



City of Appleton Departmental Strategic Plan

Mission: “The IT Department is dedicated to providing the technology means to service the City’s Departments who in turn will use that technology to serve the Citizens of Appleton”

Community Values:

- Quality IT Infrastructure
- Mobile updates
- Informative, easy to use website
- Ease of Public Information Retrieval

Vision: The Information Technology Department is a partner with the other Departments of the City to enhance the technology capable of making their I.T. challenges easier and more efficient.

Planning Assumptions

- Technology changes at varying rates
- Technology ages much quicker than many areas
- The workforce and citizens are expecting quicker results
- As well as an easy way to find information
- Real time information is the norm.

Key Strategies:

- Determine I.T. priorities.
- Develop efficient technology to better serve the departments.
- Improve efficiency within concept to completion.
- Develop the I.T workforce to be able to handle the technology challenges as they arise.
- Keep an eye on the future.

Key Performance Measures:

- Speed of information retrieval
- Ease of public access
- Feedback from Departments and Citizens

Priorities:

- 1) Website design in a Mobil First fashion
- 2) Smart device application development
- 3) Begin discussions on iSeries replacement
- 4) Remain efficient in our service to other departments
- 5) Keep an eye on the future

Operational Plans:

- 1) Internal infrastructure
- 2) External facing infrastructure
- 3) iSeries plans
- 4) Don’t fall behind the technology curve
- 5) Shoot for the cutting edge, not quite the bleeding edge.