



Information Technology Department

Strategic Business Plan

Effective Date: July 1, 2022

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 and testing based on industry best practices.

Strategic Results

- Better than 90% success rate for user security awareness testing annually.
- At least 95% of business system configurations will match the approved configuration standard annually.
- The City will meet or exceed 95% compliance with the adopted governance framework 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 at least twice a year 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.

Accomplishments

Applications LOB:

Worked with the Office of Inclusion & Diversity and Human Resources Department to publish a request for proposal (RFP) and conduct the selection of an eLearning content provider, Skillsoft to provide new citywide training.

In coordination with the Utilities Department, the Departmental Systems Program extended the CityWorks Asset Management system to Tinker Air Force Base for the management of their water infrastructure system.

The Enterprise Systems Program worked with the Oklahoma City Police Department to implement UKG Telestaff software, which enhances their ability to manage shift schedules, overtime and leave requests.

The Enterprise Systems Program began the major upgrade of the City's human resource and financial systems to Oracle Fusion. This project will implement several business process enhancements and improved efficiencies. Go-live is planned for July 1, 2023.

The Geographic Information Systems Program supported the City Manager's Office in redistricting the City Council wards based on the new 2020 U.S. census population data for Oklahoma City.

The Customer Support Program implemented an enhanced IT Service Management System solution for the IT Department and users from Utilities, Airports Trust, Police Department and Fire Department, to ensure technology is supported effectively and efficiently city-wide.

Enhancements LOB:

The Project Management Program expanded its scope of services for technology projects citywide to ensure any project involving technology implementation is completed successfully

and cost-effectively. The Project Management Portfolio module of the new IT Service Management system was implemented to better manage technology project lifecycles.

The Software Development Program updated the City's eCommerce platform and interfaces for the change in credit card processing requirements.

The Software Development Program worked with Public Information & Marketing to design and develop a custom web application, OKC Event Hub, which allows City employees to make online payments for City campaigns and related events.

The Software Development Program worked with Development Center, Public Works and the City Manager's Office to create a new custom permits lookup system. This system allows customers to quickly search business and residential permits to determine review status.

Infrastructure LOB:

With the Oklahoma City limits extending over 620 sq miles, providing network connectivity to City facilities and remote service locations can be challenging. Increasingly these remote locations require new or increased network connectivity for City business operations and communications relying on information technology systems. The Network Program continues to enhance high-speed wireless networks to address some of the most challenging locations and improve the network connectivity to provide business services at these locations effectively.

The Server Program worked with the Utilities Department and their support vendor to upgrade the SAP system hardware and related applications. Water and wastewater services are important services that impact the quality of life of our citizens. Increasingly the tools we use to provide these services depend on technology that is up-to-date and secure. Whether from their computers at home or the smartphones in their pockets our citizens expect and deserve best-in-class service and to know that their information is secure. Through our investments, we are able to do our part to enable the Utilities department to provide these services while meeting and exceeding the customers' expectations.

Public Safety Applications Program:

Completed Business analysis for FireWeb, moved database servers to up-to-date environments, upgraded Court Records system, substantially completed online Driving School Registration, and continued implementation of Police Records Management System.

Public Safety Communications Program:

Outfitted 140 Police vehicles with Axon in-vehicle cameras for the Oklahoma City Police Department. Completed installation of Oklahoma County Sherriff's Office radio fleet to bring them onto the Oklahoma City metro radio system.

911 Communications Support Program:

Worked with Oklahoma City Police and Oklahoma City Public Schools to develop, test, and implement a new response plan to active threats. Completed call-taking improvements at the 911 backup facility for improved redundancy.

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

- 911 Communications Support Program
- 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
- Project Management Program
- Software Development Program

Technology Infrastructure Support Line of Business

- Endpoint Management Program
- Governance, Risk, and Compliance Program
- Infrastructure Support Program
- Network Program
- Security Operations 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: \$3,421,109 (FY23)

Program Services:

- Agenda Items / Packets
 - Audit Responses
 - Budget Proposals
 - 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
 - Human Resources Activities
 - Internal Investigation Reports
 - IT Staff Training Review and Approvals
 - Legislative Recommendations
 - Needs Analyses
 - Open Record Responses
 - Plans (i.e. Master, Strategic Business Plans)
 - Policies and Procedures
 - Presentations
 - Project and Financial Impact Analyses
 - Resident Responses
 - 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 technical support services to City employees so they can receive rapid resolution of technology incidents and the skill and knowledge to successfully utilize technology.



