

Information Technology

Strategic Plan FY 2017

1. Responsive, Accessible and Mobile Government
 - a. Reach out to our citizens and customers through the City/BLW websites to provide useful applications and expanded access to data and services.
 - i. Implement online payments for Occupational License and Permitting by 2017.
 - ii. Redesign the city's web presence by the end of 2016.
 - b. Identify areas where technology, automation and mobility can improve and streamline city business processes.
 - i. Streamline the plan review process by Q2 of 2016.
 - ii. Implement a cloud based office automation suite for city/BLW employees by 2017.
 - iii. Provide a solution for digitizing the Travel and Training request process by 2016.
 - c. Provide department specific applications, services and information to our employees through the intranet (gemNet).
 - i. Implement work order management for Fleet by 2017.
 - ii. Implement a Risk Management System for Human Resources by Q4 2016.
 - d. Support and foster broadband and wireless deployment.
 - i. Provide public WiFi to the citizens and visitors of Marietta by the end of 2016.
 - ii. Provide affordable broadband services for the citizens of Marietta by 2018.
 - e. Serve to our citizens and users current GIS data, addresses, layers and photography via GIS applications and web technology.
 - i. Improve data collection and data management processes
 - ii. Convert analog data sources into digital data by the end of 2017.
2. Provide Efficient, Consolidated and Reliable Infrastructure and Services
 - a. Keep application systems current with respect to version upgrades and application modules.
 - i. Deploy additional applications as necessary to provide added functionality in order to satisfy business needs. (e.g. Provide a conference call application for all business users.
 - b. Expand, enhance, maintain and increase security of the network communications infrastructure.
 - i. Replace the existing non-public safety radio system by the end of 2016.
 - ii. Upgrade AS/400 hardware in FY 2017.
 - iii. Upgrade desktop infrastructure to 1 GB connectivity by 2017.
 - iv. Implement 10GB core network by 2018.
 - v. Upgrade all public safety radios to 800 MHz phase 2 compliant devices by 2019.
 - vi. Replace desktop VOIP phones by Q1 2019.
 - c. Investigate and implement Utility (Power and Water) Grid enhancements as identified by operating departments.
 - i. Implement FDIR technology for Electric by 2018.
3. Secure and Manage Information as an Asset
 - a. Upgrade city access control system in 2018.

- b. Identify and classify critical city of Marietta data by the end of FY 2017.
 - c. Protect city data through robust security protocols.
 - d. Maintain robust back-up technology and back-up processes.
- 4. Recruit and Maintain Proficient Technology Professionals
 - a. Ensure that the city's Information Technology workers have the required knowledge and skills to support the city's technology infrastructure and systems.
 - b. Support employees by recognizing the success and excellent service they provide to the enterprise.
 - c. Implement ITIL by Q4 2017.
- 5. Provide Effective IT Project Management and Oversight
 - a. Ensure that IT projects are completed within budget goals and timeframes set for completion and achieve the projected outcomes.
 - b. Focus on providing excellent Customer Service.
 - c. Continue focus on excellent Vendor Management to ensure low cost and high quality products and services.
 - d. Establish a project governance structure by Q4 2016.
 - e. Implement a project portfolio solution for the enterprise by the end of FY 2017.