

Information Technology



Who are we?

Provide strategic technology services, resources and assets that help our team deliver exceptional services to the community:

- Technical services
- Application services with GIS
- Infrastructure and engineering services

Where are we now?

- New Service Desk
- Delivery of applications, support and integrations
- GIS strategic plan implementation
- Technology replacements
- Improved security systems

Where are we now?

- **IT Assessment:** identify any gaps in the IT operation and help plan for future resource needs for the IT department.
- **Information Technology Plan:** identifies all city technology, the condition it is in and the appropriate actions needed to ensure security and effective operations.

Where are we going?

- Continue to invest in, operate and maintain technology
- Optimize services and operational maturity
- Boost employee innovation, knowledge and resourcefulness



Investing in technology

Our investment in current technology provides staff the tools they need to do their jobs, enables innovation and responsiveness to the community. Well maintained technology enhances security, safety and reliability of systems.

Optimizing services

Adoption of modern operating standards and processes improves service delivery, enables automation, consistency of work, and minimizes human error. Transitioning from a traditional model of service delivery to a modern, mature framework prepares us for the future.



Boosting innovation

We increase awareness of current systems and solutions,
leverage staff training and vendor engagement to innovate
and execute better results and improved knowledge.

Current challenges

- Shorter lifecycles of technology
- Keeping current on critical training and growth opportunities
- Cyber security mandates and risks
- GIS resources to address growing dependencies and needs
- Project management resources with organizational knowledge



How will we use our resources?

- Align resources through assessments
- Realign non-IT services within the organization