Technology & Information Services

Council Study Session

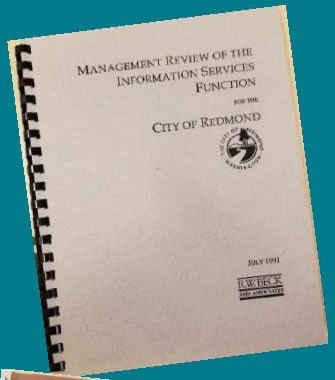
March 12, 2019

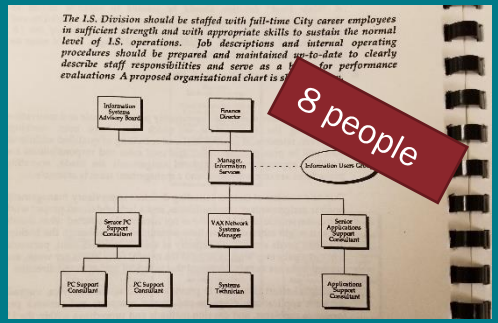
Agenda

- Organizational Overview
- TIS and Business Operations Integration
- TIS Project Portfolio

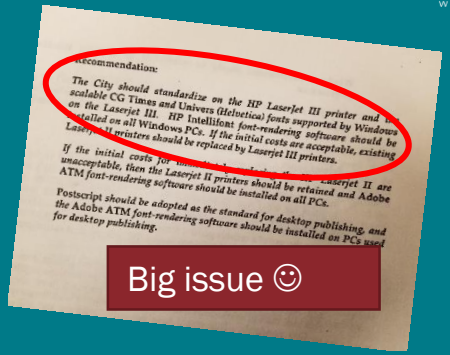
Evolution of CoR IT

28 years ago



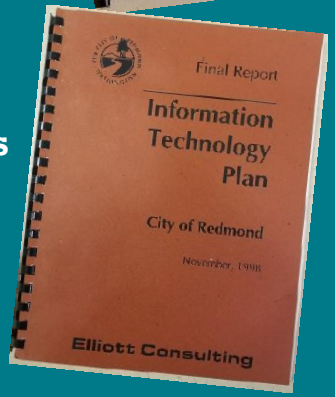


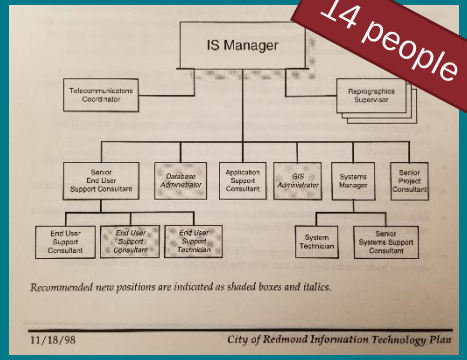
8 people



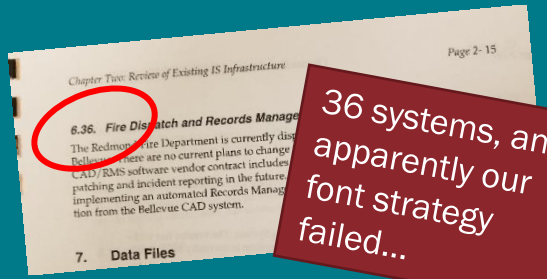
Big issue ☺

21 years ago





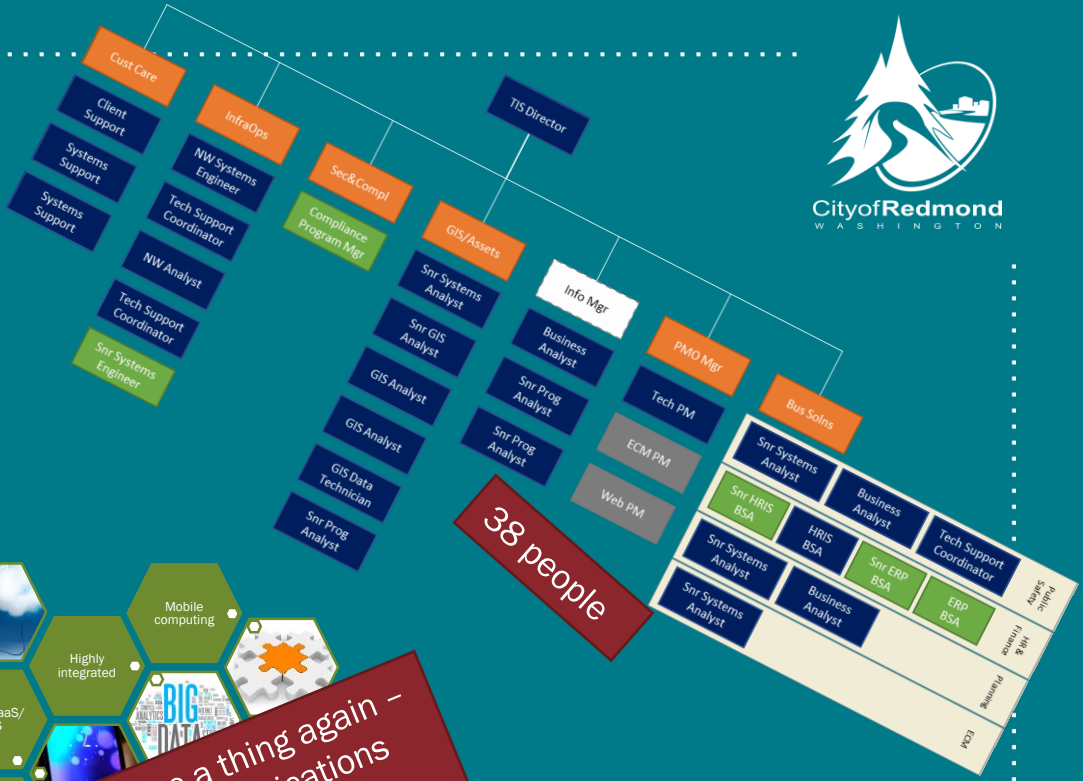
14 people



36 systems, and apparently our font strategy failed...

Today

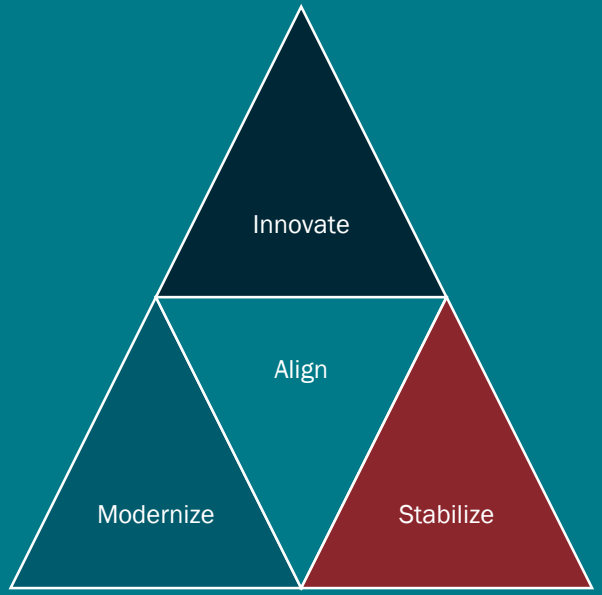
~300 apps and services
~160 servers
~90 switches/routers
10 Firewall/VPN appliances
~180 Wireless APs
37 sites
~130 IP cameras
Many subscriptions



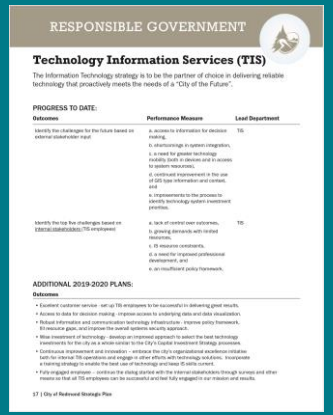
38 people

Fonts are a thing again – but a Communications Team problem now ☺

TIS Strategic Themes



Focus – City of Redmond Strategic Plan


RESPONSIBLE GOVERNMENT

Technology Information Services (TIS)

The Information Technology strategy is to be the partner of choice in delivering reliable technology that proactively meets the needs of a "City of the Future".

