



# Tulsa County Technology Strategic Plan

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# Executive Summary

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Tulsa County, as an extension of the state government, is primarily an administrative body which possess **executive** and limited **judicial** powers, but not **legislative** powers. Tulsa County's primary responsibilities are related to managing, planning and governing unincorporated land within county borders. The county keeps records of deaths, births, marriages, divorces, property ownership, and court activities within the county and also maintains a court system, law enforcement, road and bridge construction, and voter registration.

As extensions of the state government, the county is responsible for six major services:

- Maintaining the peace and protecting life and property
- Assessing and collecting taxes to operate the county
- Compile, record, and preserve public records essential to maintaining individual property rights
- Building and maintain public roads, highways, and bridges
- Providing facilities for courts and the administration of justice through the District Court system
- Caring for the needy and indigent, orphaned children, and the aged

## Highlights

Tulsa County government is composed of eight elected officials. County officials serve four-year terms beginning on the first Monday in January following their election. The only exception to this is the Treasurer who takes office mid-calendar year.

The county is headed by a **Board of County Commissioners** consisting of three elected county commissioners. The board serves as the quasi-**head of government**, with the chair of board as the quasi-**head of state**, of the county. The county is divided into three districts drawn based on equal population. From each of the three districts, a county commissioner is elected independently from the other two commissioners. The three commissioners serve collegiately, with each having equal voting powers and a yearly rotating chairmanship.

The board supervises county administration, manages property owned by the county and advertises bids for major county purchases and contracts. The commission is also empowered to audit and approve claims against the county, propose county bonds, and audit the accounts of all other county offices. The board's other duties include the maintenance of traffic control devices, the power to approve zoning applications, and the administration of federal funds provided to the county.

Only the board may purchase equipment, machinery, supplies or materials of any kind for the county and all contracts and agreements relating to the leasing or rental of county equipment or otherwise

relating to the business of the county are negotiated by the commission. It is in the name of the county commission that the county sues and is sued.

The board meets every Monday. Meetings of the board are open to the public.

A County Budget Board prepares the county budget. The Budget Board is comprised of all eight elected officials. They are responsible for the preparation and execution of the county budget.

The **County Sheriff** is the chief **law enforcement** officer in the county and **peace officer**. The sheriff must be at least 25 years old, have been a resident of Oklahoma for two years, a qualified elector in the county, and possess at least a high school diploma. In Counties with over 80,000 citizens, the sheriff must be a certified peace officer at election. However, in Counties with under 80,000 citizens, the sheriff is given up to 12 months after the election to become certified.

The responsibilities of the sheriff include:

- Traditional law-enforcement functions, including countywide patrol and investigations irrespective of municipal boundaries.
- Responsible for ensuring the peace is preserved, riots are suppressed, and that unlawful assemblies and insurrections are controlled.
- The sheriff is vested with the power **to form a posse** of able-bodied men to assist him in controlling riots and lawlessness.
- Serves as the executor of court orders and other lawful authorities within the county.
- The sheriff is empowered to apprehend any person charged with a felony or breach of the peace
- May attend any court within the county.

In order to prevent the sheriff from abusing their position, the sheriff is required to account for funds collected by the office and to make a monthly report to the county commissioners.

While not a county official since 1967, the **District Attorney** replaced the **County Attorney** as the **chief legal officer** of the county. There are 27 judicial districts with one District Attorney serving all Counties located within their district. The main purpose of the office is the prosecution of all criminal actions that occur in Counties in their district as well as prosecuting and defending all civil action in which any county in their district is concerned. To perform their duties, the district attorneys are empowered to:

- Appoint assistant district attorneys, investigators, and clerks so that The County in their districts has at least one assistant district attorney.

As members of the state executive branch, officers and offices under the district attorney are paid by the state and not the county.

Alongside the three county commissioners, the county sheriff, are four other county offices:

- The **County Clerk** serves as the County's official record keeper and serves as the Secretary for the County Commission. The county clerk is the County's bookkeeper, auditing and paying the

salaries and claims for the county. The clerk is thus empowered to write checks to all local governments for their appropriate funds. Medical licenses, tax records, and tax deeds are filed with the county clerk. The clerk is also the County's official registrar of deeds.

