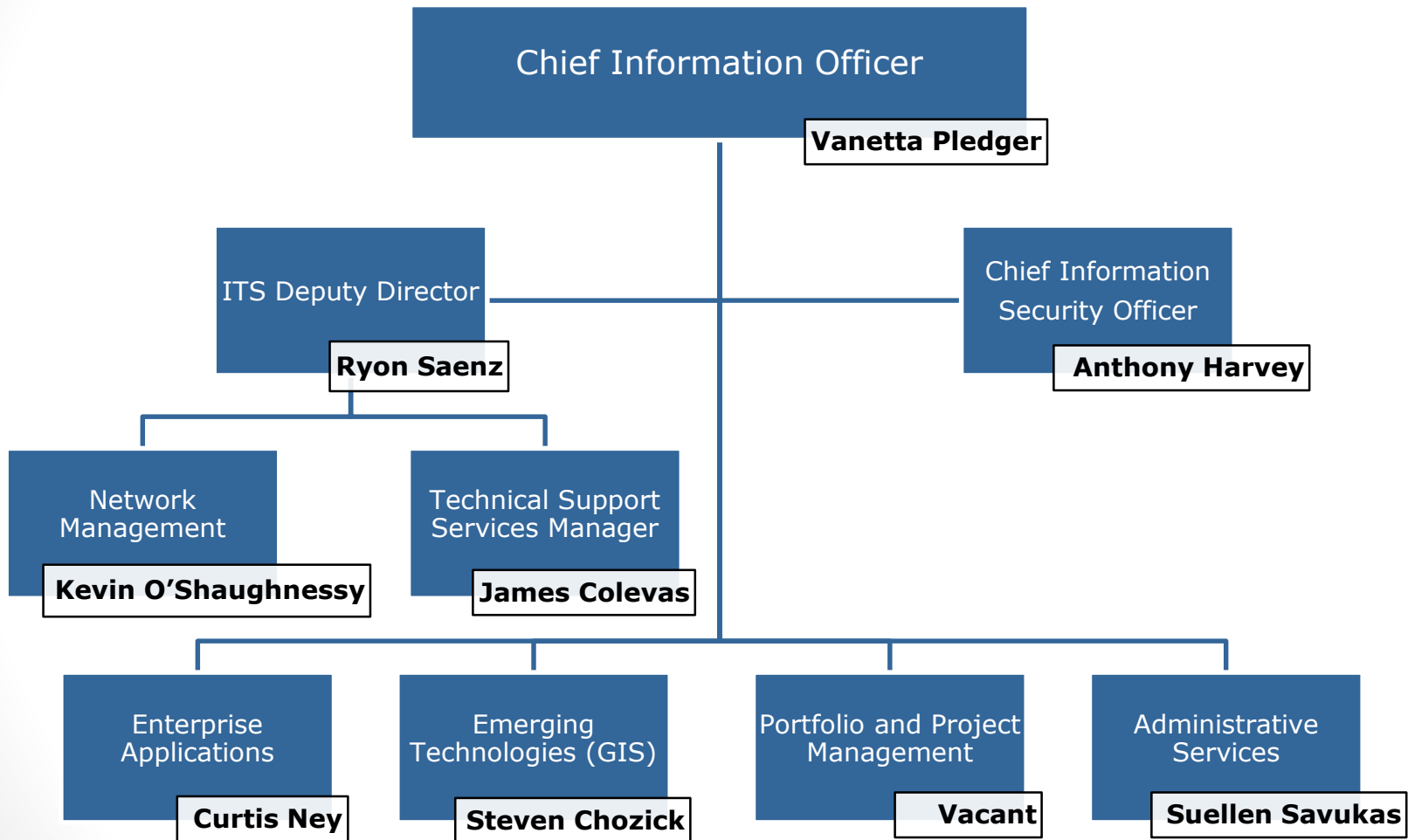




Information Technology Services Major Program Update

November 27, 2018

ITS Organization



Department Funding & Staffing

FY 19 Operating Budget:

- \$11.7 Million
- 63 Full-time employees

Information Technology Capital Improvement Program (CIP)

- 10-year plan \$67.2 Million
- 51 projects

Projects with IT Components – Other Funding Sources:

- Capital Facilities Maintenance Plan (CFMP) – Sheriff Video Surveillance System
- Code Revenues – Land Use Management System Replacement
- Grants – Smart Mobility / Intelligent Traffic System (T&ES)

ITS Vision and Mission

ITS VISION

We are a strategic partner in innovation and continuous improvement through information and technology advancements.

