

## Strategic Goals/Objectives for Department of Information Technology 2022-2027

**MISSION:** The mission for The Department of Information Technology is to provide innovative and quality solutions that enhance the functions for our guests, citizens, and community.

**VISION:** To become the premier model for all technology departments locally and regionally while moving our citizens' base to 21<sup>st</sup> 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. Deploy A.I. (Artificial Intelligence) in stages citywide to increase citizen's and staff use of technology.

II. Implement a citywide technology-monitoring group (Technology Monitoring/Advisory Committee)

1. Allow departments to do collaborative work across the enterprise by utilizing available resources.
2. Help drive technology process and improvements.
3. Increase citizens' involvement in technology for the City of College Park by adding information to media portal.
4. To help increase public safety visibility for the citizens by upgrading 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. To minimize customer issues by providing a more integrated utilities solution.
3. Create fortification for infrastructure stability and protection.
4. Install Microsoft SharePoint for greater department use of documents anywhere anytime.

IV. Provide professional development opportunities for all staff.

1. To provide training for software applications currently used by the City of College Park by giving staff access to information.
2. To ensure all IT staff are trained and are kept current with certifications and documents that are related to our environment.
3. To establish communication quarterly to keep the community abreast of the ongoing projects.
4. Empower technology team members to host training classes for other department staff on a specific platform.