



Information Technology Services (ITS)

2025 – 2030

VISION

We are a strategic partner in innovation and continuous improvement through information and technology advancements.

MISSION

We enable our partners to enhance their ability to better serve the community through meaningful collaboration, communication and information while providing a reliable and secure environment.

SHARED VALUES

- Empower People
- Collaborate • Secure Information
- Strategically Invest • Evaluate
- Data Centric



GOVERNANCE

Using consistent processes, we will align resources to prioritize and adopt technologies that generate the most value for the City.

Objective 1:

Promote a culture that values and adheres to ITS' guidance

Objective 2:

Communicate information about the technology portfolio

Objective 3:

Prioritize investments that align with Council's priorities

Objective 4:

Institute a program management operational model



MODERNIZATION

Our goal of modernization will be centered on agility while maintaining security, improving data quality and encouraging the use of transformative technologies.

Objective 1:

Invest in infrastructure to remain stable and secure

Objective 2:

Promote a culture of continuous improvement

Objective 3:

Invest in upskilling employees

Objective 4:

Innovate government services



DATA QUALITY

We will establish policies to ensure data is accurate, complete, standardized and authoritative; allowing the City to analyze future initiatives, better align resources and provide a higher level of service to the community.

Objective 1:

Implement data governance and policies

Objective 2:

Support responsible use of advanced technologies

Objective 3:

Analyze potential to facilitate coordinated action through case management

Objective 4:

Digitize City information and processes



INFORMATION SECURITY

Develop a proactive citywide security program that is focused on the City's Strategic Plan.

Objective 1:

Improve awareness around information security within the City

Objective 2:

Continue to mature security strategy

Objective 3:

Leverage next generation security technology and infrastructure

Objective 4:

Institute a common framework of policies, procedures, standards, and guidelines