- The **District Court Clerk** is responsible for recording, filing, and maintaining the records of the civil and criminal cases brought before the District Court. The clerk also collects and accounts for the court's fines and costs. The court clerk maintains the court schedule, keeps record of jurors and witnesses, issues [subpoenas](#), certain licenses, and is answerable to the [Oklahoma Supreme Court](#) for the District Court's statistics.
- The **County Assessor** is the core of the Oklahoma property tax system. The assessor is responsible for placing a fair cash (market) value on property as of the tax date. Oklahoma property taxes are "ad valorem", meaning the taxes are based on the property value. This value is converted into an assessment, which is one component in the computation of real property tax bills. The Assessor has no jurisdiction or responsibility for taxing jurisdiction budgets or establishing the tax rate.
- The **County Treasurer** is charged with the collection of taxes certified by the county assessor. After collection, the taxes are distributed by the treasurer according to the county budget. The treasurer also serves as the official custodian of county funds. Warrants and vouchers for county departments are managed by the treasurer's office.

## Mission Statement

The Tulsa County Information Technology Team is a trusted, innovative leader who delivers flexible solutions that enhance public services and creates new efficiencies throughout Tulsa County.

## Objectives and Keys to Success

The Tulsa County Information Technology Department will provide secure, reliable, and integrated technology solutions in the most cost-effective manner, while delivering excellence in customer service. In support of this vision, we will:

- Partner with the County Government community to understand the information technology needs of all County entities.
- Develop, enhance, and manage the County's IT infrastructure to provide transparent and highly functional connectivity among all information resources.
- Provide leadership and planning for the effective and strategic use of emerging technologies.
- Demonstrate technical and operational excellence through a commitment to professionalism and continuous improvement.

# Description of Business

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## Company Ownership/Legal Entity

Tulsa County, as an extension of the state government, is primarily an administrative body which possess **executive** and limited **judicial** powers, but not **legislative** powers.

## Location

Located on the Arkansas River, on lands that were once part of the Creek and Cherokee nations, Tulsa County was created at statehood and took its name from the town of Tulsa in the Creek Nation, Indian Territory. The name, Tulsa, is derived from Tulsey Town, an old Creek settlement in Alabama. Tulsa County is a beautiful combination of hills, bluffs, and wide open prairies, which serve as a dividing line between the Ozark ridges to the East, and the broad plains to the West.

Due to the lush, rolling hills, Tulsa County is often called Oklahoma's gateway to "Green Country". The western tip of the county reaches Lake Keystone, while the Arkansas River, in its wide bed, rolls southeastward across the county. Cattle, horse ranches, and rich farmland lay almost within the shadow of urban buildings.

The county boasts Oklahoma's second largest city, Tulsa - where energy, aviation, finance, computer, and electronics bases are supported by a broad complex of institutes of higher learning. Surrounding this core is a rapidly growing ring of suburban cities, including Broken Arrow, Bixby, Collinsville, Glenpool, Jenks, Mannford, Owasso, Sand Springs and Skiatook. A secondary ring of thriving rural communities includes the towns of Liberty and Sperry. Beyond these areas, and close at hand, Tulsa County is filled with quiet wooded areas, while near downtown Tulsa is the Council Oak Tree, the historic meeting place for the Creek, Cherokee, and Osage nations. From the early Native American inhabitants to the cattlemen, the coming of the railroads, and the oil boom, the history of Tulsa County runs rich and deep.

## Interior

The core of Tulsa County operations runs out of the County Court House and Administration Building in downtown Tulsa. However, many other County functions and offices are spread across Tulsa County as deemed appropriate and necessary to properly support the functions and constituents of Tulsa County.

## Hours of Operation

Tulsa County Business Hours of operation are mostly 8 am to 5 pm Monday through Friday. Some offices operate from 8:30 am to 5 pm, while other areas of operation may operate 24/7/365. Administrative offices are closed during State and Federal Holidays.

