

MIS Draft Strategic Plan Update March 21, 2007

MIS Department General Administration

Mission Statement: Deploy information technology that provides products, services and processes for employees and residents designed to improve performance, reduce costs, and minimize technological risks

Definition of Customer:
All departments within City government
The General Public

Definition of Product/Service provided:

- Provide city employees current, accurate, and complete technology systems required to perform assigned duties
- Promote and facilitate electronic government initiatives

Strengths:

- Dedicated, competent staff
- Solid network infrastructure
- Standards based approach to technology
- Willingness to embrace new technology

Weaknesses:

- Limited cross training
- Low level of training and experience for new employees
- Business systems unsupported
- Some major business systems remain on

Opportunities:

- Internet and Intranet presentation of electronic government products and services
- Expansion of wireless system
- Service level agreements
- Improved IT governance

Threats:

- Private sector competition for employees
- Vendor stability
- Disruptive technology
- Unrealistic user expectations

Key Success Factors:

- User project participation
- Effective information technology governance
- Recruitment and retention of qualified staff
- Professional development of MIS staff
- Establishment of service level agreements

List top 5-10 goals for the group:

- Provide city employees current, accurate, and complete technology systems required to perform assigned duties
- Promote and facilitate electronic government initiatives

List top 5-10 strategies for the group:

- Reorganize department for more effective customer support and fill vacancies Garv Brakel Sep 1, 2007
- Develop new web technology staff Josh Buntain Dec 31, 2007
- Build a business continuity/disaster recovery site John Walters Sep 1, 2007
- Develop a more understandable, defensible billing system Yan Wang May 30, 2007
- Develop policies and procedures to make reprographics more economical and responsive to customer requirements Joan Hamilton Aug 1, 2007
- Begin the installation of free wireless Internet access for all Spokane citizens and visitors Garv Brakel Dec 31, 2007
- Expand public safety and public works and utilities wireless network access system Scott Stipe Jun 30, 2007
- Field first phase of the new permitting system Uncha Kim Apr 30, 2007
- Upgrade the financial management systems to the latest release version Jenniefer Grimes Oct 1, 2007
- Continue professional development and cross training of staff Garv Brakel ongoing throughout 2007
- Promote and develop solutions for public access to city records and public records requests Andrea Rollins Dec 31, 2007
- Begin planning for the replacement of the human resources/payroll system Jennifer Grimes Dec 31, 2007
- Provide technical support for the establishment of a city call center Tom Kestell Jul 1, 2007
- Assist in the selection and installation of a case management system for city legal, prosecutor, public defender, probation, and the municipal court Tom Kestell Sep 1, 2007
- Upgrade computer and network security systems and policies Cylas Engeland, Dan Williams Jul 1, 2007