ITS MISSION

We enable our partners to better serve the community through meaningful collaboration, communication and information while providing a reliable and secure environment.

ITS Staff Embrace Shared Values

- We believe that success lies in the enthusiasm and capabilities of each individual who is motivated to achieve our goals with passion and ingenious thinking.

Empower People



- We will continually evaluate our technology environment to streamline services, promote compatibility and support new services while sustaining the current environment.

Evaluate



- We make sound technology investments that will adhere to best practices and fit within the City's overall technology architecture.

Strategically Invest



- We understand that information security is the responsibility of each of us.

Secure Information



- We create synergy through teamwork that is fostered with mutual respect, communication and established expectations.

Collaborate

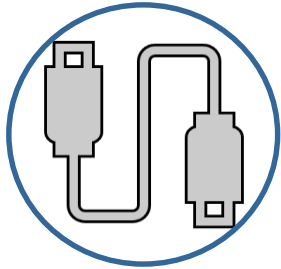


- We honor data as an enterprise asset to be protected and appropriately disseminated.

Data Centric



ITS Core Services



Infrastructure

Networks (Wired and Wireless)

Communications & Collaboration Tools

Storage

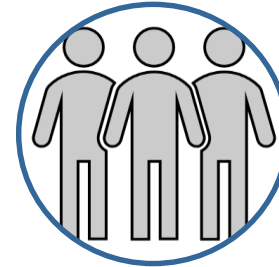


Data

Enterprise Business Applications

Spatial Analysis (GIS)

Website



Services

Fiscal/Vendor Management

Technical Support (Service Desk)

