OREGON
WATER
RESOURCES
DEPARTMENT

Information Services Section 2021-23 Biennium Work Priorities and Projects

The Information Services Section (IS) within the Oregon Water Resources Department (WRD) is responsible for supporting the agencies technological operations around Application Development, Geospatial Information Systems (GIS), Information Security, Network Infrastructure, Desktop Support and Data Management. In support of this, Information Services staff maintain Information Technology resources in all these areas of focus in order to support business units to execute the mission of the agency.

The purpose of this document is to highlight the Information Services section priorities and projects for the 2021-23 biennium. We would like to transparently communicate what we are doing and what we will not be able to do this biennium.

Ongoing Operations - Day-to-day work and standard section business that spans the biennium

- Monitoring and maintenance of existing in-house developed systems
- Monitoring and maintenance of network security and infrastructure
- Desktop support
- Water rights and well data processing and quality assurance
- Remediation of information security events
- System and software procurement and renewals
- Analysis and prioritization of business requests
- PC Lifecycle Replacement
- Software upgrades
- Information Security Audit Remediation (urgent)

Work on Hold - Efforts put on hold due to lack of capacity and other priorities

- ACH eCheck
- Credit Card Processing at Front Desk
- Online Applications
- WAARF Secure File Transfer
- SB 5561 and related Field Activity Database Updates and Enhancements (slow progress)
- SB 1602 Spray Boundary Updates
- Strategic, Modernization and Open Data Planning Initiatives (slow progress)
- Well Data Remediation
- Digitization of Paper Records (in conjunction with Records Management Program)
- Carey Lands Act GIS Layer (This may no longer be a need?)
- PCI Grants Management System
- Hydrology Data Sharing & WaterML2.0 (new standard methodology)
- Universal Physical Location ID Implementation
- Centralized Photo Management System
- Modernized Data Warehouse with Data Dictionary
- Information Security Audit Remediation (non-urgent)
- Multiple Information System(s) Documentation Creation and Updates
- Modernize Near Real Time Website (Surface Water Data)
- Limited new IT projects are being approved to move forward in recognition of a lack of IS resources. New requests are being held back by business units since there is not capacity to start work.

2021-2023 Information Services Section Projects

The following are IS projects planned for the 2021-23 biennium to be done in coordination with other agency sections. Please note all timelines are tentative and will likely change, given the need to adaptively manage projects and workloads.

Program Area	Project	Tentative Due Dates
Field Services	Field and Enforcement Database Upgrade Analysis	06/30/2023
	Public Complaint Form	6/30/2023
	Field Office Network Expansion	6/30/2023
	Updated Water Master Districts	Complete
Agency Wide	M365 Implementation	Ongoing (DAS)
	PC System Lifecycle Replacement	Perpetual
	Work from Anywhere Modernization	Ongoing
	InTune Mobile Device Management Implementation	7/1/2023 (95%)
	WorkDay Multifactor Authentication	Complete
	Public Directory of Services Update/Process	10/1/2022 (Held)
	Drop-in Cube Reservation System	11/1/2022 (Held)
	Open Data Program Compliance – DAS Mandate	Ongoing
Information Services	Ticketing System Replacement	Complete
	NESSUS Security Scanning Implementation – mostly complete	Complete
	Data Center Migration	7/1/2023 (95%)
	SCCM PC Patching Implementation – mostly Complete	Complete
	TrialWorks System Migration	7/1/2023
	New Database DEV/TEST Environments	6/30/2023
	Remote Desktop Server Implementation	Complete
	IT Strategic and Modernization Plans	12/31/2023
	File Pickup Security Update	7/1/2023
	SB 1602 Spray Boundaries	7/1/2040
	Information Security Audit Remediation	6/30/2023
	Continuous Process Improvement Program	6/30/2023
	OWRD Data Governance Plan	Complete
	OWRD Open Data Plan	Ongoing
Director Office	WARRF Secure Application Submission	TBD
	Public Records Request Process Improvements	TBD
Admin Services	ACH eChecks Current Stores	On Hold
	Additional Credit Card Payment Functionality (Front Desk, Other Fees)	On Hold
	Invoicing Interface (Exempt Use & Dam Safety)	On Hold
	Invoicing Database/System – Hydroelectric Fees	On Hold
Technical Services Division	HB 2145 Well Construction Project	7/1/2023
	Field Maps Gaging Safety Inspection App	7/1/2023

Section Organization

OREGON WATER RESOURCES DEPARTMENT

IS Department Organization Structure

Name
Chief Information Manager 2
IS Manager

Nine new staff in 21-23 biennium due to turnover and expansion.

Operations
- Name — ISS7 Database Administrator
- Name — ISS6 System Administrator
- NEW — ISS5 Senior Support Analyst
- NEW — ISS4 Support Analyst
- NEW — ISS4 Support Analyst
- Limited Duration ISS3 Support Technician

Application Development
- Name — ISS7 Senior Systems Analyst
- NEW — ISS7 Software Engineer
- Name — ISS6 Senior Application Developer
- NEW — ISS5 Application Developer
- NEW — ISS4 Programmer Analyst

Data Team
- WRDT2 Lead Data Technician
- WRDT1 Data Technician
- WRDT1 Data Technician
- NEW — WRDT1 Data Technician
- Vacant — WRDT1 Data Technician

GIS Team
- Name — ISS6 GIS Administrator
- NEW — ISS6 GIS Developer
- ISS4 GIS Analyst

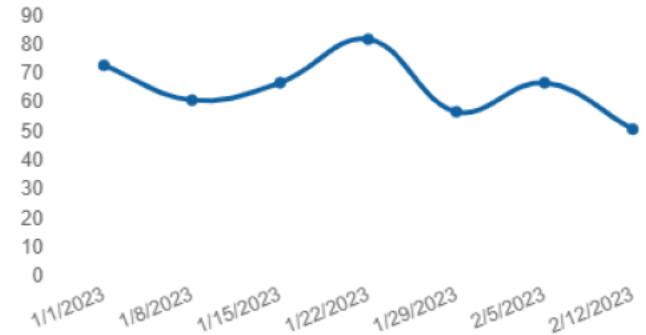Operations   Application Development   Data   GIS

Current Operations

- **Desktop & Stakeholder Support**

- **Monitor and Maintain Infrastructure & Systems**

- **Consult with Business Sections**

- **Mandated IT Compliance**

New Tickets (Week by Week)

Big Ticket Projects:

- HB 2145 – Well Construction System Enhancements

- FAD GAP Analysis

- IT Strategic Plan

- Formal IT Governance

- ACH eCheck
- Credit Card Processing at Front Desk
- Online Applications
- WAARF Secure File Transfer
- SB 5561 and related Field Activity Database Updates and Enhancements
- SB 1602 Spray Boundary Updates
- Strategic, Modernization and Open Data Planning Initiatives
- Well Data Remediation
- Digitization of Paper Records
- Carey Lands Act GIS Layer PCI Grants Management System
- Hydrology Data Sharing & WaterML2.0
- Universal Physical Location ID Implementation
- Centralized Photo Management System
- Modernized Data Warehouse with Data Dictionary
- Information Security Audit Remediation
- Multiple Information System(s) Documentation Creation and Updates
- Modernize Near Real Time Website

Many work requests are being held back due to lack of IS resources.

Thank you.

Your device ran into a problem and needs to
We're just collecting some error info, and the
restart for you.

30% complete

For more information about this issue and possible fixes, visit
https://www.windows.com/stopcode

If you call a support person, give them this info:
Stop code: FAULTY_HARDWARE_CORRUPTED_PAGE