## Products and Services

Tulsa County's Information Technology Department provides a wide range of products, services and support for all Tulsa County business entities. Including but not limited to:

- Infrastructure – Network, Routers, Switches, Cabling, Servers, UPSs, Datacenters, Cloud based products
- Client Hardware – Desktops, Laptops, Tablets, Phones (desktop and cell), WIFI devices
- Software – Out-of-Box (retail), Internally written (custom), SAAS (software as a service - cloud), Web products
- Project definition and management
- Business Continuity Planning and support
- Marketing support

## Service

It is Tulsa County's Information Technology Department's function to provide the most reliable and efficient technology service possible within the constraints of budget requirements.

## Management

Tulsa County's Information Technology (TCIT) Management has a diverse background and is well versed in today's leading edge technologies.

Combined in our Management Team we have >100 years of technology experience coming from a wide range of industries. Those industries include but are not limited to; Oil & Gas, Aerospace, Communications, Commodities, Transportation, plus the County functions like; Law Enforcement, Administration, Finance and Services. All this experience enables TCIT to be proactive, reactive and flexible to any and all technology needs and challenges that may present themselves.

## Financial Management

Tulsa County's Information Technology (TCIT) department is responsible within budget constraints, for recommending, defining and managing the core technologies for all BOCC Departments. TCIT also assists all other Elected Official's Offices, Authorities and Divisions in their technology choices, while many times managing their decisions as well.

It is TCIT's primary task to be as efficient and prudent with the technology resources available to all Tulsa County entities. TCIT must also take the lead in educating all divisions on more efficient and cost effective ways to provide and use technology for the betterment of the organization and its constituents.

## Marketing

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Tulsa County's Information Technology (TCIT) department's ability to perform has a direct impact on our marketability to our client base. Productive and consistent service is the best marketing tool a technology department has. However, educating our client base on the services available to them through the technology team is also critical.

As the technology team adds, improves and expands its services catalogue, getting this information out to our clients in a timely and understandable (non-technical) fashion will greatly improve and promote better and more efficient use of technology across all departments and divisions.

## **Market Analysis**

Tulsa County's Information Technology (TCIT) department's client base is as diverse as it is static.

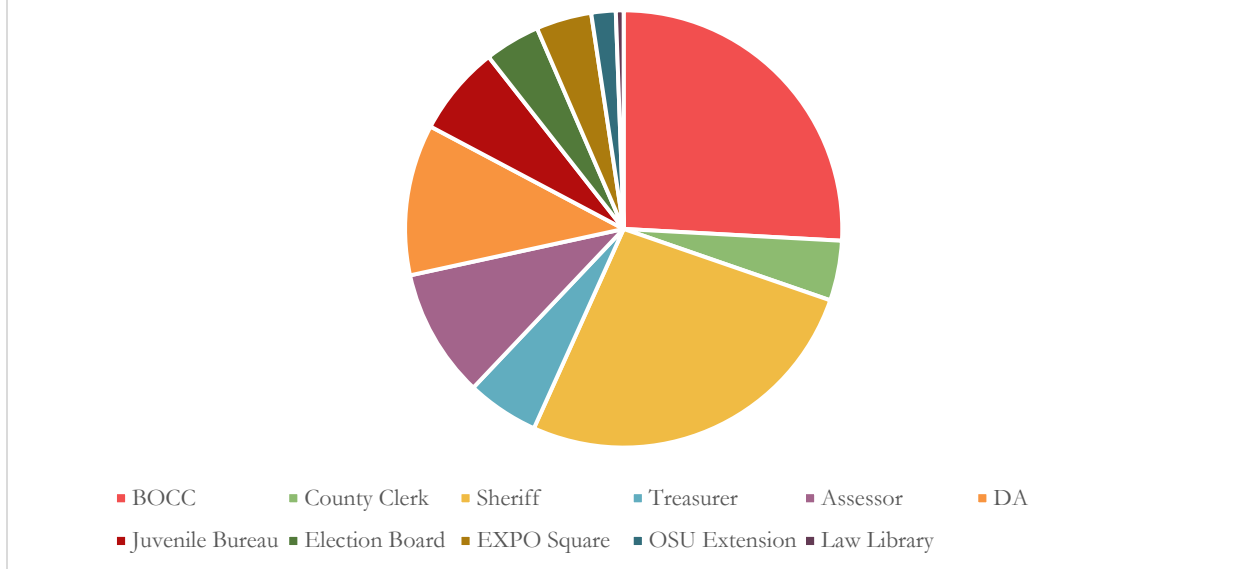
- Tulsa County provides its constituents with:
  - Maintaining the peace and protecting life and property
  - Assessing and collecting taxes to operate the county
  - Compile, record, and preserve public records essential to maintaining individual property rights
  - Building and maintain public roads, highways, and bridges
  - Providing facilities for courts and the administration of justice through the District Court system
  - Caring for the needy and indigent, orphaned children, and the aged
- For the most part, Tulsa County's organizations, departments and divisions will not change.
- There are no business plans to expand or increase services
- The organization as a whole will not increase or decrease in size or functions.
- Technology while being used within the organization, historically has not been a primary focus to bring real innovation to Tulsa County.
- Technology training is imperative to facilitate Tulsa County innovation initiatives.

