

Three Year Strategic Direction

City of New Berlin Information Technology

2007-2009 – Revised 5/2008

Mission Statement

Provide top level support and cutting edge solutions for technological needs in the City of New Berlin while providing regional guidance and leadership.

Responsibilities

- Support the City of New Berlin's growth through technology
- Customer service – Day to day upkeep and training
- Maintenance of City IT Infrastructure
- Advise departments of new and appropriate technologies
- Support departmental and municipal technology goals
- Provide oversight and enforcement of consistent data structures across all City applications
- Provide secure and functional access to City data

Guiding Principles

- Through talented and dedicated staff, IT will provide best effort support of all technologies approved through the New Berlin IT Department.
- Staff will provide decisions and leadership based on experience and training to guide departments in technological development and enhancements
- Staff is held to a higher standard due to universal and unrestricted access to data
- Staff will utilize critical thinking and basic logic to guide personal time management, prioritization and task-based decisions.

Strategic Goals

- Stabilize IT Infrastructure
 - Focus on data security
 - Provide a stable platform for efficient municipal technology services
- Provide leadership and education for policymakers
 - Broaden understanding of Information Technology for the community through elected officials
 - Provide technology education for elected officials to assist budget decision making
- Migrate all customized applications to best of breed standard systems maintained in an open-standard environment.
- Consolidation and interconnectivity of services and equipment
 - Investigate and recommend cutting edge technology to reduce physical IT equipment and power usage
 - Ensure total system compatibility between all departments and systems
- Increase customer access through electronic means including eCommerce and Internet services
- Strengthen the business continuity program
 - Maintain an IT specific disaster recovery plan
 - Review and test plans and procedures regularly

Executive Summary

The City of New Berlin, in order to fully serve its citizens effectively and efficiently, maintains and installs automated technology solutions through its IT Department. The Strategic Technology Plan exists in order to direct and guide the technology planning, maintenance and implementation. Due to the constantly changing nature of technology and governmental business needs, the plan is dynamic and flexible. Additionally, the highly diverse City zoning requires the plan to easily scale between the needs of rural, urban, industrial, and commercial property owners, citizens and visitors.

The City of New Berlin Technology program is funded primarily through the Information Technology Budget, cost center 515. Additionally, long-term sustainable infrastructure-related projects are funded through Capital Improvement Projects. In some cases, multiple department cost centers are utilized to fully fund a program due to cooperation and divergent needs.

It is a distinct goal that the City of New Berlin Information Technology Program maintains a solid infrastructure. Maintaining a technically solid and current communication network and computing platform are essential for this success. Equipment budgets must require replacement of technological equipment prior to its obsolescence. Following this guideline will ensure a maintainable, functional and efficient technology program.