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# Information Technology

*Anchorage: Performance. Value. Results*

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## Mission

The Information Technology (IT) Department strives to provide cost-efficient technology-based services to all Municipality of Anchorage (MOA) employees and the constituents of Anchorage, enabling an economical, structured, controlled and secured Information Technology (IT) environment.

## Core Services

- IT Infrastructure (Network, Data Center, servers, backups, enterprise back-office)
- Application Development and Operations - DevOps (3<sup>rd</sup> Party software, custom software, website, software integration)
- IT Procurement (for all MOA departments)
- IT Contract Management
- Voice Communications Services (Voice Network, VOIP, Land Lines, Cellular Devices)
- Direct Services (Helpdesk, Desktop Operating System, Desktop Applications, User Hardware)
- Cybersecurity (User Awareness Training, Intrusion Prevention Services, Desktop Security)
- IT Project Management Office
- SAP Technology Center

## Accomplishment Goals

- Transition support for new administration
- Telephony consolidation to SIP for reliability and cost savings
- Cyber Security hardening for remote connectivity
- Cyber Security initiatives to centralize security logging, threat detection and remediation.
- Provide stable remote work access for MOA employees
- Improve IT service delivery to MOA employees
- Develop processes, standards and policies, apply industry best practice frameworks to operate IT efficiently
- Implement IT tools and solutions to improve MOA resource efficiency
- Deliver effective IT services to MOA internal customers and citizens
- Refresh aging IT infrastructure and implement scalable infrastructure to meet MOA growth needs

## Performance Measures

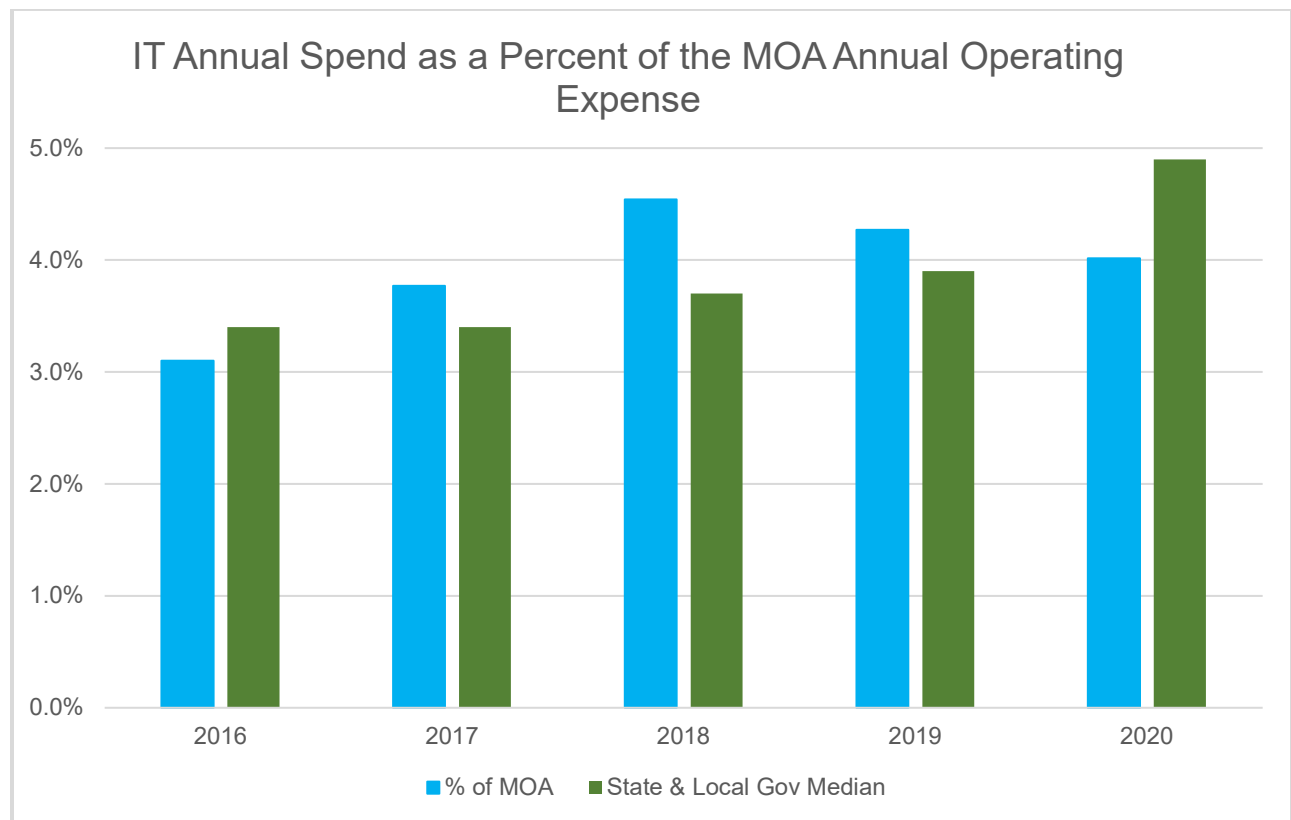
Progress in achieving goals will be measured by:

