

702.1 SUBJECT: STRATEGIC SUPPORT

:1 OBJECTIVE:

Strategic support is responsible for developing strategic and tactical plans with departmental users for the selection and implementation of technology within their particular departments and provides for enterprise coordination of technology implementation. This function provides for management of strategic projects, research and development on emerging technologies, and for coordinating with technology vendors.

:2 AUTHORITY:

This procedure adopted by City Council on April 3, 2000, Item 2PPP.

:3 DIRECTION:

The Deputy Chief Information Officer is responsible for the Strategic Support function and serves at the pleasure of the Mayor, and receives direction from the Chief Information Officer.

:4 FUNCTIONS:

A. Department Technology Consultants

1. Responsible for strategic and tactical planning of technology initiatives within each department.
2. Identifies viable opportunities for technology to enable departmental users to conduct business more effectively and efficiently, and thus reducing operating costs and/or improving service to citizens.
3. First point of contact for the user department in matters of technology planning, initiatives, projects, training, and problems.
4. Works with departmental users, Technology Management, purchasing, and vendors to plan, develop, and execute purchasing "Request For Proposals" (RFPs) for technology related hardware, software and services.
5. Develops business cases for proposed technology projects and initiatives.
6. Coordinates project implementation with project managers, users, vendors, etc.
7. Recommends policy and procedures to improve the Technology Management Bureau's ability to service its clients.

B. Strategic Projects

Identify, coordinate and implement strategic enterprise-wide technology initiatives.

C. Emerging Technologies

Provide for the research and development of new emerging technology that has potential to improve City operations, reduce cost and/or improve service to citizens. When appropriate, develop a business case for implementation of new technology and present to the Information Technology Executive Committee (ITEC).

D. Project Management

Provide professional project management for major projects to ensure effective implementation of technology on time and within budget.

E. Vendor Relations

1. Maintain and manage technology vendor relationships to ensure the timely delivery of quality services and products at the best possible cost.
2. Track, manage and administer technology related vendor contracts and billing.

:5 FORMS:
 None.

:6 COMMITTEE RESPONSIBILITIES:
 None.

:7 REFERENCE:
 This procedure adopted by City Council August 31, 1998, Item 3K; amended April 3, 2000, Item 2PPP.

:8 EFFECTIVE DATE:
 This procedure effective April 3, 2000.