Information Technology Department

Strategic Business Plan

Effective Date: July 1, 2020

Oklahoma City Vision

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified, and welcoming community.

Oklahoma City Mission

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the city.

Department Mission

The mission of the Information Technology (IT) Department is to provide business solutions and technological services to City departments so they can better serve the Oklahoma City community.

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Issues, Strategies, and Results

Issue 1: System Security and Data Integrity

The increasing number and sophistication of security threats to the City's information technology systems, if not addressed, could result in:

- Loss of system integrity

- Loss of data confidentiality

- Decreased ability for the organization to provide services

- Financial instability

- Exposure of employees and residents to identity theft

- Erosion of resident confidence

- Liability caused by data breach or interruption of service

Strategies

- The IT Department will utilize industry accepted security frameworks to prioritize City security projects and operational efforts.

- Cyber security threats will be closely monitored through continuous investment in monitoring tools and partnerships with external agencies.

- The IT Department will continue to conduct periodic vulnerability and penetration assessments and the results will drive the implementation of new security projects.

- The IT Department will pro-actively conduct user security awareness training based on industry best practices.

Strategic Results

- Better than 90% success rate for user security awareness training annually.

- At least 95% of business system configurations will match the approved configuration standard annually.

- The City will meet or exceed 85% compliance with the adopted standard annually.

Issue 2: Growing Demand for Technology

The increasing backlog of projects and service requests for new and expanded technology, if not addressed, could result in:

- Excessive delay in technology projects which will impact City department strategies

- Inability to implement new technology services in a timely manner

- Increased security vulnerability risk

- Customer dissatisfaction with overall technology capabilities and support

- Increased decentralization of new technology selection, implementation, and support:
  - Decreased standardization of technology
  - Increased inefficiency in the organization

- Failure to comply with Federal and legal mandates

- Underutilization of technology investments

Strategies
- The IT Department will conduct technology Strategic Alignment (SA) meetings biannually with customer department directors and stakeholders to validate organizational priorities and align new project investments with final direction from the City Manager's Office.

- The IT Department will continue to balance staff resource allocations to effectively meet new technology initiatives which provide improved efficiency and quality of service from customer departments to residents, while still meeting support expectations for existing systems.

- The IT Department will continue to use project prioritization criteria to ensure that projects required for legal mandates, to mitigate a security risk, or necessary for City operations, efficiency, and quality of service to residents are executed first.

Strategic Results
- At least 75% of all incidents will be resolved within four operational hours annually.

- At least 95% of IT Departmental Contacts survey respondents will report that the Information Technology Department effectively meets their technology service expectations annually.

- At least 75% of programs will have a delivery capacity that meets or exceeds project demand annually.

Issue 3: Advanced Skill Sets

The increasing implementation of systems utilizing advanced technologies creates a growing gap between required and available skills to configure and support these technologies, if not addressed, could result in:

- Increased security risks, including identity theft and data integrity
- Increased disruption to critical City services
- Underutilized technology investments
- Failure to effectively support critical City systems
- Inability to recruit and retain qualified technology staff
- Increased cost and inefficiency due to reliance on third party support

Strategies
- The IT Department will continue to budget for critical training requirements to effectively support City systems.

- The IT Department will maximize training efficiency using available online and local resources where possible for IT staff.

- Identify recommended end user training opportunities and communicate to department contacts.

Strategic Results
- At least 90% of critical or required IT staff training requests completed annually.

The way we do business

Accomplishments

Overall, the IT Department has completed 420 technology projects since July 1, 2018.

Customer Support Line of Business Accomplishments
- In FY20, 96.5% of customers who responded to the IT Work Request Feedback survey were satisfied with the overall quality of service provided by the Customer Support Program.

- In FY20, the Customer Support Program completed the replacement of aging field-use and desktop computing devices, replacing 430 computing devices.

- In FY19 and FY20, the Customer Support Program completed the operating system upgrade from Windows 7 to Windows 10 for over 3,300 devices. Microsoft support for Windows 7 ended on January 14, 2020.

Public Safety Support Line of Business Accomplishments
- Completed the transition from the City's proprietary EDACS radio system to a new, standards based P25 system in support of Police, Fire, and all other departments that utilize radio communications in provision of their services. Additionally, there are currently 12 other metro area agencies using the City's new P25 radio system. The combination of standards-based technology and multi-agency support greatly enhances emergency communications during mutual aid events.

