



Agenda Item 7.b.

September 27, 2022

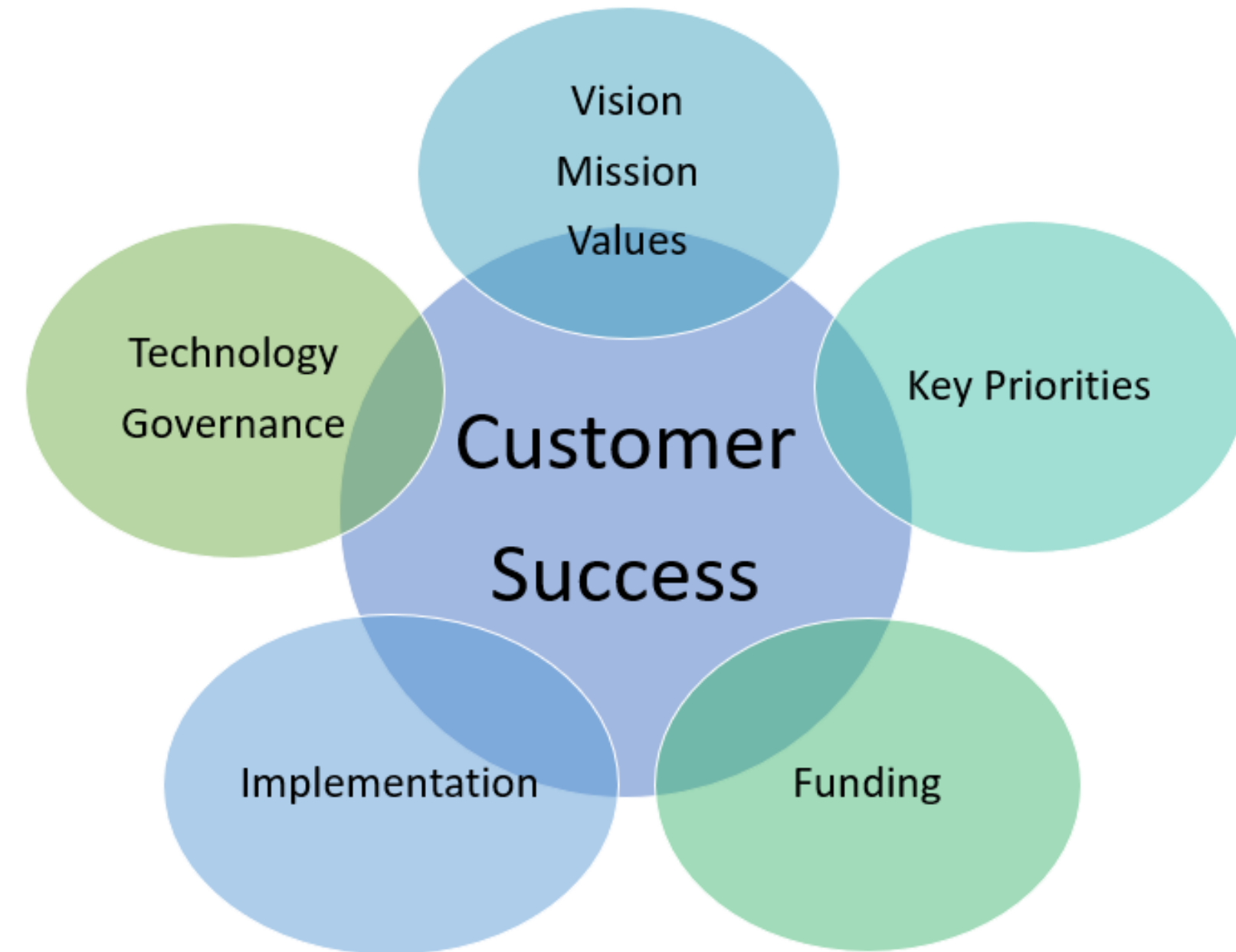
Information Technology Five-Year Strategic Roadmap

I Background

- Staff partnered with Management Partners in February 2022 to create first IT Five Year Strategic Roadmap
- Information gathering approach



Principles of Technology Governance

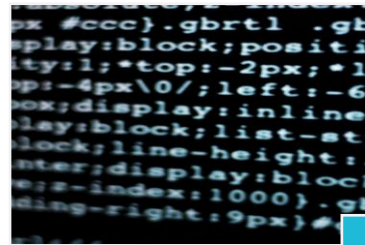


1. City executives and IT staff are partners in managing IT priorities
2. Project recommendations and scheduling are collaborative decisions
3. Policy development and implementation are done through consultation
4. Staff skills are developed and enhanced to make effective use of technology

I Elements of Information Technology Systems



Hardware
Infrastructure



Software
Infrastructure



Web
Services



Security
Systems



Geographic
Information
System



End User
Support

I Vision, Mission and Values

Vision

Drive innovative services that enable and empower city staff.

