

# Information Technology

City of Tomball

2024 Departmental Strategic Plan Presentations

# IT Department Overview

## Mission Statement

We are focused on delivering valuable services to our users; with a centralized commitment to provide all teams with secure resolutions. Our team is not satisfied until all users are accommodated with exceptional products and services aimed towards operating at their highest levels.

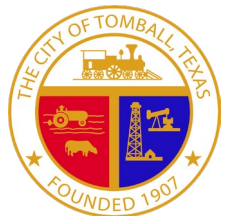
Data/System  
Security

Asset  
Management

Software  
Maintenance  
& Support

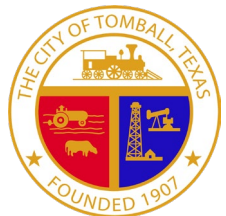
User Support

Network  
Infrastructure

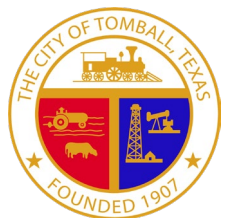
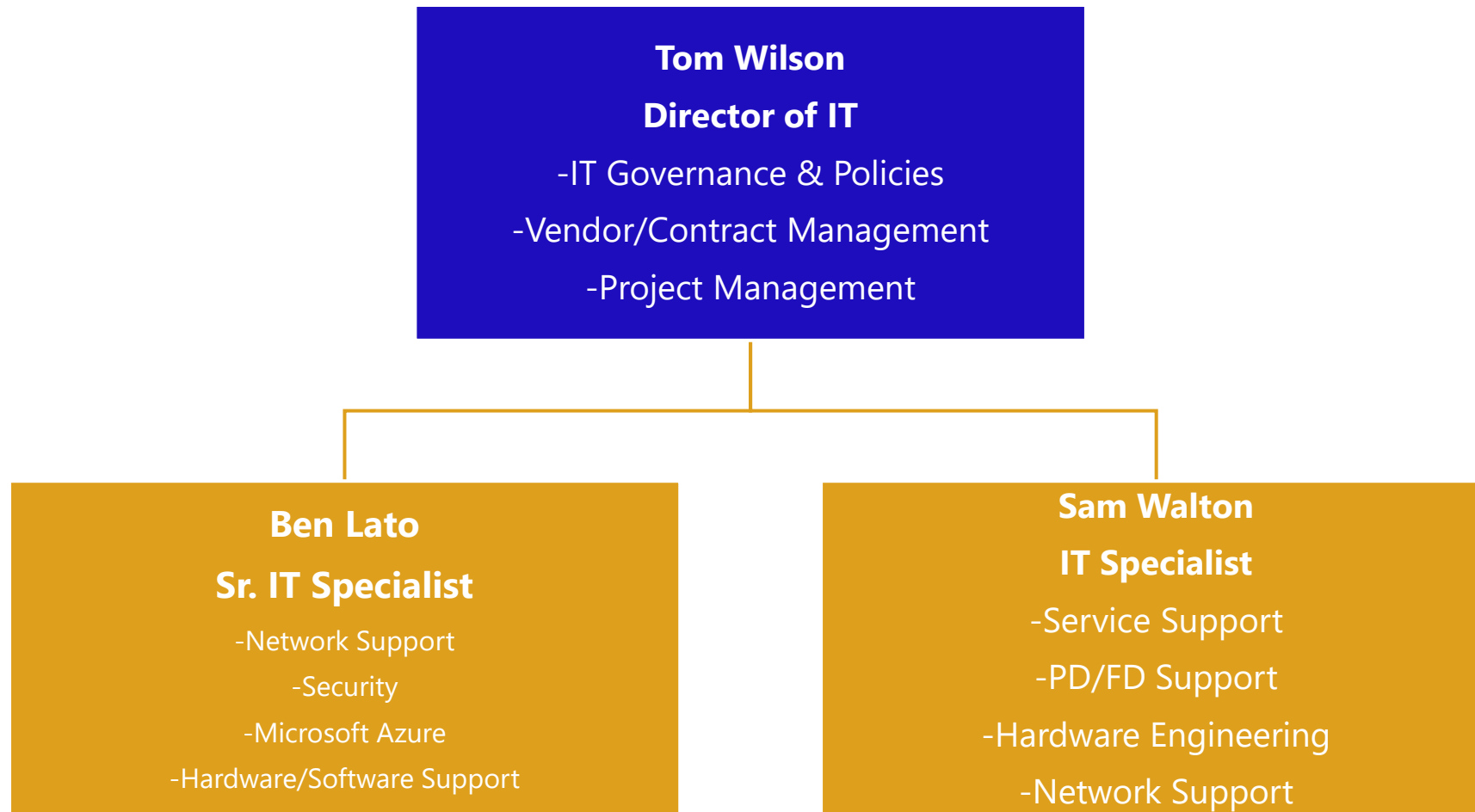