- Worked with Police and Fire to implement additional enhancements to the 9-1-1 operation. These enhancements included support for public access to 9-1-1 via Text Message services and use of the RapidSOS system. These services increase both access to, and quality of, requests for emergency services.

Technology Application Support Line of Business Accomplishments
- In FY20, the Departmental Systems Program implemented online permit submittal options for fence, sign, storm shelter, building residential, building commercial, mechanical residential, plumbing residential, and pool permits for the Development Center. Major system upgrades were completed for M5 FleetFocus (vehicle and equipment management) and Chameleon (Animal Welfare). CAM (Capital Asset Management) was implemented for General Services for fleet analytics. Initial rollouts of Cityworks to field users was completed for Public Works Streets, Traffic, and Drainage and Parks and Recreation Grounds Management.

- In FY20 and FY21, the Geographic Information Systems Program provided geographic support to various groups including assisting Fire and Emergency Management in mapping ice storm damage assessment data; assisting Public Works in mapping storm debris in rights-of-way; implementing various changes to the geographic datasets supplied to 911 CAD; mapping animal intake data from the animal welfare system, Chameleon; and validating address data submitted via the Small Business Assurance Program.

- In FY20, the Enterprise Business Applications Program completed the SAP-PeopleSoft interface automating the A/P process the Utilities Department uses to charge the City for water usage at City facilities. In FY21, Phase I of the Kronos Workforce Dimensions (WFD) implementation was completed for employee time records. Tax updates were applied to PeopleSoft HCM, annual patches were applied to PeopleSoft FMS, and PeopleTools was upgraded.

Technology Enhancement Line of Business Accomplishments

- In FY20 and FY21, the IT Development Services Program completed enhancements to the Household Hazardous Waste application for Public Works, completed the Phase II implementation of the Police Activity Tracker application, and completed the rewrite of the Municipal Court online payment website.

- The Project Management Program assisted with the technology portions of six Public Works and MAPS construction projects, including Streetcar Maintenance Facility, the Transit CNG Fueling Facility, Fire Station 29, and the Scissortail Park. We have also completed the Electronic Plan Review System implementation which included the ability for City residents to submit online permit requests and the ability for internal City departments to review plans electronically. The team continues to work with the City Clerk's Office on the configuration and implementation of PrimeGov Agenda Management, which required several unplanned modifications throughout the year related to the online meeting requirements in response to COVID-19.

Technology Infrastructure Line of Business Accomplishments

- In response to the COVID-19 pandemic and school closures, the IT Network team worked with the Parks department to improve internet and wireless capacity at several parks facilities to allow students a place to participate in remote learning while being supervised by Parks staff.

- As early as the beginning of February, foreseeing the COVID-19 risk, the IT Network team began preparing for the potential of teleworking by expanding the network capacity to support increased remote access. Bandwidth was increased by a factor of ten which allowed us to expand concurrent remote worker capacity from approximately 30 users to over 1000 simultaneous users.

- On very short time frames, the Data Management program along with the Finance department worked to develop a system to award and distribute $5.5 million in COVID-19 disaster relief funds from the City of Oklahoma City's Small Business Continuity Program.

- Primarily in response to COVID-19, the Communications program completed a conference room modernization project that outfitted 25 conference rooms with solutions that allow for participation in web-based meetings. They also developed a solution for City call center calls to be taken by remote employees from home.

- Migrated the City's on-premise SharePoint archive to cloud based O365 and completed the redesign of InsideOKC, the City's employee information portal.

Lines of Business and Programs

Department Organization

Administrative Line of Business
- Executive Leadership Program

Customer Support Line of Business
- Customer Support Program

Public Safety Support Line of Business
- Public Safety Applications Support Program
- Public Safety Communications Support Program

Technology Application Support Line of Business
- Departmental Systems Program
- Enterprise Business Applications Program
- Geographic Information Systems Program

Technology Enhancement Line of Business
- Data Management Program
- Software Development Program
- Project Management Program

Technology Infrastructure Support Line of Business
- Communications Program
- Configuration Management Program
- Network Program
- Security Program
- Servers Program

Administrative Line of Business

The purpose of the Administrative Line of Business is to provide leadership, support and information to the department so it can achieve its strategic and operational results.

Programs and Key Measures

Executive Leadership Program

% of key measures achieved

Executive Leadership Program

The purpose of the Executive Leadership Program is to provide planning, management, administrative and reporting services to department employees and City leaders so they can achieve strategic goals and key results.

