Albemarle County, VA Information Technology Strategic Plan Highlights *FY 2015-18*

VISION STATEMENT

A thriving County, anchored by a strong economy and excellent education system, that honors its rural heritage, scenic beauty and natural and historic resources while fostering attractive and vibrant communities.

MISSION

To enhance the well-being and quality of life for all citizens through the provision of the highest level of public service consistent with the prudent use of public funds.

Information Technology Mission

The Department of Information Technology will deliver quality and innovative information technology solutions to provide citizens, the business community and County staff with convenient access to appropriate information and services.

VALUES

Integrity
Innovation
Stewardship
Learning

1. **Deliver timely and effective responses to customer requirements through teamwork.**
   a. Extend ERP software for effective use through County
   b. Complete Enterprise Records Management.
2. **Provide vision, leadership, and a framework for evaluating emerging technologies and implementing proven information technology solutions.**
   a. Add Mobile Applications
   b. Evaluate "Internet of Things" Impact on Government Service
   c. Deploy New Office Productivity Tools.
3. **Provide citizens, the business community and County staff with convenient access to appropriate information and services through technology.**
   a. Introduce Video into Citizen Engagement
   b. Upgrade Web Presence for more convenient, cross platform access.
4. **Work with County agencies to improve business operations by thoroughly understanding business needs and by planning, implementing and managing the best information technology solutions available.**
   a. Establish a cross department Virtual Innovation Program Office
   b. Recruit Innovation Analysts from each Department
   c. Deploy Innovative Technology Solutions to solve issues.
5. **Guarantee a reliable communication and computer infrastructure foundation on which to efficiently conduct County business operations today and in the future.**
   a. Complete upgrades to Network Security
   b. Complete and Test Business Continuity Implementation.
6. **Effectively communicate information about plans, projects, and achievements to County staff and customers.**
   a. Continue Status Reports
   b. Extend adoption of the Albemarle Technology Projects Team.
7. **Develop and maintain technically skilled staff who are competent in current and emerging information technology and a user community that understands and can employ modern technologies to maximize business benefits.**
   a. Achieve approval for priority staffing for Public Safety
   b. Achieve approval for priority staffing for Network and Systems Engineering.
8. **Ensure effective technical and fiscal management of the Department's operations, resources, technology projects and contracts.**
   a. Complete and validate the network and internet access upgrades, providing high-value through low cost networking services.

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Information Technology will continue to strategize ways to promote Connected Citizenship throughout FY 2015-18.

Themes of the strategy include but are not limited to:

E-Government

Data Transparency through Visualization

Citizen Engagement through Technology

Government Impact of the Internet of Things (IoT)

E-Government

Data Transparency Through Visualization

Connected Citizenship

Citizen Engagement

Internet of Things