# IT Department Metrics

- Total Assets (June 2024) – 587
  - Workstations, Laptops, Monitors, Docking Stations, Printers, Tablets
- Average Weekly Tickets – 29
- Daily Backups – 100% Completion Rate
- Monitoring & Blocking Hundreds of Threats Daily
  - Phishing
  - Blocking known threat-based sites and countries
- Patch Management – 100% Monthly
  - Staying current helps avoid attacks

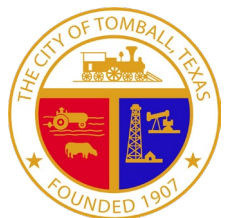


# Department Org Chart



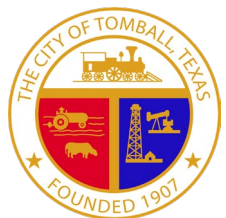
# Department SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"><li>• <b>Personnel</b><ul style="list-style-type: none"><li>• Ability to learn and leverage new technologies</li><li>• Experience with the remediation from significant events</li></ul></li><li>• <b>Operations</b><ul style="list-style-type: none"><li>• Policies to enhance the user experience</li><li>• Good project communication</li><li>• Standardized equipment for the City's operations</li><li>• Open to audits and reviews</li><li>• Creating a redundant environment for quality uptime</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>Personnel</b><ul style="list-style-type: none"><li>• Lack of redundancy in staff and succession planning</li><li>• Unfamiliar with project development</li></ul></li><li>• <b>Operations</b><ul style="list-style-type: none"><li>• New innovations could lag due to lack of knowledge</li><li>• Lack of comprehensive IT policies</li><li>• System vulnerabilities</li></ul></li></ul>



# Department SWOT Analysis

Opportunities	Threats
<ul style="list-style-type: none"><li>• <b>Personnel</b><ul style="list-style-type: none"><li>• Develop team by working with new technologies</li><li>• Develop strong relationships between departments</li><li>• Continue fostering project management skills</li></ul></li><li>• <b>Operations</b><ul style="list-style-type: none"><li>• Standardize equipment to improve system core</li><li>• Continue implementing recommendations from audits and assessments</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>Operations</b><ul style="list-style-type: none"><li>• Newer technology could have more risks</li><li>• Solutions that may not be delivered</li><li>• High cost of implementation</li><li>• Rogue software implementation</li><li>• New solutions could create new vulnerabilities &amp; Inoperability</li></ul></li></ul>



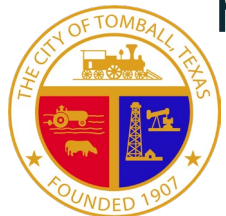
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# Information Technology Strategic Plan

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# Objective 1: Upgrade Technology and Improve System Security

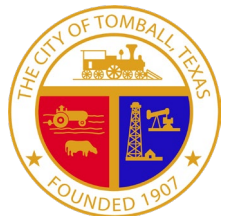
- Provide enhanced solutions to increase productivity.
- Implement an asset management program to replace older hardware in an effective manner.
- Conduct penetration testing and repeat network assessments.
- Create a security quarterly report to understand and convey system successes.
- Introduce new solutions, such as a managed detection and response that will provide 24/7 monitoring and resolution to potential attacks.





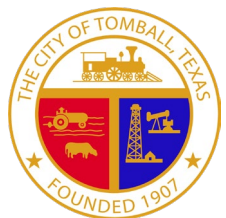
# Objective 2: Improve IT Governance and Standardization

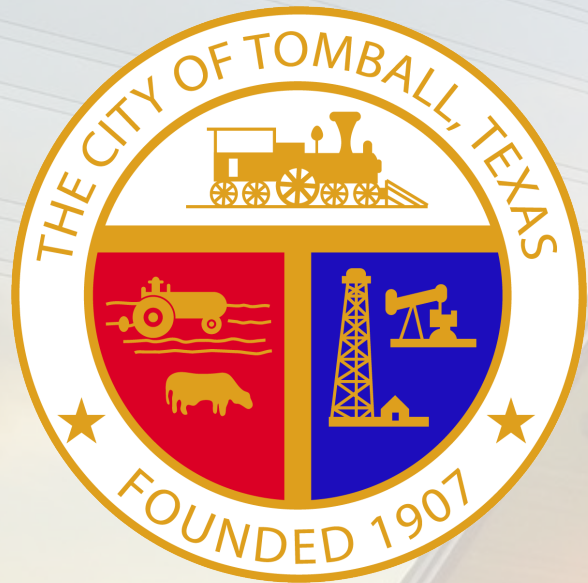
- Finalize and implement an IT Governance Plan.
- Work with City teams to standardize IT procurement, implementation, management, and support procedures.
- Develop policies and procedures to help users perform their duties safely and effectively.
- Increase due diligence for vetting new solutions.
- Formulate an applications review process.



# Objective 3: Manage Projects & Disaster Recovery Plans

- Develop project budgets and increase monitoring and tracking.
- Work with departments to implement long-term solutions to high-priority functions.
- Enhance vendor management and engagement procedures to ensure projects are delivered on time and on budget.
- Develop redundancies in the core network (called Business Continuity Process).





Questions?