

Clark County Technology Strategic Plan 2024 to 2026

OUR ROLE AND PURPOSE

Orchestrating Clark County service improvements with people, technology, 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	Co-creation
Configuration before	Sustainability built-in

STRATEGIC PRIORITIES

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

Public Focus

ENABLE AND INNOVATE PUBLIC-FACING SERVICES...

- ✓ Provide a total experience for residents, business owner, and visitor engagement
- ✓ Deliver data transparency
- ✓ Foster community-focused equity and sustainability
- ✓ Create partnerships with regional and state organizations
- ✓ Address the digital equity gap

... WITH THESE CAPABILITIES

- Multi-channel business models
- Regional jurisdictional partnerships
- Data-enabled decision-making
- Digital equity action plan alignment

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-dept 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 work force retention
- ✓ Create a total, inclusive employee experience lifecycle

... WITH THESE CAPABILITIES

- Role-specific technology toolkits
- Workforce skill development
- End-to-end recruitment model
- Employee lifecycle management

FOUNDATIONAL CAPABILITIES

Key Performance Metrics	Participative Budgeting	Risk Tolerance	Change Management
Continuous Quality Improvement	Program and Project Governance	Business Relationship Management	Security, Compliance and Regulatory Acumen