance Economic Vitality
Modernize Capabilities	Visible Public Services	Safe, Secure, & Healthy Community	

Public Focus

ENABLE AND INNOVATE PUBLIC-FACING SERVICES...

- ✓ Provide a total experience for residents, business owner, and visitor engagement
- ✓ Deliver data transparency
- ✓ Foster community engagement to county services
- ✓ Leverage partnerships with regional and state organizations

... WITH THESE CAPABILITIES

- Multi-channel business models
- Regional jurisdictional partnerships
- Data-enabled decision-making
- Sustainable and accessible solutions

County Departments and Services Focus

MODERNIZE OPERATIONS AND IMPROVE PRODUCTIVITY...

- ✓ Maximize cost efficiency and standardization
- ✓ Build and maintain safe, secure, and resilient systems and solutions
- ✓ Explore emerging technologies
- ✓ Provide for ethical and appropriate use of artificial intelligence

... WITH THESE CAPABILITIES

- Cloud-based service models
- Resident-centric case management
- Cross-department data sharing
- Lifecycle cost management
- Business continuity and disaster preparedness planning
- Embedded business technologists

Workforce Focus

BUILD AND SUPPORT THE NEXT WORKPLACE, WORKSPACE, AND WORKFORCE...

- ✓ Support creation and design for space, safety, place, and wellness
- ✓ Develop digital skills in the entire work force
- ✓ Improve recruiting, onboarding, and workforce retention
- ✓ Create a total, inclusive employee experience lifecycle

... WITH THESE CAPABILITIES

- Role-specific technology toolkits
- Workforce digital skill development
- Start-to-finish recruiting workflows
- Employee lifecycle management

FOUNDATIONAL CAPABILITIES

Key Performance Metrics	Participative Budgeting and Asset Management	Risk Tolerance	IT Service Management
Strategic Partners and Relationships	Program and Project Investment Management	Business Relationship Management	Security, Compliance and Regulatory Acumen

