

701.1 SUBJECT: ORGANIZATION AND POLICY

:1 OBJECTIVE:

To provide overall executive management and direction to all activities and operations of the Technology Management Division.

:2 AUTHORITY:

This procedure amended by City Council September 15, 2003.

:3 DIRECTION:

The Chief Information Officer, as an appointed official, serves at the pleasure of, and receives direction from the Mayor through the City Clerk/General Administration Department Director.

:4 FUNCTIONS:

A. Mission

The Technology Management Division provides technology that supports departmental users' ability to perform their tasks and ultimately provide effective citizen service. The organization's goal is to promote innovations in technology products and services, responsiveness to addressing business needs, and knowledge in the form of consulting services, courtesy and professionalism in all dealings with each other, internal clients, citizens, vendors and other government agencies.

B. Management Support

The management support function ensures alignment of the Technology Management Division's goals and objectives with the overall mission and vision of the city. It provides strategic long range planning as well as monitoring and maintaining service levels in the area of technology. This function is also responsible for establishing Division policies, procedures and standards and recommending enterprise wide technology policies and solutions to the Information Technology Executive Committee (ITEC).

C. Strategic Support

Strategic support is responsible for developing strategic and tactical plans with departmental users for the selection and implementation of technology within their particular departments. It also provides for enterprise coordination of technology implementation. This function provides for management of strategic projects, research and development on emerging technologies, and for coordinating with technology vendors.

D. Systems & Networks Support

Systems & Networks Support is responsible for enterprise-wide planning, design, operation and administration of personal computers, servers, computer networks, voice communications, data communications and internet related technologies.

E. Software Support

Software support is responsible for planning, coordinating, developing, maintaining and implementing custom and packaged application software utilized to solve the business needs of the City. This function also provides and administers technology-related training, and coordinates and assists departmental users with implementation of internet business applications.

:5 FORMS:
 None.

:6 COMMITTEE RESPONSIBILITIES:
 Information Technology Executive Committee (ITEC); City Operations Committee.

:7 REFERENCE:
 Procedure adopted by City Council December 18, 1989, Item 16A-47; amended February 4, 1991, Item 3/50; amended December 9, 1991, Item 6NN; amended October 5, 1992, Item 4GGG; amended June 14, 1993, Item 4-Q; amended March 20, 1955, Item SS; amended August 31, 1998, Item 3K; amended April 3, 2000; amended September 15, 2003.

:8 EFFECTIVE DATE:
 This procedure effective September 15, 2003.