



Operational Service Plans

Department:	Business Relationship Managers	Date:	5/20/21
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Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)

Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).

On June 14, 2021 all Scott County government buildings will re-open to the public following closures related to the COVID-19 pandemic. Safety protocols which apply to the entire organization can be found on the County’s Coronavirus web page at [Scott County Organizational Covid Health and Safety Guidelines](#). Supervisors are responsible for sharing organizational safety protocols and all staff are required to follow current protocols.

- Function A -Business Modeling: Business unit support of any business model changes, process or technology
- Function B - Governance Artifacts Support for Technology
- Function C - Ensure Value in Strategy or Technology Changes: Cost benefit and prioritization of technology needs/initiatives
- Function D - Identifies synergies among technology-oriented projects across the business departments
- Function E - Identify and assist in selection of partners and collaborators to meet business objectives

Level of Staff Changes and Resource Needs

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- Function A -Business Modeling: Business unit support of any business model changes, process or technology
 - Identified staff will provide be backup to each other. Fully functional in any environment.
- Function B - Governance Artifacts Support for Technology
 - Identified staff will provide be backup to each other. Fully functional in any environment.
- Function C - Ensure Value in Strategy or Technology Changes: Cost benefit and prioritization of technology needs/initiatives
 - Identified staff will provide be backup to each other. Fully functional in any environment.
- Function D - Identifies synergies among technology-oriented projects across the business departments
 - Identified staff will provide be backup to each other. Fully functional in any environment.
- Function E - Identify and assist in selection of partners and collaborators to meet business objectives
 - Identified staff will provide be backup to each other. Fully functional in any environment.
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Division Director Comments

There are no needs for this area. BRMS have been back working with business units in-person as well as remotely now. That process will continue now and after COVID.

Strategic Branch Comments

County Administrator Comments

County Administrator Signature _____ Lezlie Vermillion _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

June 2021,

Operational Service Plans have been updated for the opening of facilities on 6/14/21.