PROGRESS TO DATE:

Outcomes	Performance Measure	Lead Department
Identify the challenges for the future based on external stakeholder input	a. access to information for decision making, b. shortcomings in system integration, c. a need for greater technology mobility (both in devices and in access to system resources), d. continued improvement in the use of GIS type information and content, and e. improvements to the process to identify technology system investment priorities.	TIS
Identify the top five challenges based on internal stakeholders (TIS employees)	a. lack of control over outcomes, b. growing demands with limited resources, c. IT resource constraints, d. a need for improved professional development, and e. an insufficient policy framework.	TIS

ADDITIONAL 2019-2020 PLANS:

Outcomes
• Excellent customer service - set up TIS employees to be successful in delivering great results. • Access to data for decision making - improve access to underlying data and data visualization • Robust information and communication technology infrastructure - improve policy framework, fill resource gaps, and improve the overall systems security approach. • Wise investment of technology - develop an improved approach to select the best technology investments for the city as a whole similar to the City's Capital Investment Strategy processes. • Continuous improvement and innovation - embrace the city's organizational excellence initiative both for internal TIS operations and engage in other efforts with technology solutions. Incorporate a training strategy to enable the best use of technology and keep IS skills current. • Fully engaged employee - continue the dialog started with the internal stakeholders through surveys and other means so that all TIS employees can be successful and feel fully engaged in our mission and results.

