

CITY OF MINNEAPOLIS

Information Technology Department Business Plan

Committee of the Whole
Presentation

Information Technology

IT Vision: Transform Minneapolis through technology

Mission: To provide technology services and solutions in support of Minneapolis' goals and strategic directions

Information Technology: Goals

- Employees across the City are empowered with the tools they need
- IT services and operations are customer focused and well managed
- Increase usage of digital tools and solutions to keep Minneapolis innovative and a place attractive to business
- All Minneapolis residents have the tools, skills and motivation to gain value from the digital society

Information Technology: Deliverables

- Connect employees to existing resources
- Increase automation of business processes
- Service levels of IT are met while minimizing costs
- Provide services that Departments value
- City departments share their data with the public
- City departments share data put in useful context
- Decrease the digital divide
- Increase opportunities for Minneapolis residents of color to pursue IT careers

Business Plan Highlights

- IT Department strives to provide these services:
 - ✓ **Decision support** via real-time, integrated information from a digitized city
 - ✓ **IT infrastructure** via reliable and effective information services for employees to do their job
 - ✓ **Empower employees** via IT tools that support their mission and goals
- IT strives to ensure Minneapolis residents and their businesses are digitally literate