
City Council Regular Meeting

DEPARTMENT: Information Technology

FROM: James Grommersch, Chief Technology Officer

MEETING: May 5, 2025

SUBJECT:

Receive a report, hold a discussion, and provide staff direction regarding the BTX-IT strategic plan and vision for 2022-2028. (*Staff Contact: James Grommersch, Chief Technology Officer*)

SUMMARY:

BTX-IT's strategic plan and vision for 2022-2028 outlines a comprehensive approach to modernizing the City of Burleson's technology ecosystem, strengthening cybersecurity, and ensuring IT services align with regulatory frameworks and long-term operational goals. The plan focuses on improving governance, optimizing IT investments, and integrating industry best practices such as ITIL and Agile methodologies to enhance service delivery. With an emphasis on strategic planning, BTX-IT aims to create a resilient and efficient technology infrastructure that supports city operations and enhances services for residents.

A key component of the strategy is enhancing IT governance through structured review processes, including the implementation of the IT Governance Committee (ITGC) and the Technology Investment Review Document (TIRD). These initiatives ensure that technology purchases are aligned with the City's strategic priorities, reducing redundant expenditures and maximizing in-house capabilities. Additionally, BTX-IT is actively addressing technical debt, improving project management workflows, and streamlining IT service management through the adoption of Agile principles and ITIL frameworks.

Cybersecurity remains a top priority, with BTX-IT aligning its security posture with the NIST 2.0 Cybersecurity Framework to better protect city assets and mitigate evolving threats. Initiatives such as multi-factor authentication (MFA), endpoint protection enhancements, and Compliance as a Service (CaaS) reinforce adherence to CJIS, PCI, HIPAA, and other regulatory requirements.

To further enhance resilience, the department has expanded its data center capabilities, improved disaster recovery processes, and plans to improve the network through initiatives, like Air Fiber, to reduce reliance on third-party providers.

Looking ahead, BTX-IT is focused on addressing challenges such as the need for an IT Equipment Replacement Fund, modernizing aging Council Chambers technology, and ensuring IT resources keep pace with the City's growth.

By prioritizing strategic investments, process improvements, and cross-departmental collaboration, the department is committed to driving innovation, increasing efficiency, and delivering secure, scalable IT solutions that align with the City's long-term vision.

RECOMMENDATION:

N/A

PRIOR ACTION/INPUT (Council, Boards, Citizens):

N/A

REFERENCE:

N/A

FISCAL IMPACT:

N/A

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