

City of Fort Collins IT Department 2014-2016 Strategic Plan Summary

Vision

To be the “digital utility” for the City of Fort Collins

Mission

Provide exceptional, innovative and customer-driven services to enable operational excellence within the city government.

Values

Service Excellence
 Innovation & Creativity
 Trust & Respect
 Integrity & Initiative
 Collaboration & Teamwork
 Accountable Stewardship
 Dynamic & Flexible

Key Outcomes	Strategic Goals	Strategic Objectives
1 High Performing IT	Provide High-Quality, Valued IT Services – Achieve World-Class IT Outcomes	<p>1.1 We will continually improve foundational IT Processes: Proactively plan, implement, monitor, and measure our environment of resources, systems, applications, networks, and communications to proactively maintain, adjust, repair, extend, and enhance in order to increase overall system reliability, efficiency, availability and security.</p> <p>1.2 We will work to ensure access to and availability of systems, as this is crucial to the organization. High system availability will be an on-going performance measure for the department.</p> <p>1.3 We will replace hardware, software and network infrastructure in a planned, budgeted and scheduled manner to prevent obsolescence and reduced organizational efficiency.</p> <p>1.4 We will provide innovative services and solutions that take advantage of new technologies in order to ensure that the City is able to provide world class primary services to the community and staff in a manner that is aligned with the sustainability standards of the organization and community.</p>
2 Innovation	Provide Innovative, Creative Technology Solutions	<p>2.1 We will aggressively evaluate emerging technologies to discover opportunities to enhance delivery of core services, increase organizational efficiencies, decrease cost, or support City Council priorities.</p> <p>2.2 We will encourage and challenge ourselves to think outside the box, research new things, be open to new ideas, to be flexible and adaptable to different ways of accomplishing things in order to be a vital, valuable and innovative IT department.</p> <p>2.3 We will maintain hardware, software, network and security standards to ensure a sustainable technology environment, while embracing new technologies and exploiting technical advances so that the City can be an innovative leader.</p> <p>2.4 Current service delivery paradigms place an emphasis on Web delivery, cloud services, mobile devices, BYOD, network convergence, and a variety of virtualization opportunities. We will actively work to engage these technologies and appropriately deploy and support.</p>
3 Customer Service	Deliver Exceptional Customer Service	<p>3.1 Customer service and satisfaction are our first priority. We will track and measure our service delivery in order to monitor our performance.</p> <p>3.2 We will provide our customers with well understood and efficient methods to request IT services and to provide feedback on our efforts.</p> <p>3.3 We will proactively participate in the City’s Internal Services Survey, using the results to adapt and align our services to best meet our customer’s needs and expectations.</p> <p>3.4 The IT department acknowledges the importance of communication in meeting customer service expectations. We will make exceptional and effective communication a priority element of every service delivery effort.</p>
4 Alignment	Proactively Align to Enhance the City’s Lines of Business	<p>4.1 We will embrace the BFO budgeting process and proactively develop offers that maintain current services and provide for enhancements that are aligned with the City’s key results and outcomes, as well as the priorities of each result area and line of business.</p> <p>4.2 We understand our mission as an internal service provider and wholly embrace the business needs of the City’s primary service providers in their work to the citizens of Fort Collins.</p> <p>4.3 We will frequently and proactively engage the executives, managers and staff within each line of business in order to ensure that IT services are aligned with their strategies and priorities.</p> <p>4.4 The documentation of the IT department’s services, plans, strategies and priorities is essential to maintain accountability and credibility within the organization. We will maintain current Program Action Plans and associated measures and metrics in order to provide this information.</p>
5 Culture & Employee Engagement	Develop and Foster a Dynamic, Collaborative, and Supportive Team Environment that Technology Professionals Enjoy Working In	<p>5.1 We will expend every reasonable effort to recruit, hire, train, develop and retain the most well-rounded, knowledgeable, dedicated technical staff in order to achieve sustainable technology services and outcomes.</p> <p>5.2 We will participate in the Q14 survey and proactively utilize the results in order to provide a dynamic, enjoyable work environment where employees are valued, honored and engaged.</p> <p>5.3 Within IT, staff will have access to the information and tools that they feel they need to be engaged and to understand how their work accomplishes City and departmental goals. To that end, we will ensure that department staff has frequent opportunities for communication and interaction.</p> <p>5.4 As a team, the IT department strives to recognize the contributions of each and every member. We will look for opportunities to celebrate our differences, diversity and successes, while rallying as a team to overcome our challenges.</p>