

## HEAR FROM YOUR PEERS



**Patrick Tinklenberg**  
VP of IT,  
Sycuan Casino

**QUESTION 1:** What factors help you determine the size of your IT department?

Our department is really a dual-role organization. The first part of our role is operational, so our size is partly determined by strictly quantifiable metrics such as the number of team members employed by the casino, then the number of servers, switches, and applications we support, etc. The second is supporting growth and innovation, so our size is also determined by the organizational strategy of the tribe, the casino, and the number of projects/initiatives we outline in the 2-3 year plan.

**QUESTION 2:** Are there any tools you use to help you determine the right staff size for your IT department?

In both of the roles that IT fills within our organization, I will typically define success metrics. These can be traditional IT "uptime" types of metrics, or more project-based ROI/ROO metrics. If we are meeting those goals in a cost-efficient way, then I know our staffing, tools and training are at the right level.

**Christopher Abel**  
IT Director,  
Citizen Potawatomi Nation



**QUESTION 1:** What factors help you determine the size of your IT department?

Many factors are discussed when determining the size of the IT department, including the number of active users, the number of active systems, and what the needs of each system or user are. Having a clear understanding of your network and environment is also very important.

**QUESTION 2:** Are there any tools you use to help you determine the right staff size for your IT department?

Helpdesk systems and change management tools are instrumental in determining staff size through the use of tracking and data analytics on user requests, response times, and the amount of changes to systems and software.

## KEEPING YOUR TRIBE SAFE



**FROM A TECHNOLOGY PERSPECTIVE**  
This would mean how do you protect the data assets of a tribal government, gaming or healthcare organization and the identities of who has access.

**MICROSOFT BEST PRACTICES ON KEEPING YOUR TRIBE SAFE**  
Revolves around securing the identities of the individuals you employ, giving conditional access to data based on an employees role and classifying different types of data to identify who should have access to certain types of data and who can edit/view this data. Additionally, a regularly scheduled scrub of the Active Directory and good policies around adding/removing people with access is highly recommended. Microsoft and other technology vendors have solutions to help your tribe become "safe" with regards to identities and data protection.



# INDUSTRY INSIGHTS

## Members Only Monthly Report

### The Average Staff Size of Tribal Technology Teams

#### INSIDER'S INSIGHT from TribalHub's Executive Officer, Mike Day

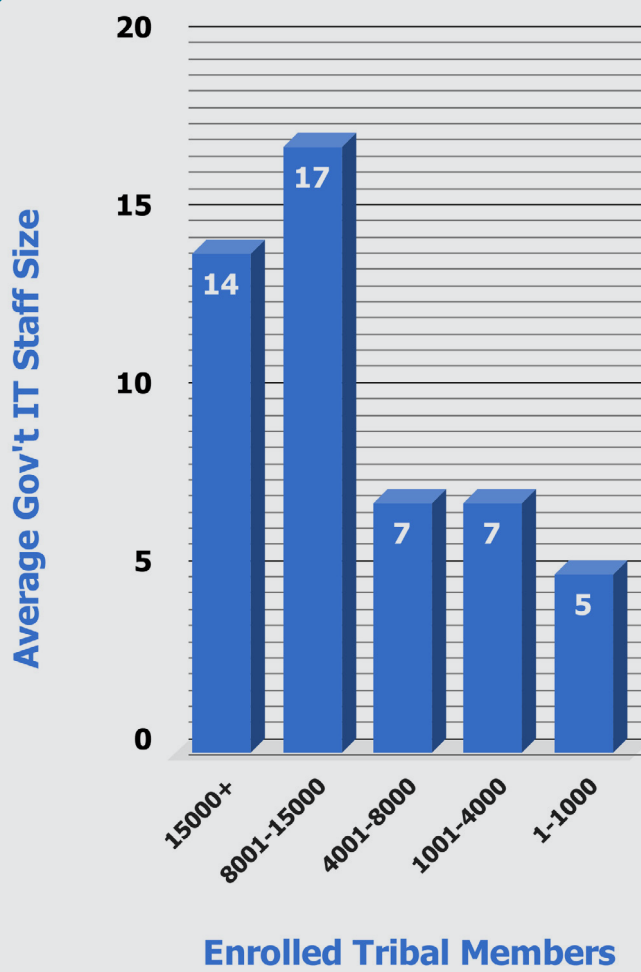


A common question we hear at TribalHub is "What is the right size for a technology team at a tribe?" Well, the answer is truly "that depends". It depends on a number of factors. Two of the most important factors are the size of the organization and the amount of development or technology services that are outsourced to third parties.

