



Information Technology Division

FY 2003-05 Programs and Mayor/City Council Goals Linkages

Below is the listing with descriptions of the Information Technology Division's FY 2003-05 proposed programs, and their linkage to the Mayor/City Council Goals.

Systems & Database Administration: (Mayor/City Council Goal #2 – SC)

This program will maintain and support enterprise systems resources software and database; operate and monitor UNIX and Solaris Operating Systems software; develop systems programs; develop performance monitoring for enterprise resources and performance capacity planning.

Customer Support Services: (Mayor/City Council Goal #1 – PS)

This program is in direct support of citywide Public Safety Agencies. The program components include support to citywide radio system, mobile applications, fire station alerting systems and public safety server support; as well as daily support of all City Associates. From the first call to the Help desk to the support staff maintaining desktop equipment (computers, telephones and associated equipment); and the public safety support systems; this staff provides IT support Citywide.

Application Development & Support: (Mayor/Council Goal #5 & #6 – IP & IN)

This program will maintain and support enterprise applications (Oracle & Brass); design and develop program solutions for enterprise applications; research & analyze proposed solutions; research, analyze and refine business processes; and develop enterprise reports.

Technology Infrastructure Support & Engineering: (Mayor/City Council Goal #5 – IP)

This program supports the IT infrastructure that provides voice and data Citywide, including the data network, SBC telephone and data circuits, voice mail processor and e-mail systems. This program is responsible for the daily maintenance and repair of citywide voice and data networks and the security of the same.

Policy Planning, Implementation, and Operations: (Mayor/City Council Goal #5 – IP)

This program will provide direction relative to information technology policy implementation issues; develop and facilitate the implementation of action plans to address current and future City information technology needs; and manage the department's resource to meet the goals of the Mayor and Council.

Geographic Information Systems & Internet/Intranet Web Services: (Mayor/City Council Goals # 1,2,3 – PS, SC, NB)

This program will maintain and manage GIS database accessibility; provide GIS information to users; research GIS database accuracy and completeness; create & maintain software standards and procedures; develop web applications to access various resources; incorporate intranet applications to web services; devise intra/internet security strategies; design and implement enterprise web services; and assist maintenance of citywide web services server.

Technology Project & Business Development: (Mayor/City Council Goal # 5 – IP)

This program will conduct feasibility studies of proposed projects; compile and analyze all business requirements; develop business plans and project timelines; and manage the RFP process from development, proposal assessment, to contractor selection and contract development.