17 | City of Redmond Strategic Plan

CoR Data Platform

Formal PM Focus

Mobile Tech

GIS/Asset Integration

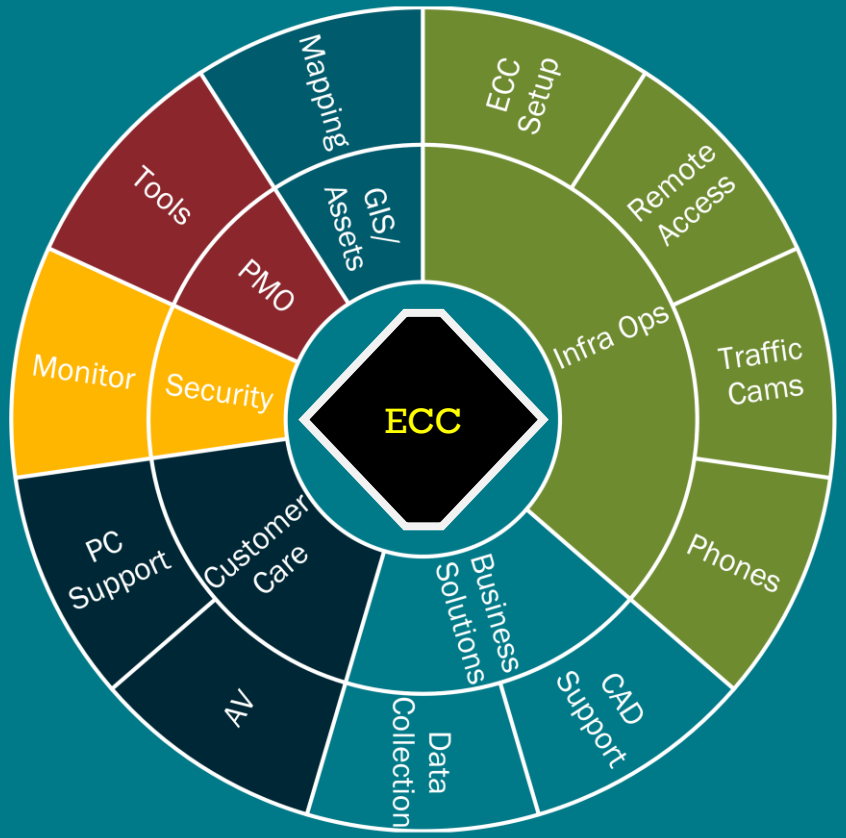
Tech Specialists

Ops Excellence

http://www.redmond.gov/common/pages/UserFile.aspx?fileId=242314

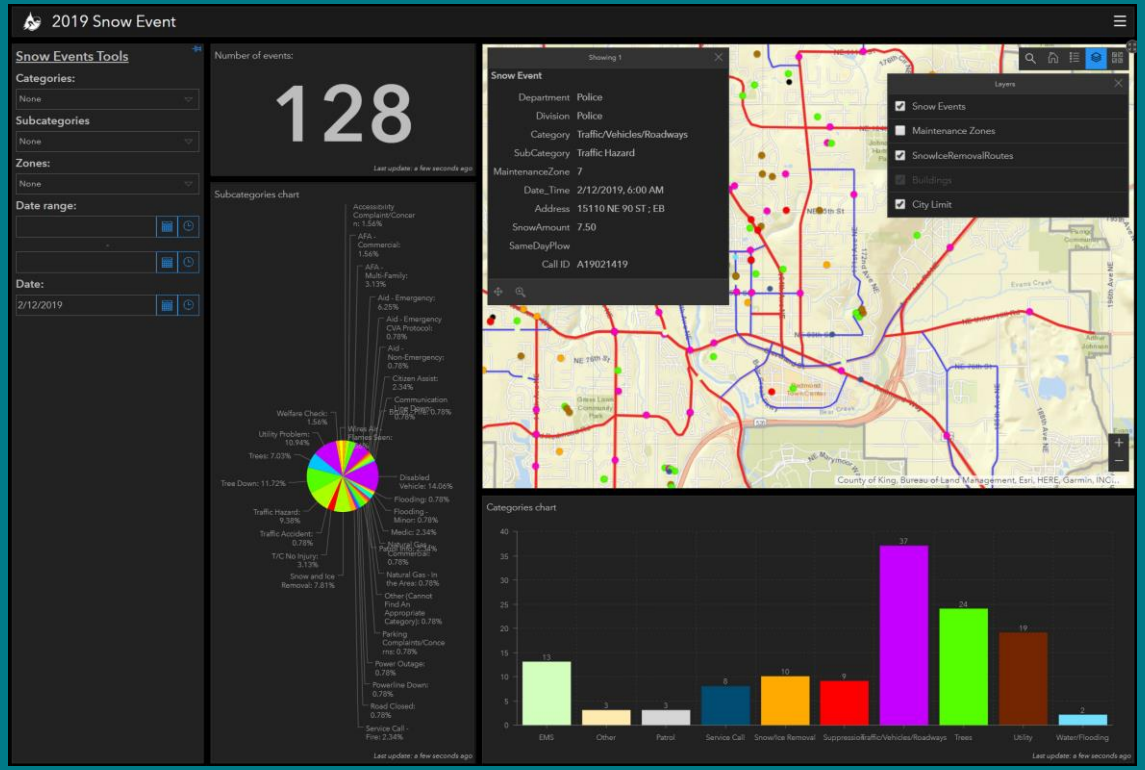
