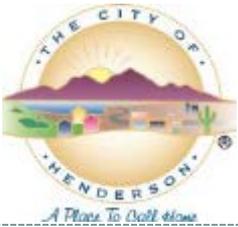


Strategic Planning



**CITY OF HENDERSON
DEPARTMENT OF INFORMATION TECHNOLOGY
(DOIT)**

**ENSURING ALIGNMENT WITH THE CITY'S
STRATEGIC GOALS**

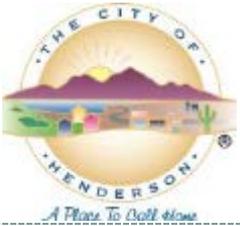


The Process of Strategic Planning



Strategic Planning is one of the six core focuses of the Henderson's Quality Initiative (HQI)

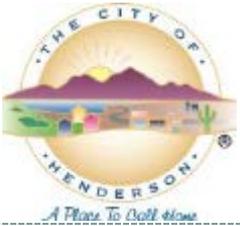




Strategic & Operational Planning



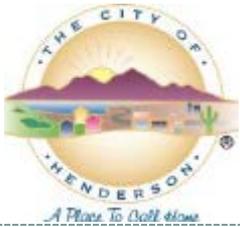
- **Planning for our future**
- **Guided by a simple and straightforward strategic plan**
- **Sound operational overviews which complement the strategic plan**
- **Overviews that lay out a clear roadmap for staff to complete jobs with focus**



Departmental Strategic Planning



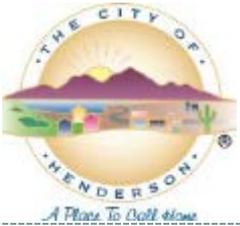
- Each City Department develops an operational overview that describes their core services and associated performance metrics
- All employees participate in an employee scan process. This is a brainstorming process to generate ideas for strategic planning.
- The results of the scans are consolidated and shared with the departments
- Department Strategic plans are developed from this input



Citywide Strategic Planning



- Department heads and city management select priority citywide needs from the department plans to form the citywide strategic plan
- The City Council reviews the draft citywide strategic plan, adjusts as necessary, and approves the citywide strategic plan
- This citywide strategic plan is then published and communicated



IT Strategic Plan (FY2015 – FY2019)



- **Environmental Scan**

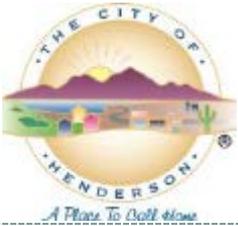
- 321 ideas identified by the IT Department
- 34 IT-related
- Consolidated into 12 groups

- **Refinement**

- Further refined goals and placed into categories
- External vs. Internal; Tangible vs. Intangible

- **IT Strategic Plan FY2015 – FY2019**

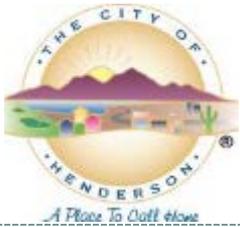
- Includes nine items taken from external list, both tangible and intangible
- Excludes Internal items as these will be covered in a department improvement plan



IT Strategic Plan - Document



- The IT Strategic Plan includes the following sections for each strategic item:
 - **Issue Statement:** Describes the problem
 - **Goals:** Goals to be achieved over the next three to five years to solve the problem
 - **Performance Objectives:** Objectives to be obtained towards the goal in the next fiscal year
 - **Actions:** The plan for how the objectives will be executed over the next fiscal year
- The IT Strategic Plan has been published and communicated



DoIT Strategic Goals (FY2015-2019)



IT Asset Management

- Establish a centralized IT inventory management system and process to assist with improved management and reduced costs of IT assets

Business Analysis

- Improve project satisfaction and success rates by applying business analysis best practices

Disaster Recovery

- Increase the City's ability to provide essential computing systems in the event of a disaster

Duplicate Systems

- Enhance efficiency by reducing duplicate systems, and applying system consolidation and the use of enterprise systems

Mobility

- Increase overall workforce efficiency and productivity by adopting mobility standards, technologies, and use

Network Bandwidth

- Increase total network bandwidth and reduce the cost of network service and response time

Password Administration

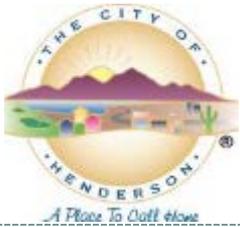
- Reduce support costs and increase customer satisfaction by simplifying password management

Software Upgrades/Replacements

- Increase the average number of applications that are current at any given time

Transparent Government

- Increase transparency in City operational data in support of Open Government



Alignment



- There are many areas of alignment between IT's strategic plan and the City's strategic plan.
- IT's Strategic Plan is focused on ensuring sustainable technologies, while improving the user's experience.
- Some of the core issues identified in the Citywide Strategic plan are around failing infrastructure and concern for upcoming end-of-life computer systems.
- The IT Department continues to play a significant partnership role with the other City Departments, ensuring technology demands are met.