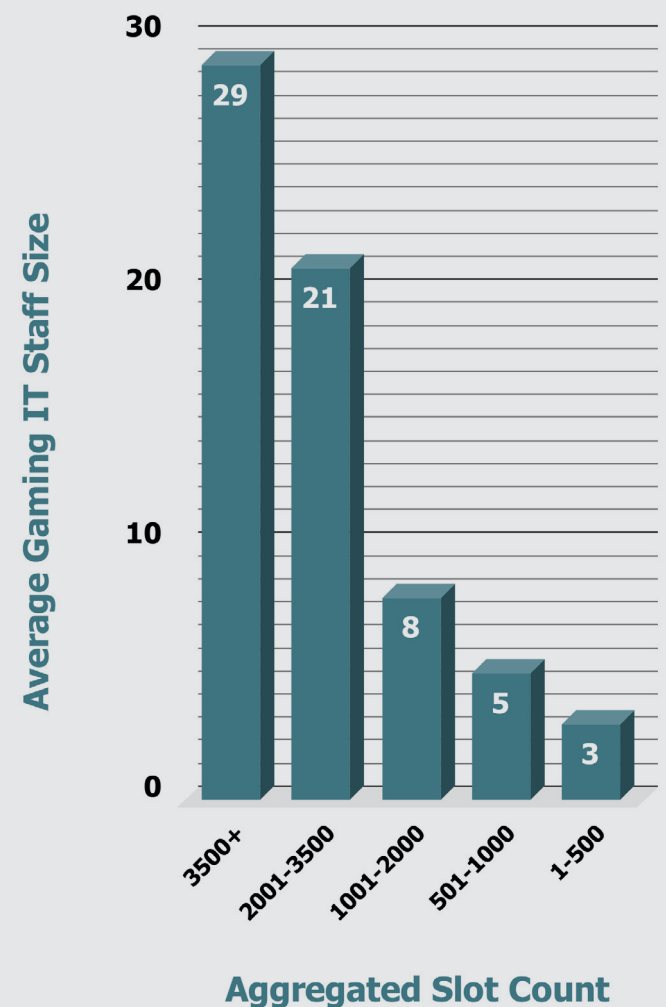
Last month we presented data and an analysis of the "different types of IT departments structure across tribes in the lower 48." The data from this snapshot indicated that 42% of tribes have separate IT departments for government and gaming.

In this month's Industry Insights Report we dive a little deeper into looking at the average staff size of tribal technology teams, based upon the size of the tribe using membership as a baseline, and also the size of aggregated gaming operations using the number of slot machines as a baseline.

**Average Gov't IT Staff Size Based On Number Of Enrolled Tribal Members**



**Average Gaming IT Staff Size Based On Slot Count**



### What's the average number of IT staff utilized by separate departments at tribes across the nation?

As you would expect, the number of human resources needed tends to increase with the size of the organization, based on who those resources are providing services to. If your organization falls close to these averages, you are likely operating with a support and services model that is similar to your peers at other Native American organizations. If you fall outside of these averages, your organization more than likely has a service and support model that is outside of the "normal" model. That does not necessarily make it better or worse, but you should be aware of how it is different. We offer further assessment and strategic services to help you "right size" your technology resources through TribalFocus-[contactus@TribalFocus.com](mailto:contactus@TribalFocus.com)

## TIP OF THE MONTH FOR TRIBALHUB MEMBERS

### HOW SHOULD YOU BE MAXIMIZING YOUR MEMBERSHIP THIS MONTH?

- Log onto [TribalWise.com](http://TribalWise.com) to utilize your FREE TribalWise online training license (Introductory pkg). This package provides you with access to 12 online learning sessions from 6 popular topics.
- Take 10 minutes and access the [TribalHub Industry Information Portal](http://TribalHub Industry Information Portal) and see first hand the wide variety of industry information that is available to you as a member.

Watch the member benefits demo video [TribalHub.com](http://TribalHub.com) to review additional member benefits and be sure to check back here each month for quick tips on additional ways to take full advantage of your TribalHub membership!

