



TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

INFORMATION TECHNOLOGY

OVERVIEW

The Information Technology Department is committed to customer service, providing quality information technology, a secure network environment and software development to help and support City departments in achieving their goals.

FY 26/27

HIGH-PERFORMING GOVERNMENT ORGANIZATION

Improve Information System Security and helping protect and improve Information Technology Security Systems.

- Improve cybersecurity through training and service implementations
- Complete regular security sweeps of all technology in the organization
- Complete field audits of security controls (physical and logical)
- Support and manage key-card (FOB) access control system
- Replace/install/expand video surveillance system
- Support endpoint security controls (Virus/Malware)
- Continue to leverage key partners and resources for security improvement
- Develop security system replacement schedule
- Security hardening of City Hall

FY 24/25 is currently at a 3.9% failure rate which is below the desired 5% or less baseline failure rate Citywide.

HIGH-QUALITY INFRASTRUCTURE & FACILITIES

Ensuring High-Performing Information Technology Infrastructure

- Expand fiber optic infrastructure citywide
- Develop mobile device replacement schedule
- Consolidate technology budget for mobile device hardware
- Improve system availability and scalability through Cloud resources
- Upgrade Network Infrastructure
- Consolidate Enterprise Systems management to maintain software patches and upgrades
- Complete a Wi-Fi Master Plan, increasing the availability of Public Wi-Fi at City facilities — a key priority supporting the City's goals.

Miles of Fiber Infrastructure Added Per Year

Current fiber linear miles:
150 miles of trunk fiber

FY 2026/27
Fiber Linear Miles:
+10 miles of trunk fiber

HIGH-PERFORMING GOVERNMENT ORGANIZATION

We'll advance software integration, migration and enhancement

- Improved process and tracking of land development
- Improved workflow of citizen concerns
- Improved availability and scalability of in-house developed applications
- Enhance application integration to enable seamless workflows.

ENGAGED & CONNECTED CITY

Expand communication and collaboration

- Increase use of existing technology
- Developed technology purchasing Intake
- Work with the Human Resources Training and Development Coordinator to improve employee productivity through education
- Expand our use of data and analysis to support innovation and process improvement
- Research emerging technologies that could improve collaboration
- Identify strategic data to be used for informational dashboards
- Investigate A.I. (Artificial Intelligence) Technologies
- Continue to provide excellent internal customer service. According to the 2023 National Employee Survey, 82% of employees rated Information Technology services overall as excellent or good, higher than national benchmarks.



97.62%

In 2024, the overall Information Technology user experience, as reported by users, achieved a satisfaction rate of 97.62% by responding users.