Program Manager: Jack Gallemore

Program Budget: \$804,145 (FY23)

Program Services:

- Active Directory Group Management
 - Active Directory User and Computer Account Management Reconciliations
 - After-hours Call Responses
 - Audio and Visual Consultations/Installations
 - 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
 - Inventory Management System Support
 - IT Service Management System Support
 - 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


911 Communications Support Program

-  % of customers responding to an annual survey who are satisfied with the overall quality of services delivered by the IT 911 Communications Support program

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

911 Communications Support Program

The purpose of the 911 Communications Support Program is to provide 911 technology support and other emergency communications services to the public safety agencies of Oklahoma City so they can respond to emergencies in a timely, coordinated, and efficient manner.

Program Manager:	Jonathan Love
Program Budget:	\$0 (FY23)
Program Services:	<ul style="list-style-type: none"> ▪ 911 Systems ▪ Audio Recording Systems ▪ Communications Unit Leader Services (COML) ▪ Computer Aided Dispatch Systems ▪ End User Training Services ▪ Interoperability Communication Coordination ▪ Mobile Data Software Support ▪ Outdoor Warning Systems ▪ PSCC Facility Support Services ▪ Public Safety 911 Facilities Management

Family of Measures	
Results	 % of customers responding to an annual survey who are satisfied with the overall quality of services delivered by the IT 911 Communications Support program
	% of incidents resolved within 24 operational hours by the 911 Communications Support program
Outputs	# of Special Communications Events supported
	# of 911 Communications Support work requests completed
Demands	# of 911 Communications Support work requests received
	# of requested 911 Communications Support projects in backlog

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: \$2,306,975 (FY23)

Program Services:


- End User Training Services
 - Fire Records Management Systems
 - Interface Applications (County, State, Federal, Internal)
 - 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 services to City and regional users so they can reliably communicate with local, state, and federal partners.

Program Manager:	Jim Morris
Program Budget:	\$6,914,371 (FY23)
Program Services:	<ul style="list-style-type: none"> ▪ Dispatch Radio Consoles ▪ End User Training Services ▪ FCC Liaison (Licensing, interference issues, etc) ▪ Handheld and Mobile Radio Devices ▪ Mobile and Wireless Data Communications ▪ Mobile Data Computing Devices ▪ Oklahoma City Multi-Agency and Regional Interoperability Radio Systems ▪ Radio Support for Outdoor Warning Systems ▪ Tower Services ▪ Vehicle Preparations for all City Agencies

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 incidents resolved within 24 operational hours by the Public Safety Communications Support program
Outputs	# of Public Safety Communication devices supported
	# of Public Safety Communications Support work requests completed
	# of Public Safety Communications Support work requests received
Demands	# 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: Lawrence Harrold

Program Budget: \$2,004,925 (FY23)

Program Services:

- Agenda Management Systems
 - Asset Management Systems
 - End User Training Services
 - Event Management Systems
 - Fleet/Fuel Management Systems
 - Other Departmental Business Systems
 - Permitting/Planning/Licensing Systems
 - Resident Contact Management 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, enhancement, and system maintenance services to financial, human resources, Inclusion and Diversity, 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: \$4,088,338 (FY23)

Program Services:

- Benefits Management
- Budgeting Systems
- Cashiering Systems
- Custom Reporting
- Electronic Claims Systems
- Employee Engagement System
- End User Training Services
- Enterprise Application Security Management
- File Transfer Process Scheduler System
- Financial Systems
- Human Resources Systems
- Learning Management Systems
- Payroll Systems
- Pension Administration Systems
- Police Scheduling Systems
- Procurement/Accounts Payable Systems
- Program Management Information System Support
- Recruiting/Applicant Tracking/Talent Management Systems
- Risk Management Systems
- Time Keeping Systems
- Utility System Support


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:	\$1,110,284 (FY23)
Program Services:	<ul style="list-style-type: none"> ▪ 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 and Cloud 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 surveyed technology project stakeholders who are satisfied with the overall quality of solutions 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: \$1,049,642 (FY23)

Program Services:

- Custom Application Extensions
 - Data Analysis and Data Management Tools
 - Data Governance and Security Management Services
 - 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:	\$626,526 (FY23)
Program Services:	<ul style="list-style-type: none"> ▪ Business Analysis Reports ▪ 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 ▪ Strategic Alignment Coordination ▪ Technology and Project Consultations

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 departments so they can have software solutions that meet their unique business goals.

