



# INFORMATION TECHNOLOGY MASTER PLAN

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RESILIANCE, EFFICIENCY, CUSTOMER SERVICE



# AGENDA

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- MAJOR INVESTMENTS
- THIRD PARTY ASSESSMENT
- WHAT WE LEARNED
- PROPOSED PROJECTS
- MOVING FORWARD
- ESTIMATED BUDGET

# MAJOR TECHNOLOGY INVESTMENTS



**Asset Tracking  
System**



**Mobile Data  
Computers**



**Smart Phones  
& Tablets**



**Granicus**



**Fiber to all City  
Buildings**



**New Phone  
System**



**Electronic  
Timecards**



## **GOAL – A CITY THAT WORKS FOR EVERYONE**

OBJECTIVE 4 – Implement technology initiatives to improve the accessibility, efficiency and effectiveness of City operations; provide the highest level of service; and make the City the Primary source for City information.

### **Complete IT Master Plan**

- **Implement online permitting system**
- **Complete new website**
- **Leverage technology to improve efficiency**
- **Enhance mobile technology**
- **Encourage expanded internet fiber throughout the community**



## THIRD PARTY REVIEW AND ASSESSMENT



Reviewed Systems



Interviewed Staff



Conducted  
Survey



Compared  
Industry Standards



Identified Projects



Estimated Costs

# STRENGTHS

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SUPPORTIVE  
LEADERSHIP



EXTENSIVE  
APPLICATIONS



USE OF CLOUD  
SERVICES



A "CAN DO"  
APPROACH

# WEAKNESSES

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LONG-TERM  
UNDERINVESTMENT  
IN TECHNOLOGY



INSUFFICIENT  
STAFFING



AGING EQUIPMENT



INSUFFICIENT  
DISASTER  
RECOVERY PLANS



LACK OF COMPLETE  
DATA BACK UPS



UNCOORDINATED  
DATA



INCOMPLETE USE OF  
CURRENT  
APPLICATIONS

# OPPORTUNITIES

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COORDINATE DECISION  
MAKING



CONSIDER CLOUD-  
BASED SERVICES



# THREATS

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LOSS OF BUSINESS OPERATIONS AND /  
OR DATA FROM A CYBER ATTACK OR  
DISASTER



DATA SECURITY WHEN USING CLOUD  
SERVICES



# FOUNDATIONAL PROJECTS & PROGRAMS

- Upgrade / replace aging network hardware
- Implement cyber security plan
- Develop and implement disaster recovery plan
- Create redundant backups in the cloud
- Additional staffing or contracting





# MANDATORY PROJECTS & PROGRAMS

- Upgrade permit management system
- Replace enterprise management system (finance and billing)
- Install a public records discovery system
- Upgrade traffic management system
- Install agenda management and paperless system
- Replace emergency response CAD system
- Improve document management system



# DISCRETIONARY

- New fire response tracking system
- Consolidation of work order systems
- Upgrade legal software
- Updated contract management and implement electronic signature system
- Identify and install a property management system
- Upgrade conference rooms and technology to support mobility and efficiency



# IMPROVEMENTS

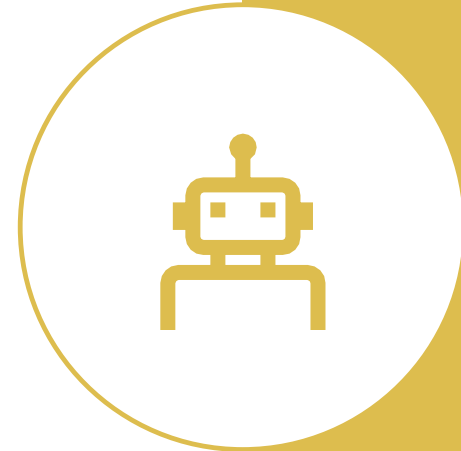
- **Emergency Response**
  - Community
  - City Operations
- **Customer Service & Responsiveness**
  - Quicker responses
  - More complete answers
  - Meet clients where they are
- **Staff Efficiency**
  - Technology use for automated tasks
  - Increase collaboration





# MOVING FORWARD

- Increase Staffing
- Replace Equipment
- Update Network Infrastructure
- Create Disaster Recovery Plan
- Implement Mobility Solutions
- Install Paperless Systems
- Replace Finance System
- Digitize, Consolidate & Organize Records





# ESTIMATED ADDITIONAL BUDGET REQUIREMENTS

2020	2021	2022	2023	2024
\$285,000	\$1.1 M	\$1.3 M	\$2.6 M	\$1 M

