

Information Technology Goals for 2013-2016

(A work in progress)

- Remain fully committed to providing the employees of the City, the technical resources to provide the highest possible service levels to the Citizens of the City of Appleton.
- Keep and maintain the latest possible hardware and software infrastructure, upgrades and patches while taking into account the monetary value and departmental needs.
- Plan and initiate the future replacement of the iSeries and the development of a new server based system to house all the financial needs of the City.
- Move toward a more public facing network by providing the ability as time progresses a website that is manageable, up to date with a “Mobil First” approach.
- Begin implementing and developing mobile applications for smart devices.
- Continue to implement as much in our virtual environment as possible to become as “Green” a department as we can.
- Continue to utilize, enhance and expand our internal and external camera presence where possible.
- Maintain the phone system at its current level and continue to advance the infrastructure it is on.
- Replace and manage our infrastructure providing higher bandwidth capabilities for our employees along with the bandwidth need to maintain and improve the connectivity between our facilities.
- Improve and upgrade or replace our document management system allowing full utilization of it and the modules with it.
- Continue to advance and expand our Telepresence infrastructure and build more departments into the capabilities of it.
- Give the I.T department the ability to learn and expand their knowledge on multiple systems providing the ability to interact on a larger departmental scale.
- Work toward a proactive department and become less reactive in nature.
- Maintain the security of all the systems we manage at the highest levels.
- Continue to partner with other regional entities for a shared goal of providing the highest service levels to our joint citizens.
- Work at the highest levels with the other City Departments in identifying their needs and how best we can accomplish their goal of providing for their customers in a technology related manner.