Program Manager:	Stevan Camp
Program Budget:	\$601,607 (FY23)
Program Services:	<ul style="list-style-type: none"> ▪ Application Enhancements ▪ Application Interfaces ▪ Custom Applications ▪ Ecommerce Solutions ▪ Software Solution Support Services

Family of Measures	
Results	 % of surveyed technology project stakeholders who are satisfied with the overall quality of solutions delivered by the Software Development Program
	% of successful production builds
	% of successful production deployments
Outputs	# of IT Software Development tasks completed
	# 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

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


Endpoint Management Program

 % of client devices meeting current configuration standards

Governance, Risk, and Compliance Program

 % compliance with the adopted governance framework

Infrastructure Support Program

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

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

Endpoint Management Program

The purpose of the Endpoint Management Program is to provide centralized management of endpoint configuration, email, and virtual collaboration services to City employees so they can have secure and reliable communications and devices.

Program Manager:	Craig Williamson
Program Budget:	\$2,715,965 (FY23)
Program Services:	<ul style="list-style-type: none"> ▪ Antivirus Management Services ▪ Client Configuration Standards ▪ E-mail Services ▪ Encryption Services ▪ End User Device Configurations and Standards ▪ Hardware Inventory Reports ▪ Operating System Standardization, Image Management and Software Deployments ▪ Patch Distributions ▪ Software Inventory Reports ▪ Virtual Conferences

Family of Measures	
Results	 % of client devices meeting current configuration standards
	% of incidents resolved within four operational hours by Endpoint Management program
Outputs	# of Endpoint Management work requests completed
	# of software packages managed
Demands	# of requested Endpoint 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 risk assessment, compliance review, and auditing services to all IT programs and other City Departments so they can conduct their business with confidentiality and integrity.

Program Manager: Matthew Pyle

Program Budget: \$922,383 (FY23)

Program Services:


- Data Governance Policy Assessments
- End User Training and Security Awareness Services
- Infrastructure Auditing Services
- Investigative Services/ E-Discovery and Open Records Compliance Services
- IT Risk Management and Threat Assessments
- Major Security Incident Response and Remediation Coordination
- Regulatory Compliance Services
- Security Exception Reviews
- Security Policy Management
- Site Surveys and Penetration Testing Services
- System and Access Auditing Services
- System Security Architecture Review Services

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

Infrastructure Support Program

The purpose of the Infrastructure Support Program is to provide management of technology infrastructure hardware and end-user device networking to the Information Technology programs and the users of the City’s systems so they can have secure and reliable communications.

Program Manager:	Jessica Gustafson
Program Budget:	\$0 (FY23)
Program Services:	<ul style="list-style-type: none"> ▪ Closed-Circuit Television (CCTV) ▪ Communication Right-of-Way Reviews / Locates ▪ Data Center Maintenance Services ▪ Hardware Installations ▪ Hardware Inventory ▪ In-building Wiring ▪ In-ground Infrastructure Management ▪ IOT Connectivity (Internet of Things) ▪ Phone Services ▪ Uninterruptable Power Supply

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 Infrastructure Support program
	% of incidents resolved within four operational hours by the Infrastructure Support program
Outputs	# of Infrastructure Support Program work requests completed
Demands	# of Infrastructure Support Program work requests received
	# of requested Infrastructure Support Program 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: James Robbins

Program Budget: \$2,616,466 (FY23)

Program Services:

- Call Center Systems
 - Data and Voice Networks
 - Domain Name System (DNS)/ Dynamic Host Configuration Protocol (DHCP)
 - Firewalls
 - Internet Connections
 - IVR scripts
 - Network Configuration Standards
 - Remote Connections (WAN)
 - VPN Remote Access
 - Wireless Networks (WiFi)
-

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 business with assurance in the confidentiality, integrity, and availability of City of Oklahoma City technology systems.

Program Manager: Vacant

Program Budget: \$1,216,182 (FY23)

Program Services:


- Authentication and Identity Services
- Conditional Access Policy Implementation
- Data Loss Prevention (DLP)
- Incident Response and Remediation Services
- Log and Event Management
- Operational Cyber Security Services
- Privileged Identity Management and Monitoring 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:	Daniel Wallace
Program Budget:	\$1,564,380 (FY23)
Program Services:	<ul style="list-style-type: none"> ▪ Certificate Management ▪ Data Backups and Recoveries ▪ Data Storage ▪ Domain Management Services ▪ External Demilitarized Zone (DMZ)/Proxy ▪ Group Policy ▪ Infrastructure as a Service (IaaS) Cloud Architecture ▪ Server Anti-Virus Management Services ▪ Server Monitoring Services ▪ Server Patch Management ▪ Server Software Inventory ▪ Server Systems <ul style="list-style-type: none"> – Physical – Virtual

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