Project Management

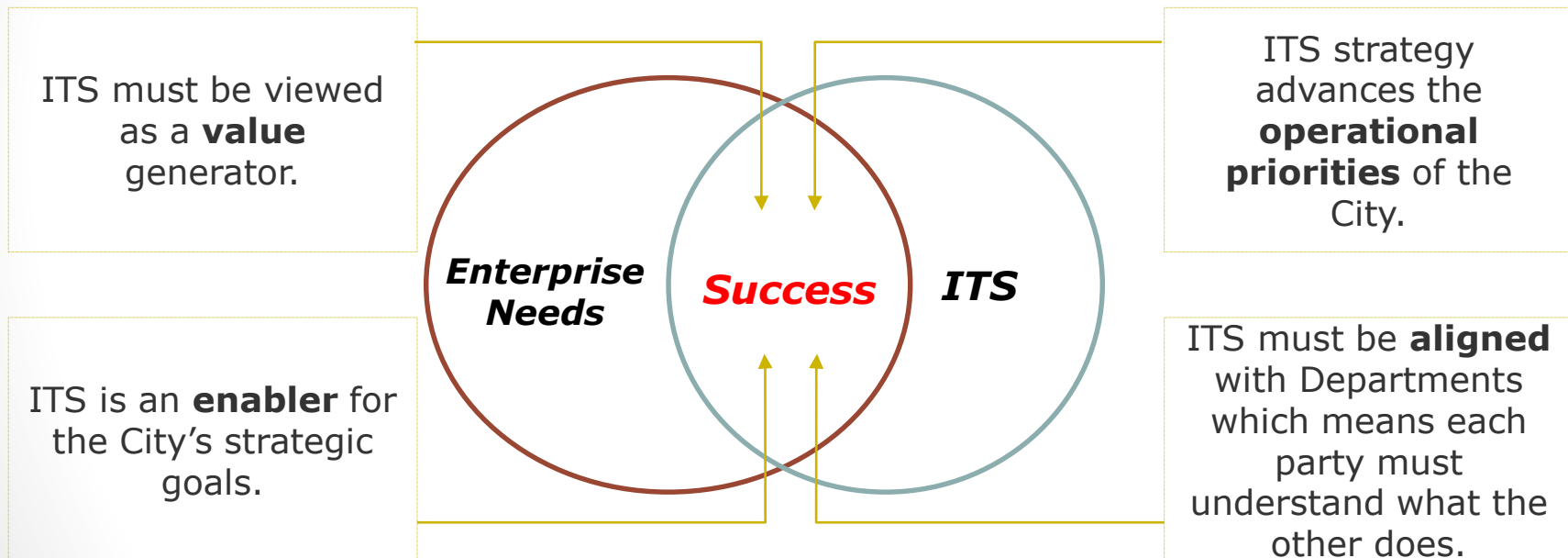


Information Security (Cybersecurity)

What Success Looks Like

Traditionally, ITS was seen as a separate, isolated support