

Strategic Goals/Objectives for Department of Information Technology 2017-2021

MISSION: The mission for The Department of Information Technology is to provide innovative and quality solutions that enhance the functions of the city, citizenship and community as a whole.

VISION: To become the premier model for all technology departments locally and regionally while moving our citizen's base to 21st century self-services.

I. Provide state-of-the-art technology and infrastructure for staff and administrative use:

1. Move from a physical to virtual infrastructure Cloud/Hosting solution for Disaster Recover purposes
2. Deploy technology that is in line with "Smart City" concept
3. Move to a paperless environment by scanning documents to the cloud for historical purposes and going green concept
4. Upgrade enterprise email system from exchange to Microsoft 365 for a more feature rich environment
5. Install Wi-Fi Connectivity at several locations city wide to increase citizens use of technology

II. Implement a city-wide technology monitoring group (Technology Monitoring/Advisory Committee :

1. Allow departments to do collaborative work across the enterprise by learning technology concepts.
2. Help drive technology process and improvements.
3. To increase citizens involvement in technology for the City of College Park.
4. To help increase public safety visibility for the citizens by upgrading the several enterprise systems
5. Install Single Sign On portal for instant access to information

III. Establish Enterprise Resource Planning system to ensure 100% utilization of all modules within enterprise software packages:

1. Establish quarterly upgrades of North/Star and New World Systems for seamless integration to other software packages
2. Increase citizen's accessibility for instant transactions
3. To minimize customer issues by providing a more integrated utilities solution
4. Utilize all entities of eSuites (eBill, eTimesheet and eHR)
5. Install Microsoft SharePoint for greater department use of documents anywhere anytime

IV. Provide professional development opportunities for all staff

1. To provide cross training for all software application currently used by the City of College Park (North/Star, New World, RMS, OSSI and GTA)
2. To ensure all IT staff are trained and are kept current with certifications and documents that is relative to our environment
3. To establish communication quarterly to keep the community abreast of the ongoing projects(Develop brochure)
4. Ensure staff is trained on Microsoft latest version suite of products(Word, Excel, PowerPoint, Access)
5. Empower technology team members to host training classes for other department staff on a specific platform