

**FINANCIAL AND ADMINISTRATIVE SERVICES
INFORMATION TECHNOLOGY UNIT
WIGS/MEASURES**

❖ **Support a safe and reliable municipal infrastructure**

- Move the City of Ann Arbor workstation and mobile devices into a managed environment by March 30, 2008.

Status: 10% Complete

- Complete a managed environment POC (Proof-of-concept) by 7/03/07
 - 100% COMPLETE
- Complete deployment of new desktops/laptops for 15D into a Pilot of the new managed environment by 7/31/07.
 - 70%
- Upon completion of the 15D Pilot begin management of at least 400 machines in the new environment by 11/15/07.
- Deploy 100 additional devices into the new environment by 12/31/07.
- Deploy and manage any remaining devices by 3/30/08.

❖ **Deliver high quality City services in a cost effective manner**

- Meet 98% of the published Service Level Agreements by 6/30/08.

Status: 20% Complete

- Begin monitoring service levels using Altiris reports on a monthly basis. (7/30/07)
 - 50%
- Evaluate gaps in performance and adjust. (10/30/07)
- Produce a quarterly report supporting service level goals. (3/31/08)
- Evaluate and analyze gaps in performance and adjust for continuous improvement. (6/30/08)

❖ **Foster a community with respect for diversity and the open exchange of ideas**

- Develop and publish a new City Intranet site by June 30, 2008.

Status: 0% Complete

- Finalize Intranet site requirements by 1/30/08.
- Complete analysis by 2/28/08.
- Complete training requirements by 4/1/08.
- Implement site by 5/15/08.
- Move to production status by 6/30/08.