function. As such, IT strategy creation often happened in isolation and without a good understanding of the enterprise needs.

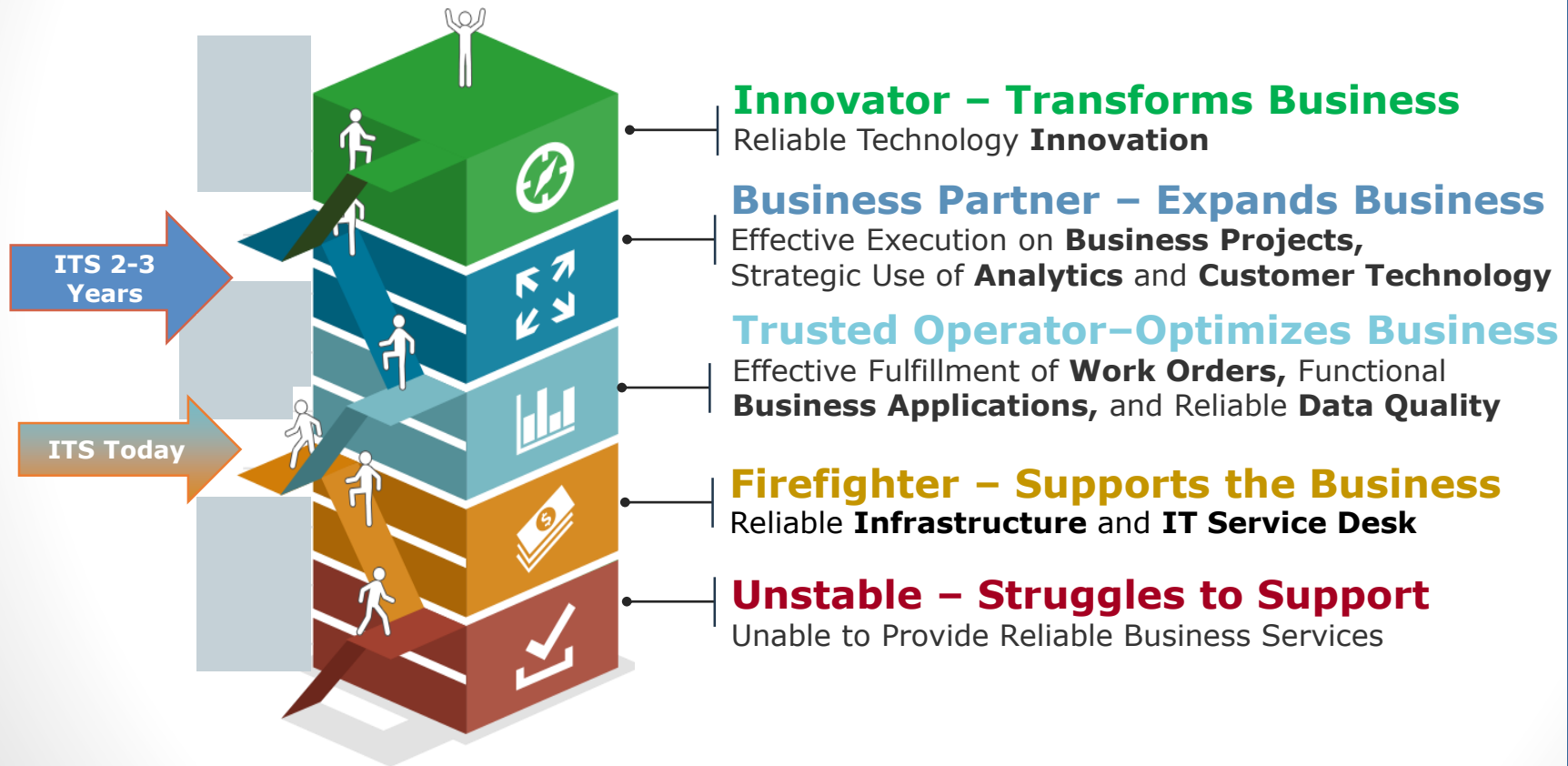
That's no longer an option.