Program Manager:	Schad Meldrum
Program Budget:	$3,299,669 (FY21)

Program Services:

- Agenda Items / Packets
- Audit Responses
- Budget Proposals
- Resident Responses
- Continuity of Operations Plan
- Contract Compliance Reviews
- Contracts, Leases, and Agreements
- Executive Reports
  - Ad Hoc Reports
  - City Manager Reports
  - Performance Reports
  - Special Project Reports
- FMLA Authorizations
- Grant Applications
- Grant Status Reports

- Grievance Resolutions
- Internal Investigation Reports
- IT Staff Training Review and Approvals
- Legislative Recommendations
- Needs Analyses
- Open Record Responses
- Human Resources Activities
- Plans (i.e. Master, Strategic Business Plans)
- Policies and Procedures
- Presentations
- Project and Financial Impact Analyses
- Union Negotiations and Recommendations

Family of Measures	
Results	🔑 **% of key measures achieved**
	% of IT Departmental Contacts who report that the IT Department effectively meets their technology service expectations
	% of critical or required IT staff training requests completed annually
	% of performance evaluations completed by the review date
	% of programs where delivery capacity meets or exceeds project demand

Customer Support Line of Business

The purpose of the Customer Support Line of Business is to provide technical support services to City employees so they can receive rapid resolution of technology incidents and the skill and knowledge to successfully utilize technology.

Programs and Key Measures

Customer Support Program

- % of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Department

- % of incidents resolved within four operational hours by the IT Department

Customer Support Program

The purpose of the Customer Support Program is to provide centralized technology support services to City employees so they can have a single point of contact for their service needs and receive rapid restoration of normal services.

Program Manager:	Jack Gallemore
Program Budget:	$839,646 (FY21)

Program Services:

- Active Directory Group Management
- Active Directory User and Computer Account Management Reconciliations
- After-hours Call Responses
- Cell-based Mobile Devices
- Computing Device Repairs
- Department Contact Communications
- Desktop Application Support
- End User Training Services
- Expedited Service Response and Resolution
- Incident Triage/Problem Resolutions
- Network Printer Support and Standards
- Software and Hardware Distributions
- Software License Audits

Family of Measures	
Results	🔑 **% of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Department**
	🔑 **% of incidents resolved within four operational hours by the IT Department**
	% of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Customer Support Program
	% of incidents resolved within four operational hours by the Customer Support Program
Outputs	# of IT Customer Support work requests completed
Demands	# of IT Customer Support work requests received
	# of requested IT Customer Support projects in backlog

Public Safety Support Line of Business

The purpose of the Public Safety Support Line of Business is to provide public safety application support, Public Safety Communication Center Facility Support Services and public safety communications support services to City and regional users so they can utilize technology to effectively perform their job functions.

Programs and Key Measures

Public Safety Applications Support Program

> ⚷ % of customers responding to an annual survey who are satisfied with the overall quality of services delivered by the IT Public Safety Applications Support Program

Public Safety Communications Support Program

> ⚷ % of customers responding to an annual survey who are satisfied with the overall quality of services delivered by the IT Public Safety Communication Support program

Public Safety Applications Support Program

The purpose of the Public Safety Applications Support Program is to provide technology-based support and emergency planning services to City public safety providers so they can have the systems and information required to successfully perform their job.

Program Manager:	Terran Tidwell
Program Budget:	$2,313,041 (FY21)

Program Services:

- End User Training Services
- External Interface Applications (County, State, Federal)
- Fire Records Management Systems
- Municipal Court Records Management Systems

- Police Records Management Systems
- Public Safety Data Extracts (Conversion and Archive)
- Public Safety Mobile Applications

Family of Measures	
Results	**🔑 % of customers responding to an annual survey who are satisfied with the overall quality of services delivered by the IT Public Safety Applications Support Program**
Outputs	# of public safety system work requests completed
Demands	# of public safety system work requests received
	# of requested Public Safety Application projects in backlog

Public Safety Communications Support Program

The purpose of the Public Safety Communications Support Program is to provide radio, voice, and mobile computing system services and Public Safety Communication Center Facility Support Services to City and regional users so they can reliably communicate with others.

