

CITY of ANN ARBOR
SERVICE UNIT GOALS AND PERFORMANCE MEASURES
for the fiscal year ending June 30, 2011

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

Service Unit Measures	Service Unit Goals
A1 – Upgrade Altiris Helpdesk ticketing system or move to the Washtenaw County ticketing system and use of SMS by June 30, 2011.	
A2 – Develop standard services catalog, identifying costs and service levels for common services, and attract at least one local unit of government as a customer by June 30, 2011.	
A3 - Release Version 2.0 of the City's Data Catalog offering additional data sets by December 31, 2010.	
B1 –Move to one common phone number for City-County Helpdesk by December 30, 2010.	
C1 – Move combined City-County datacenter to new PD/Court/IT Facility by December 15 th 2010.	
C2 – Move IT Staff into new PD/Court/IT Facility by December 15 th 2010.	
C3 - Implement an Audio/Video Court Recording System and an Electronic Docket Display System for the 15 th District Court by March 31, 2011.	
D1 – Implement top three recommended high-value City-County IT projects as defined in joint City-County IT Strategic Plan by June 30, 2011.	
E1 – Manage the successful implementation of water utilities wireless security network within scope and budget as agreed to by the City's Water Superintendent by October 30, 2010.	
E2 – Upgrade network perimeter and security infrastructure by June 30, 2011.	
F1 - Implementation of New World financial system by July 5, 2010.	
F2 – City-County Helpdesk's begin to share staff for backup and sustainability purposes by November 30, 2011.	
F3 – Complete Content Management Pilot Program by March 30, 2010	
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, 2011.	