Source: Aubert et al. "Information Technology and Organizational Transformation" modified by City of Alexandria, VA

ITS Current and Future State

Feedback from City leadership, ITS leadership, and ITS staff classified the department as a firefighter or trusted operator. To advance the City's goals, ITS needs to become a **business partner**.



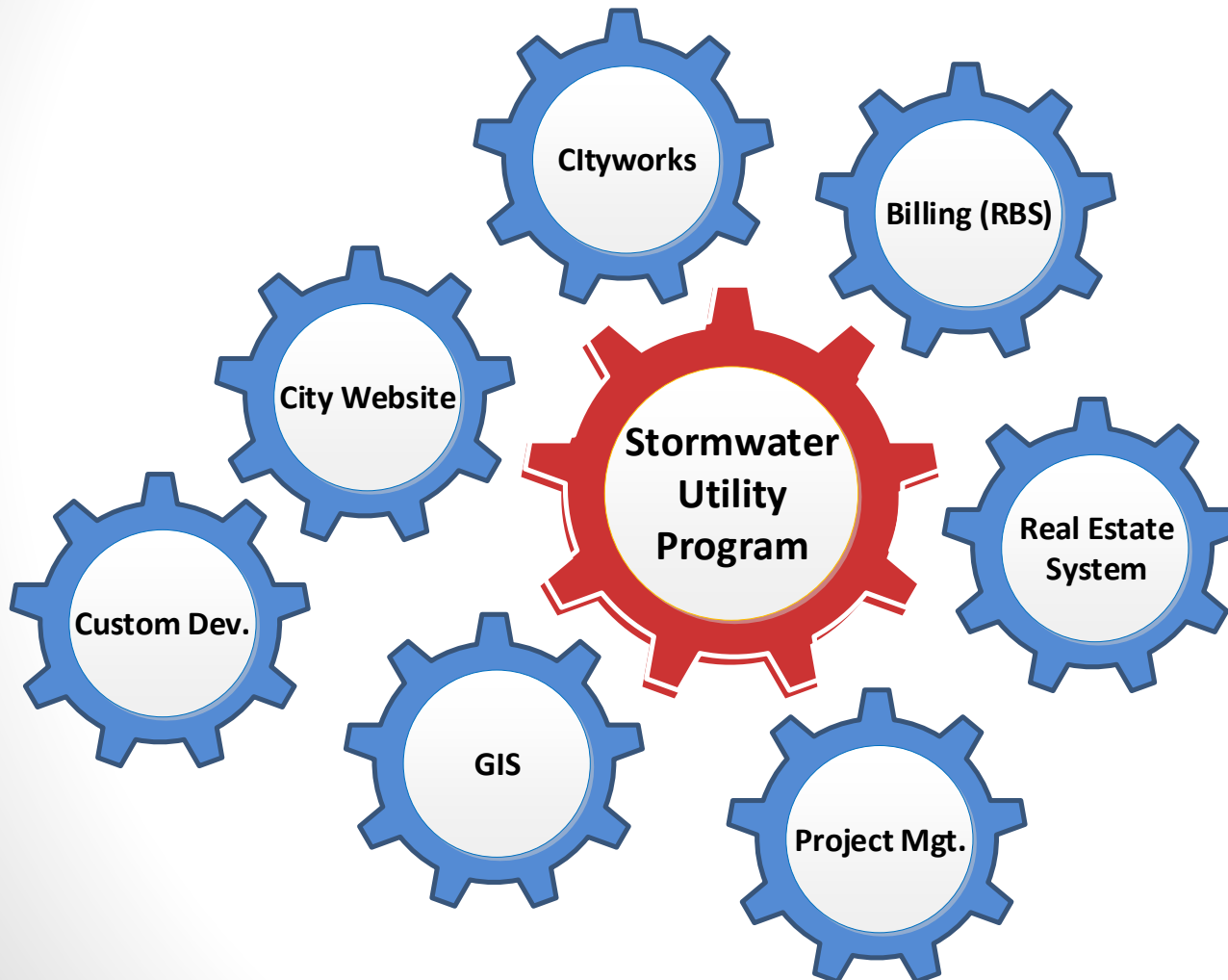
Note: Target State is driven from ITS Vision, ITS Mission, and ITS Objectives.

