



**CITY COUNCIL MEETING  
STAFF REPORT**

<b>Meeting Date:</b> September 18, 2023		<b>Subject:</b> Information Technology Strategic Plan	
		<b>Staff Member:</b> Andy Stone, IT Director	
		<b>Department:</b> Information Technology	
<b>Action Required</b>		<b>Advisory Board/Commission Recommendation</b>	
<input type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 <sup>st</sup> Reading Date: <input type="checkbox"/> Ordinance 2 <sup>nd</sup> Reading Date: <input type="checkbox"/> Resolution <input type="checkbox"/> Information or Direction <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable	
		<b>Comments:</b> N/A	
<b>Staff Recommendation:</b> N/A			
<b>Recommended Language for Motion:</b> N/A			
<b>Project / Issue Relates To:</b>			
<input type="checkbox"/> Council Goals/Priorities:	<input type="checkbox"/> Adopted Master Plan(s):	<input checked="" type="checkbox"/> Not Applicable	

**ISSUE BEFORE COUNCIL:**

Introduce the newly updated Information Technology (IT) Strategic Plan to Council.

## **EXECUTIVE SUMMARY:**

In 2016, the City of Wilsonville completed its first Information Technology (IT) Strategic Plan with the help of MindBoard Consultants. The plan explored the current state of IT in Wilsonville as well as identifying 32 short, medium, and long-term projects. The IT department followed the plan, refreshing it every year to take into account current needs of departments or unexpected factors. The plan was very successful and by 2021, all of the major projects listed had or were in the process of being completed.

An add package to refresh the IT Strategic Plan was submitted and approved in fiscal year 21-22 budget and an request for proposals (RFP) was released in November 2022. Nine firms submitted proposals and after a detailed selection process, the City selected Avèro Advisors.

The process started in March; conducting interviews with all departments in the City to evaluate their experience with IT as well as what their goals and aspirations were regarding IT. The results reinforced that Wilsonville IT is viewed as a partner to departments throughout the City and works hard to help them achieve their goals. It also reinforced the fact that Wilsonville is a very forward thinking City with many projects that rely on IT.

After the initial assessment was completed, Avèro Advisors conducted a current state analysis that looked at the state of the IT department, cybersecurity, technology, and personnel. This data, along with the information gathered in the department interviews formed the basis of the IT Strategic plan.

Benchmarking was another important step in the process. Wilsonville IT compared favorably to other organizations across the country. Each jurisdiction has its own unique attributes, which help drive their budget and project load, but it is interesting to note that many of these Cities are working on the same projects as Wilsonville. Enterprise Resource Planning (ERP) systems, cybersecurity, infrastructure upgrades, and fiber routinely appeared in their project plans.

Avèro Advisors and IT Staff worked closely to analyze the results of the meetings with Staff and developed a comprehensive list of projects for the next 3-5 years, 32 in all. Projects are grouped into a framework consisting of four main areas: Security First, Digital City Experience, Data Driven Decisions and Infrastructure Resiliency.

These categories outline best practices for IT projects and help categorize the needs of the City. There is a fairly even split of projects between the categories with the most in Data Driven Decisions. This concentration of projects highlights the desire to optimize City systems, especially the new Tyler Technologies software packages.

As with the last IT strategic plan, an integral part of this project is revisiting it each year. The IT department will reevaluate projects listed in this plan and add new projects as needed. This process was extremely successful with the last plan and will be implemented with the new IT Strategic Plan.

**EXPECTED RESULTS:**

The IT staff has already started implementing the Strategic Plan.

**TIMELINE:**

The IT Strategic Plan lists projects through 2027 but the plan will be revisited every year and updated based input from key stakeholders.

**CURRENT YEAR BUDGET IMPACTS:**

No additional impacts to current fiscal year's budget. Future projects will be included in each year's budgeting process.

**COMMUNITY INVOLVEMENT PROCESS:**

N/A

**POTENTIAL IMPACTS OR BENEFIT TO THE COMMUNITY:**

Implementing the IT Strategic Plan will assure that the City's departments have the tools and security that they need to continue providing excellent service to the community.

**ALTERNATIVES:**

N/A

**CITY MANAGER COMMENT:**

N/A

**ATTACHMENT:**

1. Information Technology Strategic Plan (web version)