

CITY OF DETROIT FISCAL 2012/13 BUDGET

AGENCY 31 INFORMATION TECHNOLOGY SERVICES

MISSION

The Information Technology Services Department will provide 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.

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. ITS provides services in the areas of Strategic and Business Management, Infrastructure Management, and Applications Management, and desktop support.

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 and cost.
2. Develop and implement a plan to consolidate Data Center and IT Services to realize cost savings
3. Standardize and Improve the City's technology infrastructure by migrating to a single platform, including Payroll.
4. Reorganize ITS department to offer better services and improve relationship between ITS and City departments.
5. Update the City of Detroit Website by offering more services, information and mobile applications.

DEPARTMENTAL FINANCIAL INFORMATION

	GENERAL FUND	TOTAL
EXPENDITURES	\$14,278,267	\$14,278,267
REVENUES	<u>509,000</u>	<u>509,000</u>
NET TAX COST	\$13,769,267	\$13,769,267
POSITIONS	41	41