

Strengths - Bob Diveley, CIO Staff Advisor

Human Capital – Culture of hard work

Transaction Excellence : Doing more with less

Positive Work Environment

Excellent Customer Service

Management/Leadership

SWOT Response Team - Valerie Alexander-Spicer (Lead), Barbara Psalmond, Ed Schevey, Keith Grier, Alvin Harris

Opportunities - Mary Covington, CIO Staff Advisor

Employee Retention

Additional Services

New updated technology

Collaboration/Partnerships

Cross Training

SWOT Response Team - Andrew Turner (Lead), Bryce Jackson, Vincent Gammage

Weaknesses - Dee Spivey, CIO Staff Advisor

Employee Satisfaction Concerns

Compensation

Communication

Lack of Defined Policies & Procedures

Poorly Defined Core Purpose

SWOT Response Team -, Steve Roach (Lead), Jessica Macon, Tony Harris, Brandon Lindley

Threats - Zane Everitt, CIO Staff Advisor

Losing good employees

Public Relations/Communication

Budget/Funding

Process/Policy Improvements

Rapidly Changing Technology

SWOT Response Team - Casey Hergett (Lead), Tonya Wright, Loretta Marshall