





## **PROGRAM DESCRIPTION**

The Department of Information Technology provides leadership in the development of powerful, cost-effective technical services, and business solutions for City staff and policy makers. Services include the management and support of the technology infrastructure and network administration, providing citywide systems and solutions. Maintaining a 24/7 center of information and services via WEB and social media to the community.

Ongoing responsibilities include: Strategic planning related to technology and the City's networking infrastructure; Software and hardware support of all systems including but not limited to: software licensing, financial software systems, business licensing systems, building permit systems, land management systems, geographic information systems (GIS), library systems, utility billing and integrated systems, and all phone and telecom systems; helpdesk, internet, e-mail, web sites, social media, wireless, and the fiber backbone and network infrastructure on which all systems reside.

## **FY 2021-22 STRATEGIC GOALS AND OBJECTIVES**

- Complete implementation of new VOIP phone system
- Research and evaluate migration for new e-mail system
- Complete third party integrations for Land Management system
- Complete upgrade of Finance system from version 16.4 to 19.2

## **FY 2020-21 ACCOMPLISHMENTS**

- Re-cable all City Facilities with CAT 6a to support a new VOIP phone system
- Upgrade network equipment infrastructure city wide in preparation for new VOIP phone system
- Complete evaluation and recommend a phone system replacement, begin implementation.
- Implement a new Community Development/Planning/Building/Code Enforcement software solution with mobile integration and functionality
- Pivot to deploy mobile solutions for working from home, and remote meetings for City staff due to pandemic















