2020-132 Attachment-4 Digital and Technology Master Plan progress summary

Digital and Technology Master Plan

2020-2023, 84% complete of 2020 actions and 17% overall complete

Recent progress/achievements to date

- Implemented multifactor authentication for all IT administrative accounts
- Migrate to a hyperconverged technology environment (VXRail) that simplifies management and allocation of computing and storage resources, improves performance and readies migration of workloads to the cloud
- Document existing technology architecture standards
- Implemented modernized farebox technology

New opportunities or relevant challenges

- 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

- Implement solution to allow citizen to book appointment with City departments, reducing the number of people in City Hall and ensuring the appropriate staff are available based on appointment type
- Acquire and configure new performance management system for City staff
- Develop a City budget that is presented in a web-based format allowing for greater transparency
- Update IT policies including Acceptable Use, Information Security, IT Governance, Mobile Device Usage