Program Manager:	Jim Morris
Program Budget:	$6,955,640 (FY21)

Program Services:

- 9-1-1 Systems
- Computer Aided Dispatch Systems
- Audio Recording Systems
- Closed Circuit Television (CCTV) Systems
- End User Training Services
- Handheld and Mobile Radios
- Mobile Data Computing Devices
- Mobile and Wireless Data Communications

- Multi-Agency and Regional Radio Systems
- Outdoor Warning Systems
- PSCC Facility Support Services
- Police Vehicle Preparations
- Public Safety 9-1-1 Facilities
- Radio Systems

Family of Measures	
Results	🔑 **% of customers responding to an annual survey who are satisfied with the overall quality of services delivered by the IT Public Safety Communication Support program**
	% of customers responding to an internal departmental survey who are satisfied with the response to critical Public Safety Communications Center (PSCC) work requests
	% of incidents resolved within 24 operational hours by the Public Safety Communications Support program
	% of CCTV cameras operational
Outputs	# of vehicles outfitted
	# of Public Safety Communication devices supported
	# of Public Safety Communications work requests completed
Demands	# of Public Safety Communications Support work requests received
	# of requested Public Safety Communications Support projects in backlog

Technology Application Support Line of Business

The purpose of the Technology Application Support Line of Business is to provide systems analysis, implementation, and support services to City users so they can utilize technology to effectively perform their job functions.

Programs and Key Measures

Departmental Systems Program

🔑 % of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Departmental Systems program

Enterprise Business Applications Program

🔑 % of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Enterprise Business Applications program

Geographic Information Systems Program

🔑 % of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Geographic Information Systems program

Departmental Systems Program

The purpose of the Departmental Systems Program is to provide systems analysis, implementation and support services to City departments so they can utilize technology to deliver services to their customers.

Program Manager:	Aaron Shook
Program Budget:	$1,792,929 (FY21)

Program Services:

- Agenda Management Systems
- Asset Management Systems
- Resident Contact Management Systems
- End User Training Services
- Event Management Systems
- Fleet/Fuel Management Systems
- Other Departmental Business Systems
- Permitting/Planning/Licensing Systems
- Work Management Systems

Family of Measures	
Results	🔑 **% of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Departmental Systems program**
	% of incidents resolved within four operational hours by the IT Departmental Systems program
Outputs	# of Departmental Systems work requests completed
Demands	# of Departmental Systems work requests received
	# of requested Departmental Systems projects in backlog
	# of Departmental Systems service requests in backlog

Enterprise Business Applications Program

The purpose of the Enterprise Business Applications Program is to provide analysis, support, security, and system maintenance services to financial, personnel, and utility billing application users so they can effectively perform their business activities and receive accurate and timely information.

Program Manager:	Stephen Fuller
Program Budget:	$2,228,801 (FY21)

Program Services:

- End User Training Services
- Enterprise Application Security Management
- Financial Systems
  - Accounting
  - Batch processing
  - Budgeting
  - Cashiering
  - Custom Reporting
  - Procurement
  - Secure bank transfers
- Human Resources Systems
  - Benefits management
  - Employee self-service
  - Payroll
  - Time keeping
- Risk Management System
- Utility System Support
  - Asset Management
  - Billing
  - Customer Relations Management
  - Lab Information

Family of Measures	
Results	🔑 **% of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Enterprise Business Applications program**
	% of incidents resolved within four operational hours by the IT Enterprise Business Applications program
Outputs	# of Enterprise Business Applications work requests completed
Demands	# of Enterprise Business Applications work requests received
	# of requested Enterprise Business Applications projects in backlog
	# of Enterprise Business Applications service requests in backlog

Geographic Information Systems Program

The purpose of the Geographic Information Systems (GIS) Program is to provide spatial data, analysis and technology services to City departments so they can receive the spatial information needed to make informed decisions to meet their business goals.

Program Manager:	Aaron Shook
Program Budget:	$601,183 (FY21)

Program Services:

- End User Training Services
- GIS Data Management Applications
- GIS Datasets – Department Maintained
- GIS Datasets – GIS Maintained
- GIS Desktop Applications
- GIS Interfaces
- GIS Map Service Applications
- GIS Web Services
- Maps and Analysis

Family of Measures	
Results	🔑 **% of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Geographic Information Systems program**
	% of incidents resolved within four operational hours by the IT Geographic Information Systems program
Outputs	# of Geographic Information System work requests completed
Demands	# of Geographic Information System work requests received
	# of requested Geographic Information System projects in backlog
	# of Geographic Information System service requests in backlog

Technology Enhancement Line of Business

The purpose of the Technology Enhancement Line of Business is to provide new technology identification, development and implementation services to City departments so they can strategically align appropriate technology with their business goals.