Mission

Provide secure, reliable and integrated technology solutions in alignment with Union City goals.

Values

Collaboration: *Willing to partner with others to find solutions.*

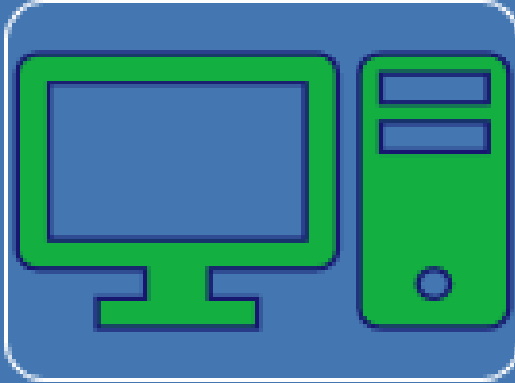
Customer commitment: *Keeping the needs of the end-user in mind.*

Security: *Ensuring the safety of our systems.*

Service excellence: *Striving to be the best at what we do.*

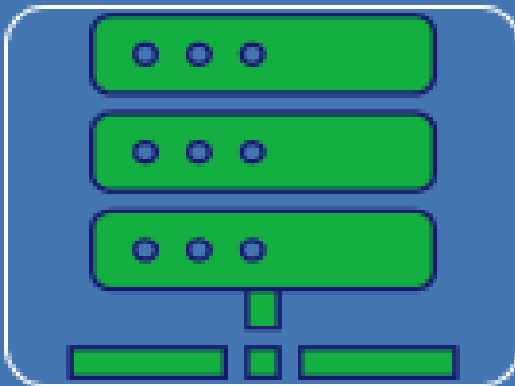
Teamwork: *Achieving our goals together.*

I Multi-Year Goals



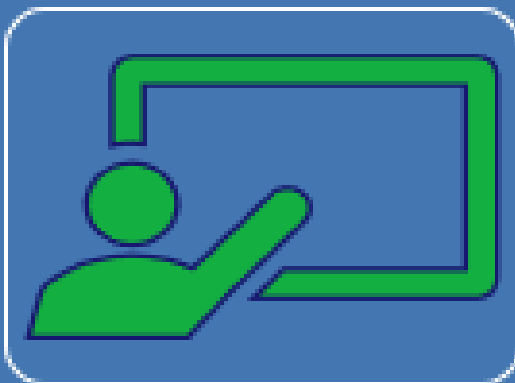
Goal A: Technology

To ensure the City has sufficient software, hardware and security to deliver efficient services and safeguard data.



Goal B: Infrastructure Support

To provide adequate infrastructure to house, maintain, and connect the City's IT services. This includes adequate and reliable power, environmental controls that are energy efficient and effective, and security appropriate to the preservation of public records.



Goal C: IT Governance, Training and Staffing

To enable City staff to be proficient in the use of technology and to ensure there are sufficient skills held both by line and expert technology staff to carry out the City's IT mission.

| Goal A: Technology

- Twenty-one (21) key projects identified to advance city services and safeguard data over the 5 years.

FY	Priority Areas
2022-2023	Disaster Recovery, Cyber Security, City Website, Enterprise Software (HR/Payroll/PD/YFS), GIS, End User Mobility
2023-2024	Business Continuity, IT Processes, Enterprise Software (Finance)
2024-2025	Online Service Delivery, Infrastructure Monitoring and Security, Enterprise Software (ECD)
2025-2026	Public WiFi, Enterprise Software (PW)
2026-2027	Infrastructure Monitoring, End User Mobility

| Goal B: Facility Support

- Seven (7) key projects identified to maintain and enhance the city's IT infrastructure.

FY	Priorities
2022-2023	City Fiber, Network Connectivity, City Camera Infrastructure
2023-2024	Building Security
2024-2025	IT infrastructure standardization
2025-2026	Lobby technology
2026-2027	Data room standardization



| Goal C: IT Governance, Training and Staffing

- Ten (10) key projects identified to maintain and enhance the city's IT infrastructure.

FY	Priorities
2022-2023	IT Governance Structure, Training, Budget Evaluation
2023-2024	Project Resource Management, Employee Onboarding
2024-2025	IT Professional Development, Employee Offboarding
2025-2026	Develop formal process for IT project request
2026-2027	Team process and knowledge documentation

I IT Funding Sources

- General Fund
- Development permit technology fee
- Grants



| Keys to Success

- Department collaboration
- Sufficient department and IT staff to implement new technologies
- Staff training
- Ongoing input from IT Governance to provide necessary prioritization, timing, and resource allocation



| Recommendation

Staff recommends that the City Council adopt a resolution to review and adopt the 2022-2027 Information Technology Department Strategic Five-Year Roadmap as a plan by which staff will continue moving the city technically forward for the next five years.