Recent Accomplishments

- ✓ ACPS Fiber Backbone Upgrade
- ✓ Wireless Upgrades in City Facilities
- ✓ Council Chambers Technology Upgrade
- ✓ Online Mulch Ordering and Street Light Outage Reporting
- ✓ Information Security Awareness Training
- ✓ Stormwater Utility Program

Stormwater Utility

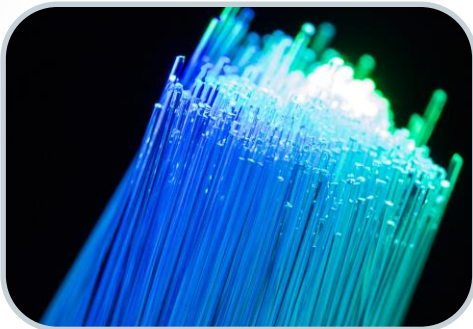
An IT-Dependent Project



Project Needs:

- Measure
- Assess
- Bill
- Collect
- Track
- Credit

Current Projects



Municipal Fiber –
Design Underway



Customer
Relationship
Management/311



APEX – Permitting
System
Replacement



NextGen 911
(regional)

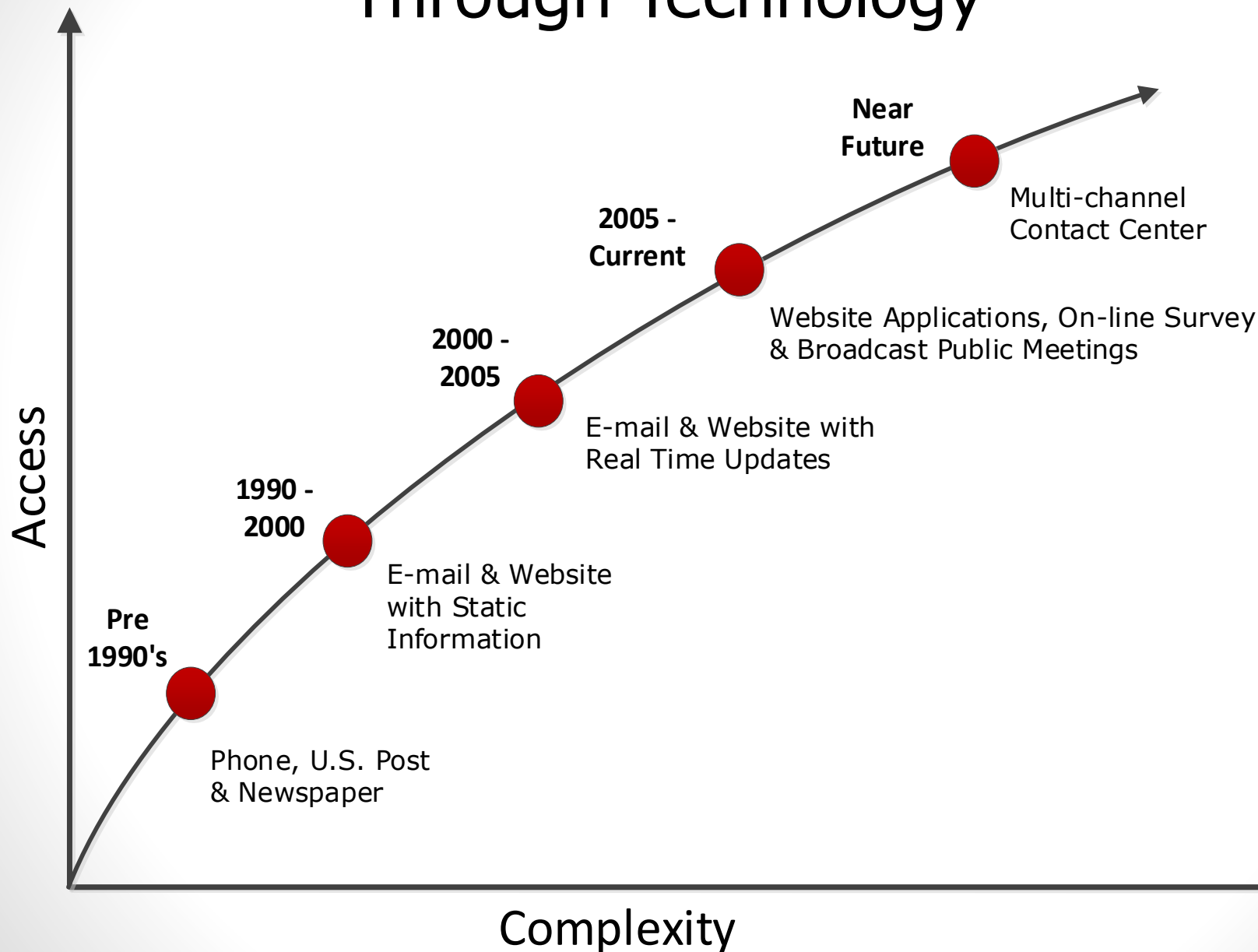


Information
Security
(Cybersecurity)