Programs and Key Measures

Data Management Program

🗝 % of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Department

Project Management Program

🗝 % of surveyed technology project stakeholders reporting that implemented technology meets identified business goals

Software Development Program

🗝 % of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the Software Development Program

Data Management Program

The purpose of the Data Management Program is to provide data storage, analysis, reporting, training, security, and support to City departments, so they can effectively execute business functions using City technology systems.

Program Manager:	Sean McCoy
Program Budget:	$780,340 (FY21)

Program Services:

- Custom Application Extensions
- Data Governance and Security Management Services
- Data Analysis and Data Management Tools
- Database Development, Cataloging and Integration Services
- Data and Document Conversions
- Data Collaboration Systems
- Data Search Services
- Database Redundancy and Backup Management Services
- Document Management Systems
- End User Training Services
- Relational Database System Support Services
- Reports

Family of Measures	
Results	🔑 **% of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the IT Data Management Program**
	% compliance with recommended data governance controls
Outputs	# of databases supported
	# of IT Data Management program work requests completed
Demands	# of IT Data Management program work requests received
	# of requested Data Management projects in backlog
	# of Data Management service requests in backlog

Project Management Program

The purpose of the Project Management Program is to provide technology needs analysis and project administration services to City Executives, project sponsors, and stakeholders so they can complete technology projects that meet their business goals.

Program Manager:	Shelly Garretson
Program Budget:	$469,979 (FY21)

Program Services:

- Business Analysis Reports
- Completed Technology Projects
- End User Training Services
- Feasibility Studies
- Infrastructure Project Management Coordination Services
- Product Evaluations

- Project Plans
- Request for Proposals (RFPs)
- Software Project Management Implementation and Coordination Services
- Technology Information Consultations
- "Train the trainer" Services

Family of Measures	
Results	🔑 **% of surveyed technology project stakeholders reporting that implemented technology meets identified business goals**
	% of recommended formal business analyses completed for new technology projects
	% of technology project stakeholders rating the quality of services delivered by the Project Management Program as good or excellent
Outputs	# of Project Management projects completed
Demands	# of requested Project Management projects in backlog

Software Development Program

The purpose of the Software Development Program is to provide application integration and custom applications to users so they can have software solutions that meet their unique business goals.

Program Manager:	Stevan Camp
Program Budget:	$521,130 (FY21)

Program Services:

- Application Enhancements
- Application Interfaces
- Custom Applications
- End User Training Services
- Software Solution Support Services

Family of Measures	
Results	🔑 **% of customers responding to the IT Work Request Feedback survey who are satisfied with the overall quality of services delivered by the Software Development Program**
Outputs	# of IT Software Development tasks completed
	# Software Development task completion rate
	# of IT Software Development projects completed
Demands	# of IT Software Development tasks created
	# of requested IT Software Development projects in backlog
	# of IT Software Development service requests in backlog
Efficiencies	% of successful deployments

Technology Infrastructure Line of Business

The purpose of the Technology Infrastructure Line of Business is to provide network, telecommunications, server, and client services to City departments so they can have reliable technology infrastructure to communicate, access applications and obtain information in a safe and secure manner.

Programs and Key Measures

Communications Program

🔑 % of customers responding to the Work Request Feedback survey who report that they are satisfied with the overall quality of services delivered by the IT Communications program

Configuration Management Program

🔑 % of client devices meeting current configuration standards

Governance, Risk, and Compliance Program

🔑 % compliance with the adopted governance framework

Network Program

🔑 % of network devices meeting current configuration standards

Security Operations Program

🔑 % compliance with the adopted security standards

Server Program

🔑 % of servers meeting current configuration standards

Communications Program

The purpose of the Communications Program is to provide telecommunications and e-mail services to City employees so they can have secure and reliable communication tools to provide services to residents and other City departments.

Program Manager:	Jessica Gustafson
Program Budget:	$1,988,266 (FY21)

Program Services:

- Call Center Systems
- E-mail Services
- IVR scripts
- Phone Services
- Virtual Conferences
- Voice Networks

Family of Measures	
Results	🔑 **% of customers responding to the Work Request Feedback survey who report that they are satisfied with the overall quality of services delivered by the IT Communications program**
	% of incidents resolved within four operational hours by the Communications program
Outputs	# of IT Communication work requests completed
Demands	# of IT Communication work requests received
	# of requested Communications projects in backlog

Configuration Management Program

The purpose of the Configuration Management Program is to provide centralized management systems and standard configuration services to City employees so they can most efficiently support and maintain IT applications and systems.

