

CITY OF DETROIT FISCAL 2011/12 BUDGET

AGENCY 31 INFORMATION TECHNOLOGY SERVICES

MISSION

The Information Technology Services Department provides effective, reliable and secure information technology and related services to City agencies, enabling them to effectively manage assets and deliver services to Detroit's citizens, businesses and visitors in accordance with the Mayor's vision on transforming and rightsizing government. ITS provides services in the areas of Strategic and Business Management, Infrastructure Management, Applications Management, and Desktop Support.

DESCRIPTION

The Information Technology Services Department (ITS) is the central staff agency responsible for directing, developing and providing information technology and consulting services to City agencies. The responsibilities of ITS include: information management, strategic technology planning, application development and implementation, system/application maintenance and support, telecommunications, data center operations, technology acquisitions, business needs analysis and solutions and other services necessary to aid agencies in harnessing technology to improve operations and the quality of services provided to their customers.

GOALS

1. Consolidate data and voice services and equipment to reduce overlapping services.
2. Develop a plan to consolidate Data Center and IT Services.
3. Maintain the City's current technology investment and centralize IT Procurement.
4. Improve the City's technology infrastructure and financial platform.
5. Reorganize ITS department to offer better services and improve relationship between ITS and City departments.
6. Improve City of Detroit website by offering more services and information.
7. Improve Information Technology Security.

DEPARTMENTAL FINANCIAL INFORMATION

	GENERAL <u>FUND</u>	<u>TOTAL</u>
EXPENDITURES	\$20,008,949	\$20,008,949
REVENUES	<u>769,217</u>	<u>769,217</u>
NET TAX COST	\$19,239,732	\$19,239,732
POSITIONS	54	54