TIS and Business Operations Integration

…The Snow Event…



CityofRedmond
WASHINGTON

Visualizing Operations in GIS



Combines historic data from:

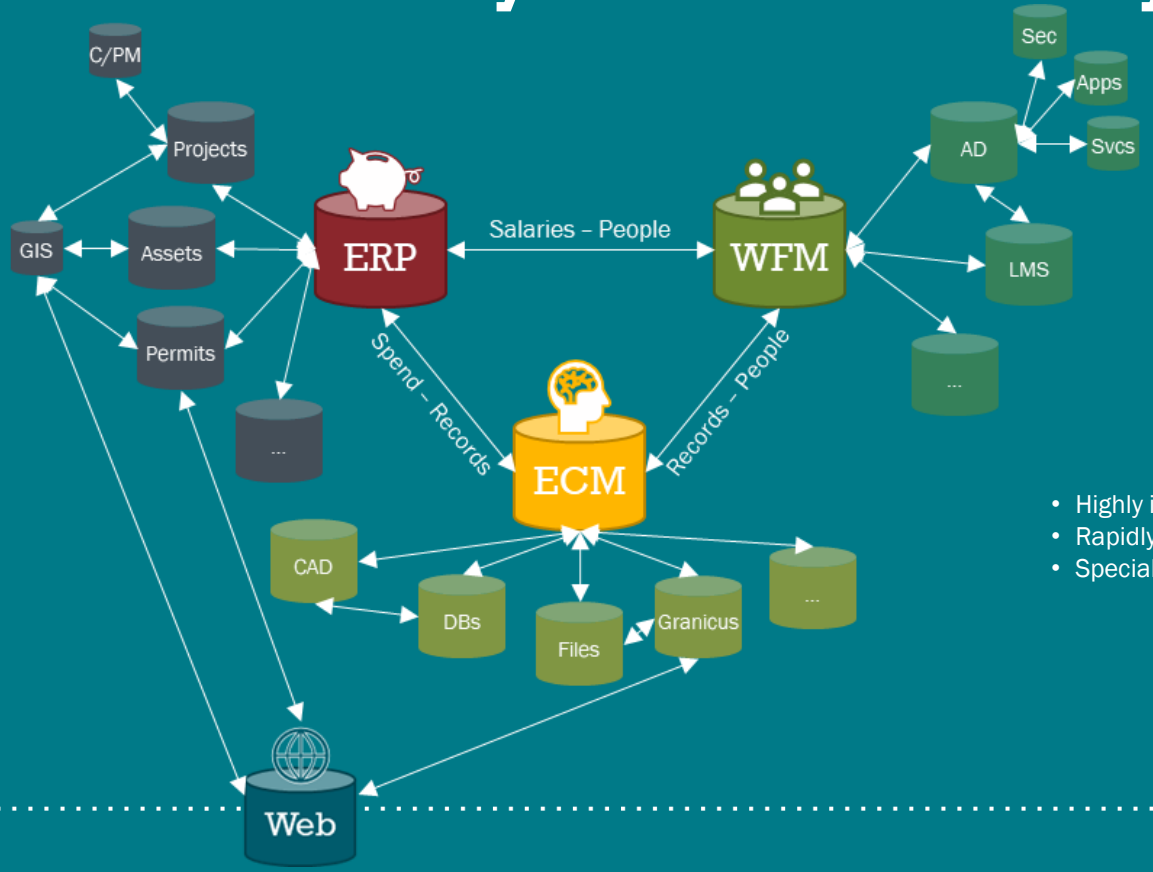
- Police
- Fire
- Customer Service Center
- Public Works
- Etc.

