

2020-63 Attachment-5 Digital and Technology Master Plan progress summary

Digital and Technology Master Plan

2020-2023, 76% complete of 2020 actions and 14% overall complete

Recent progress/achievements to date

- Developed year by year breakdown of Master Plan initiatives – March 2020
- Increased use of flexible / remote working – March 2020
- Release Request For Proposal (RFP) for fiber build – April 2020
- Release RFP for Computerized Maintenance Management System – April 2020
- Replacement of 311GIS system for citizen-initiated service request- May 2020
- Initiated Web and Digital Steering Committee – May 2020
- Initiated Data Steering Committee – May 2020
- Completed Municipal Addressing project (Phase 1) - May 2020
- Developed and deployed Pothole Claims Web Application - May 2020

New opportunities or relevant challenges of public interest

- Increase number of services available online in an effort to both reduce in person interactions and increase process efficiency especially given social distancing measures
- Increased ratio of Laptops (or mobile device) to Desktops – PC lifecycle for 2021 will be laptop by default
- Modernize City meeting rooms – accommodating video conferencing at city hall and satellite locations 2020 through 2021

Next steps

- Conversion of PDF and paper forms to e-Forms
- Time and attendance upgrade and enhancements – use of mobile technology
- Update and Approve Acceptable Use of Technology Policy
- Multi-Factor Authentication. Starting with administrative accounts then all accounts to increase security and allow login from any browser
- Distributed Access Management Rollout (Varonis)