## **Market Segmentation**

Tulsa County's Information Technology (TCIT) department's market segmentation is not much different than any cities. The difference is we must work with multiple cities and unincorporated areas and accommodate the needs of each over a much larger region.



## Tulsa County Technology Support Areas



### Competition

Tulsa County's Information Technology (TCIT) department's biggest competition is itself. TCIT has to economically and efficiently provide technology services or risk losing our market to outsourced or other internally created technology providers. The fewer services we provide or the more inefficient and ineffective TCIT is, the more risk towards other departments reaching out to other resources for services.

### Pricing

Tulsa County's Information Technology (TCIT) department does little to no charge-back to departments or divisions. As our salary structure is typically below most private sector organizations, any bill-back scenarios tend to be well under market.

### Advertising and Promotion

Tulsa County's Information Technology (TCIT) department is starting a Marketing Initiative that will involve things like:

- Services Catalog
- Increasing Services
- Implementing a Marketing Team
- Success Stories
- Policies and Procedures to help guide all Tulsa County divisions and departments towards solutions that executive management has directed.

# Strategy and Implementation

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Tulsa County's technology is the heart of the organization. The more efficient and effective the technology, the more productivity and quality user experience gained.

The primary technology strategy focus areas are as follows:

- Shared Services Initiative: Maintains Tulsa County's technology infrastructure with roadmap for consistent, effective and efficient growth.
- Client Services Initiative: Implement a consistent and measurable customer satisfaction plan.
- Applications Initiative: This is two-fold, an Applications Development and Application
- Marketing Initiative: This is two-fold, internal and external:
- Business Process Initiative: This involves helping all departments and divisions document and review their current business processes with the goal of providing long term, cost effective improvements:
- Business Continuity Initiative: This involves all departments and divisions document and review their current business processes with the goal of providing long term, cost effective business continuity plan:

The Implementation Plans for each focus area are as follows:

- Review and document current environment
- Keep abreast of today's and tomorrow's technology
- Create a flexible Roadmap implementing a consistent and best-practices cost-effective approach to protect Tulsa County.
- Create Policies and Procedures to maintain roadmap and service.

## Income Projection Statement

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Tulsa County's Information Technology Department (TCIT) is not a profit center or revenue based division. TCIT does some inter-departmental billing for services, which is returned into the General Fund and receives some funding from the County Clerk from revenue received from the Land Records system. The revenues are mostly deposited into our TCIT Disaster Recovery Fund and are available for emergency situations.

# Appendices

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## **Miscellaneous Documents**

Related documents, standards, procedures and policies for TCIT are kept within the department.

## **Milestones**

Milestones for technology projects are defined in Project Plans for each instance.