Available all the time?

- Exploring a project…

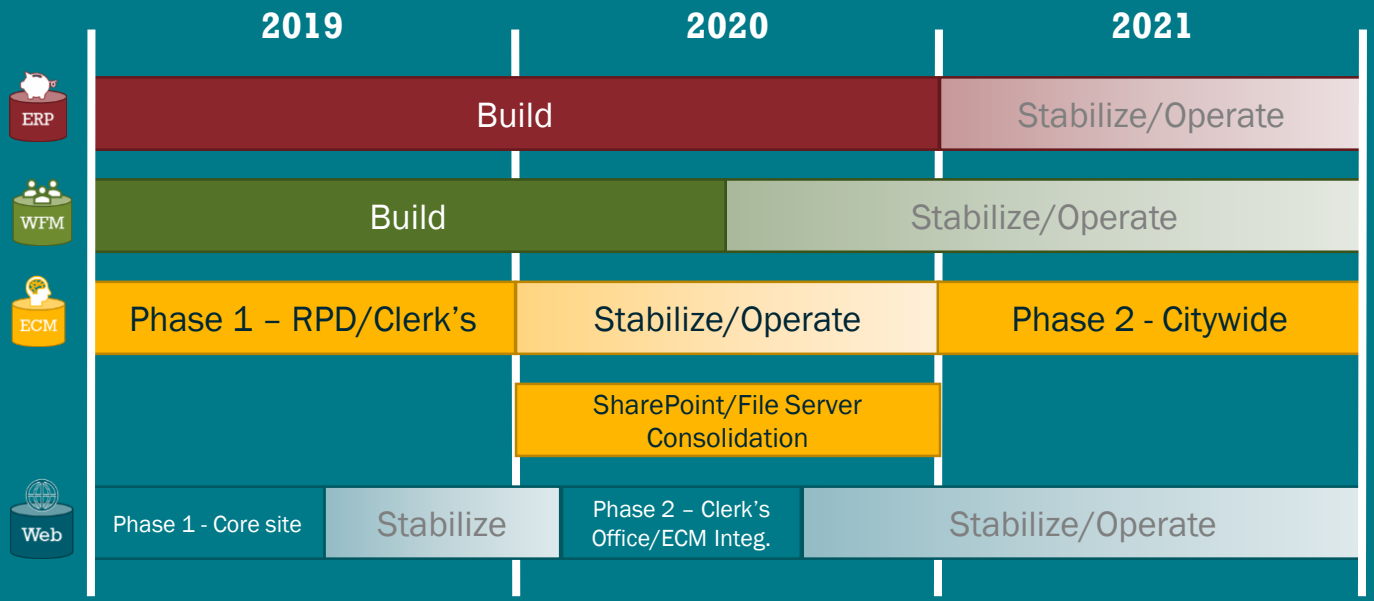
Major Project Portfolio

Core Business Systems Anatomy



- Highly integrated
- Rapidly changing
- Specialist skills needed

The BIG 4 - timeline



Capacity considerations:

- Build – TIS/SMEs
- Operate – TIS/SMEs
- Change – City Staff

Thank You!