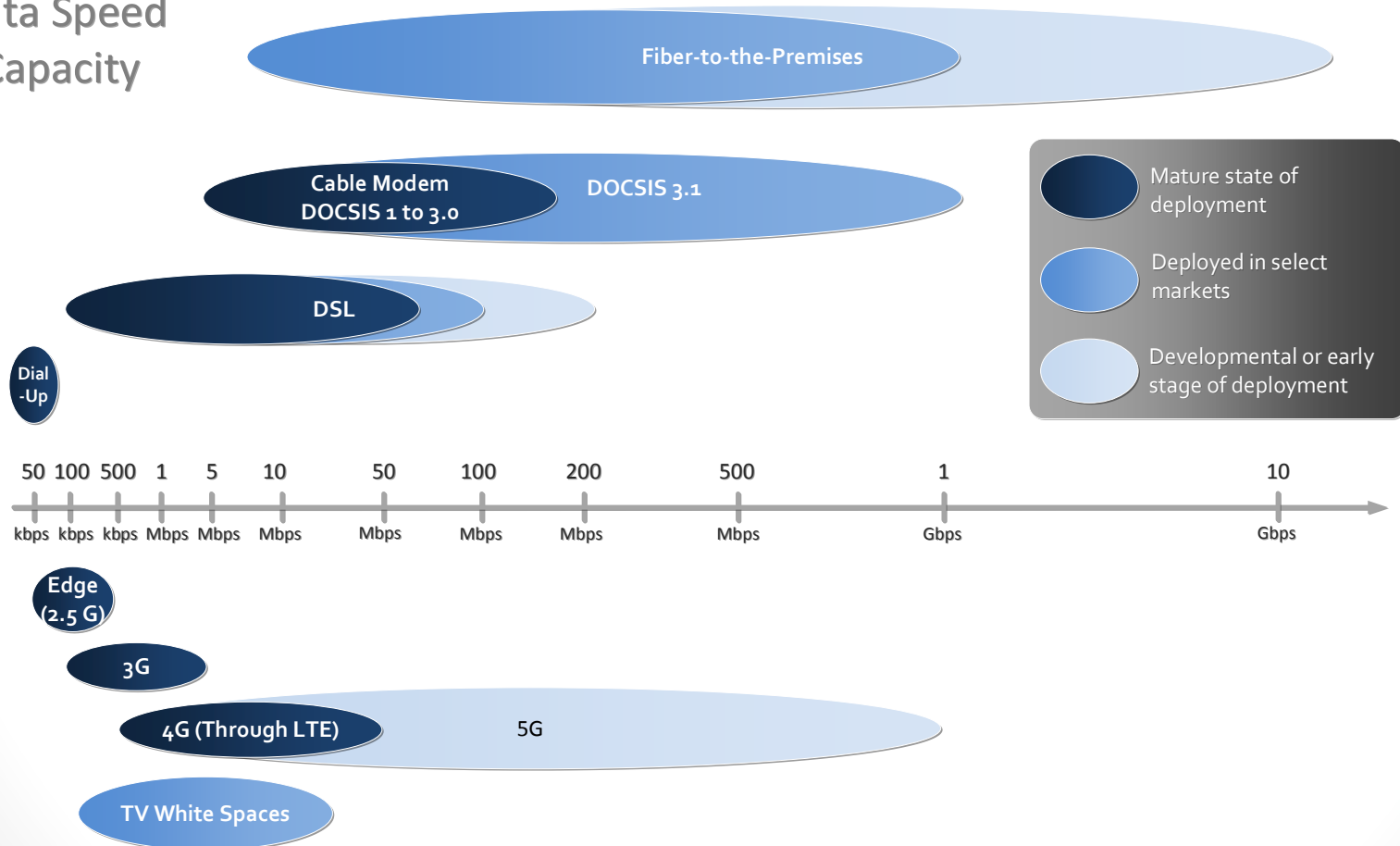
Courts Judicial
Replacement
System

Evolving Community Engagement Through Technology



Evolution Of Broadband

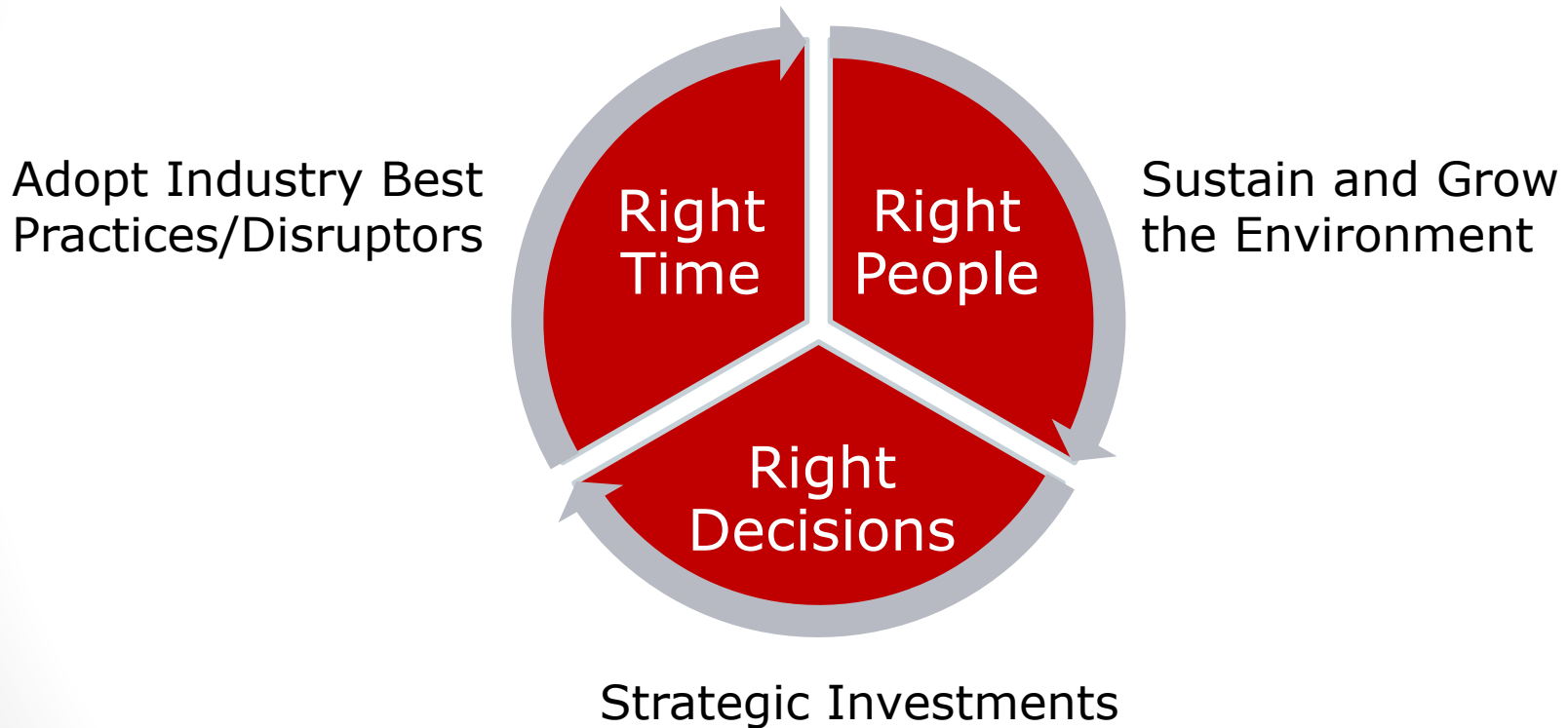
Data Speed
Capacity



Technology Industry Trends

- Small Cells (5G)
- IoT/Smart Cities
- Virtual Assistants
- Smart Text
- Business Intelligence
- Artificial Intelligence
- Expert Systems
- Smart Mobility

Digital Transformation



Improving Core IT Capabilities Will Deliver Significant Benefits to the City

Business Benefit to the City	Description
Citizen Experience	✓ A more satisfying and coordinated experience for our constituents through Integrated Case Management and On-Line Services
City Intelligence	<ul style="list-style-type: none"> ✓ Reliable and actionable analytics through Business Intelligence and Artificial Intelligence to improve decision making and resource alignment. ✓ More informed responses to emergencies, more efficient transportation, and reduced energy consumption through Paperless Transactions, Internet of Things and Smart Cities Initiatives.
City Efficiency	✓ A highly connected modern workforce through Municipal Fiber, Mobile Technologies and Seamless Remote Meetings .
City Collaboration	✓ Fully integrated workforce through Connected Core Line-of- Business Applications and Seamless Collaboration Platforms .

Awards



Winner of the Public
Technology Institute's 2018
Sustainability Award



Top 10 Digital Cities Award
winner for the last 14
years

- 4th Place Digital City
2018 winner

"This year's winners in the Center for Digital Government's Digital Cities Survey are finding creative ways to solve government problems with technology, pushing the envelope of what is possible in the public sector."

– Digital Cities 2018

Questions?