<b>Measure #1: IT Annual Spend as a Percent of MOA Annual Operating Expense</b>
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As you can see, the spend in 2017 and 2018 increased substantially from 2016. The SAP system went “live” in 2017 and the additional costs to support the system were substantial. The good news, we are now more experienced with SAP and the total costs decreased in 2019 and continued to decrease in 2020.

The spend in 2020 is significantly less than the industry median. We are moving in the right direction!

Our spend is now being compared to the industry median, not the average spend. This is a change in the Gartner methodology described in the introduction of this PVR.

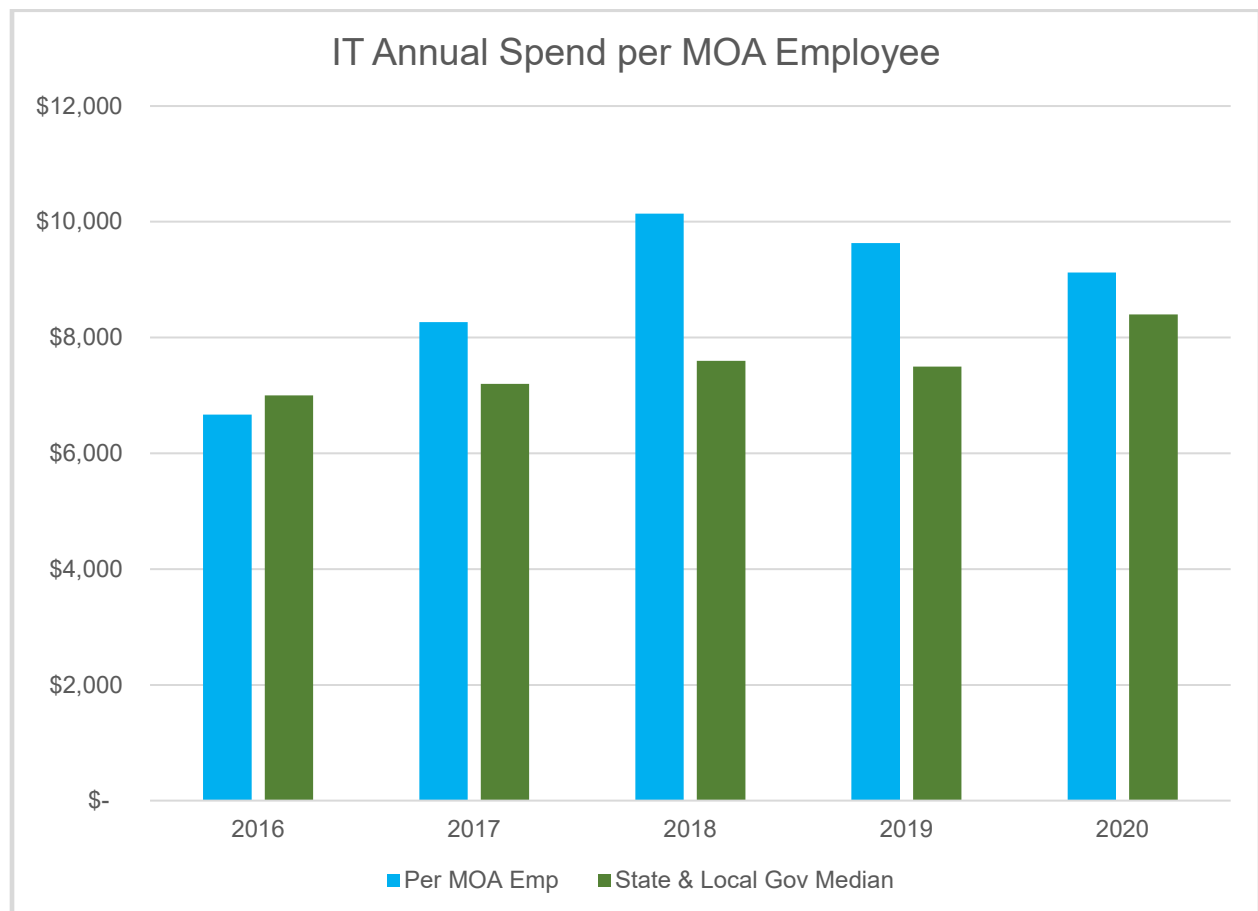


## Measure #2: IT Annual Spend per MOA Employee

IT spending per MOA employee is used to determine the amount of IT spend compared to the industry median. Once again, we saw a spike in 2018 which is attributed to the additional costs of SAP. In 2019, the annual spend was reduced, but still above the industry median.

