

City of Stamford Technology Management Services

FY 2019-20 Fiscal Committee Budget Presentation





Introduction

Mission:

The mission of the Technology Management Services Department (TMS) is to provide enterprise-wide information technology planning, implementation and maintenance services to all City departments and the Board of Education so that cost-effective technology is delivered enabling user departments to meet their missions

Program	Services Provided
1060	<p><u>Application Support</u> provides individual departments with appropriate applications to enhance their productivity, including database management and GIS access and support.</p> <p><u>Network/Telecommunications support</u> provides telephone (land lines and cellular), individual network access (including internet and data storage) and email to all employees. Network/Telecommunications support provides telephone (land lines and cellular), individual network access (including internet and data storage) and email to all employees.</p> <p><u>Desktop Support</u> provides technology support for both the City and Board of Education end users.</p>



Department Management

Key Program/Department Challenges

- Include factors that drive program / department costs
- Include factors that might impact productivity

The technology Dept. is continually challenged with change.

In particular, mobile computing and cloud based applications and storage.

As we further consider cloud based applications our capital costs are replaced with ongoing operating expenses.

Budget Scenarios

- What budget line items can you control

With the BOE paying nearly 70% of our overall operating budget there is little control of specific line items.

- If additional funding could be realized how would department services be expanded or enriched?

Cloud based applications would lesson the need for desktop support and likely reduce downtime but presently are at a premium. It is expected that the market will see a reduction in premium costs as these cloud based solutions see greater market acceptance.

- In the event of significant budget reductions describe the impact the reduction would have?

With little control over the largest portion of the technology budget, salary costs; the reduction in staff would greatly impact our ability to keep up with present technology and support. In addition, consideration needs to be taken into account for the significant effort it takes to implement new technologies which would potentially reduce cost and create better efficiencies throughout the city.



This is what is coming

Major changes planned for the department

- Include new or improved services (or processes) the department will provide to citizens or to other City departments or personnel

We are moving forward with merging emergency services support under one centralized IT dept. This change will add efficiencies to the process by having a greater technology pool (tech cross training) available for service as well as standardizing equipment and software.

- Describe what management is doing or could do to reduce department costs or reduce/eliminate services that are no longer critical

We continue to explore new technologies that will both create individual department efficiencies and reduce the need to individual technology support. We have made recommendations for additional city wide training and continue to advocate for employee training opportunities.

- What investments, increased spending, or other changes could you make this year that would have a long term positive impact?

Additional investments would include increased virtualization and expanding centralized management of software and support and increase the use of Electronic forms system that supports workflow and legal signatures (SeamlessGov). Additional efforts are under way for eliminating data silo's and sharing pertinent data between departments.

When renewing / untacking new service contracts require multi-year agreement that would reduced yearly cost.