Program Manager:	Jessica Gustafson
Program Budget:	$2,864,517 (FY21)

Program Services:

- Antivirus Management Services
- Client Configuration Standards
- End User Device Configurations and Standards
- Encryption Services
- Hardware Inventory Reports

- Operating System Standardization, Image Management and Software Deployments
- Patch Distributions
- Software Inventory Reports

Family of Measures	
Results	🔑 **% of client devices meeting current configuration standards**
	% of incidents resolved within four operational hours by Configuration Management program
Outputs	# of Configuration Management work requests completed
	# of software packages managed
Demands	# of requested Configuration Management projects in backlog
	# of end user devices managed

Governance, Risk, and Compliance Program

The purpose of the Governance, Risk and Compliance (GRC) Program is to provide technology management framework, risk assessment, policy and process guidance to Information Technology programs and other City Departments so they can ensure compliance with internal and external standards.

Program Manager:	Matthew Pyle
Program Budget:	New Program

Program Services:

- Data Governance Policy Assessments
- End User Training and Security Awareness Services
- Investigative Services/ E-Discovery and Open Records Compliance Services
- Infrastructure Auditing Services/ System and Access Auditing Services

- IT Risk Management and Threat Assessments
- Major Incident Response and Remediation Coordination
- Regulatory Compliance Services (e.g. PCI, HIPAA, CJIS, FIPS-140, PII, NIST etc.)
- Security Exception Reviews

Family of Measures	
Results	🔑 **% compliance with the adopted governance framework**
	% success rate for user security awareness testing
Outputs	# of security incidents that could result in compromised data or system integrity
	# of GRC Program work requests completed
Demands	# of GRC Program work requests received
	# of requested GRC projects in backlog

Network Program

The purpose of the Network Program is to provide device connectivity to City employees and users of the City's systems so they can have secure and reliable communications.

Program Manager:	Thane Conriocht
Program Budget:	$2,108,480 (FY21)

Program Services:

- Communication Right-of-Way Reviews
- Data Networks
- Internet Connections
- Network Configuration Standards
- Network Connections
- Remote Connections
- Wireless Networks

Family of Measures	
Results	🔑 **% of network devices meeting current configuration standards**
	% of incidents resolved within four operational hours by the Network program
Outputs	# of Network Program work requests completed
Demands	# of Network Program work requests received
	# of requested Network Program projects in backlog

Security Operations Program

The purpose of the Security Operations Program is to provide technology threat detection and mitigation, exploit detection and remediation, and other operational cyber security services to City employees and users of City systems so they can conduct City of Oklahoma City business with assurance in the confidentiality, integrity, and availability of City of Oklahoma City technology systems.

Program Manager:	Giovanni McKinney
Program Budget:	$1,207,730 (FY21)

Program Services:

- Incident Response and Remediation Services
- Operational Cyber Security Services
- Privileged Identity Management and Monitoring Services
- Security Policy Management
- Site Surveys and Penetration Testing Services
- System Security Architecture Review Services

Family of Measures	
Results	**% compliance with the adopted security standards**
	% of incidents resolved within four operational hours by the Security Operations program
Outputs	# of Security Operations Program work requests completed
Demands	# of Security Operations Program work requests received
	# of requested Security Operations projects in backlog

Server Program

The purpose of the Server Program is to provide enterprise-level infrastructure that is redundant and secure to City departments so they can reliably store, process, and retrieve data through City applications.

Program Manager:	Giovanni McKinney
Program Budget:	$1,522,521 (FY21)

Program Services:

- Data Backups and Recoveries
- Data Center Maintenance Services
- Data Storage
- Domain Management Services
- Server Anti-Virus Management Services
- Server Systems
  - Physical
  - Virtual
- Server Monitoring Services

Family of Measures	
Results	🔑 **% of servers meeting current configuration standards**
	% of incidents resolved within four operational hours by Server program
Outputs	# of servers supported
	# of server work requests completed
	# of total server storage space managed (Terabytes)
Demands	# of requested Server projects in backlog
	# of Server work requests received