

CITY of ANN ARBOR
SERVICE UNIT GOALS AND PERFORMANCE MEASURES
for the fiscal year ending June 30, 2009

Service Area:	Financial & Administrative	Area Administrator:	Tom Crawford
Service Unit:	Information Technology	Manager:	Dan Rainey

Service Unit Goals	City Goals:
<p>A. Collaboration Develop the collaborative framework that offers a comprehensive approach that articulates the partnership between the City, County and other Citizen Serving entities to improve organizational performance and deliver high quality customer services in a cost effective manner.</p>	1, 2
<p>B. Communication Support the City-wide communications plan that empowers citizens and employees by implementing actions to proactively deliver information and provide platforms to enhance collaboration.</p>	2, 3
<p>C. Improved Organizational Capability Improved policies, planning, and management to better develop, implement, and sustain a high level of digital services in support of the Citizens.</p>	5
<p>D. Better Enterprise Architecture Refine the methodology used to ensure that information technologies are aligned with the mission, goals, and objectives of the City and Service Areas.</p>	3, 5
<p>E. Improved Security and Privacy An integrated planning approach to develop and implement policies and procedures that enhance security and privacy and ensure the integrity and confidentiality of data, and availability of services. The integrated approach also includes the analysis of threats and vulnerabilities integral to risk mitigation and management.</p>	2, 3
<p>F. Reduced Burden An integrated planning, development and implementation approach to streamline, simplify, and reduce public burden by elimination of duplication through the use of information technology and reengineering of business processes.</p>	1, 2
<p>G. Think Green Implement actions to promote energy conservation and minimize environmental impacts.</p>	4

City Goals are on page 55 of the [FY2009 City Budget](#)

Service Unit Measures	Service Unit Goals
A1 - Draft & finalize city/county data center consolidation plan by July 15, 2008	
A2 - Implement co-location phase of city/county data center consolidation plan by November 15, 2008	
A3 - Implement phase 2 of intranet improvements by January 31, 2009	
B1 - Complete replacement of city-wide telecommunications platform by January 31, 2009.	
B2 - Develop strategic e-Government plan including governance processes by January 31, 2009.	
C1 - Improve the collaborative environment within ITSU by developing and initiating a formal collaboration process within the service unit by December 31, 2008.	
C2 - Update data backup & recovery hardware, software & procedures aligning them with the needs of our customers by May 30, 2009	
C3 - Deliver initial release of Business Intelligence and Dashboard applications by June 30, 2009	
D1 - Implement processes to manage application licensing by June 30, 2009	
E1 - Manage the successful implementation of water utilities wireless security network within scope and budget as agreed to by the City's Water Superintendent.	
E2 - Deploy wireless network services for WWTP re-construction project by September 2008.	
E3 - Upgrade network perimeter and security infrastructure by June 30, 2009	
F1 - Develop consolidation of server and storage infrastructure plan by November 30, 2008	
F2 - Complete consolidation of mobile communications platforms by March 30, 2009	
F3 - Complete first phase of Content Management Program by June 30, 2009	
G1 - Partner with city service areas, agencies and local businesses leading improvements in technology procurement, operation, recovery, reuse and recycling practices holding at least one public event before June 30, 2009	