

# We are developing an IT strategic plan to align the City's digital capabilities with its overall strategy

The strategic plan will include the following sections

- ▶ **Vision and mission:** statements that define the long-term aspirations for IT and alignment with the City's corporate strategic plan.
- ▶ **Strategic priorities:** objectives for the City to achieve its vision and mission for IT. This includes a series of initiatives as outlined in the figure to the right.
- ▶ **Governance and organizational structure:** changes to staffing, capability, and responsibilities to enable the IT strategy.
- ▶ **Implementation plan:** steps and timelines to execute the IT strategy.



## Strategic priority 1: Enhance citizen engagement

- ▶ Improve how citizens interact with City services. This includes exploring a portal for priority services and continuing to digitize citizen-facing services.



## Strategic priority 2: Optimize internal operations

- ▶ Improve how City staff conduct their day-to-day operations. This includes adopting a vision for replacing core systems and acquiring systems to fill gaps in technology.



## Strategic priority 3: Modernize IT infrastructure and assets

- ▶ Organize and upgrade IT assets to address risks with the current state. This includes replacing unsupported servers, building redundancies in the City's network infrastructure and reorganizing computer rooms.



## Strategic priority 4: Strengthen cybersecurity