In 2020, our annual spend is very close to the national average.

Our spend is now being compared to the industry median, not the average spend. This is a change in the Gartner methodology described in the introduction of this PVR.

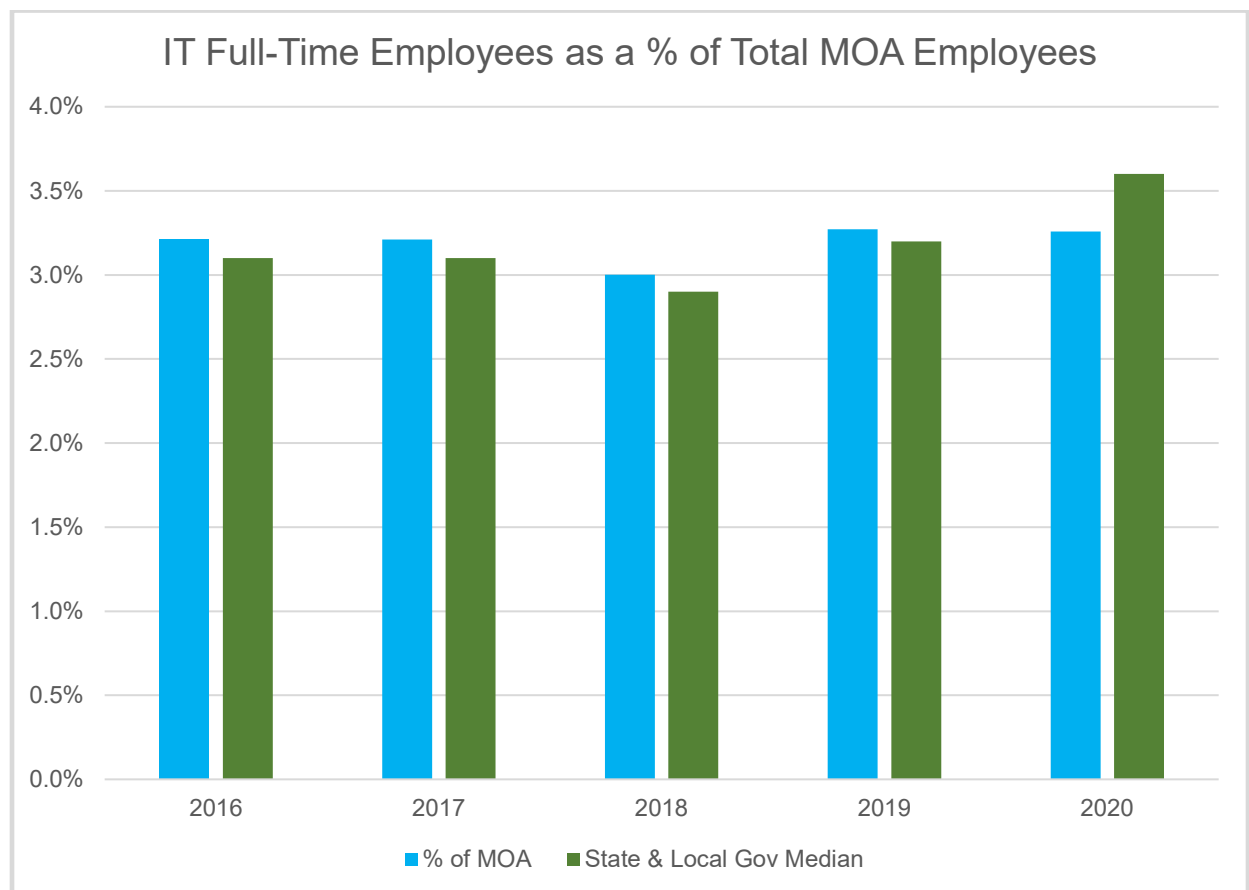


### Measure #3: IT Full-Time Employees as a Percent of Total MOA Employees

IT Full-Time employees as a percentage of total MOA employees is slightly above the median from 2016 through 2019.

In 2020, our percentage remained the same; however, the industry median increased. IT continues to improve the performance of our workforce by deploying new technology. This new technology allows the team to leverage our workforce to do more with the same staff.

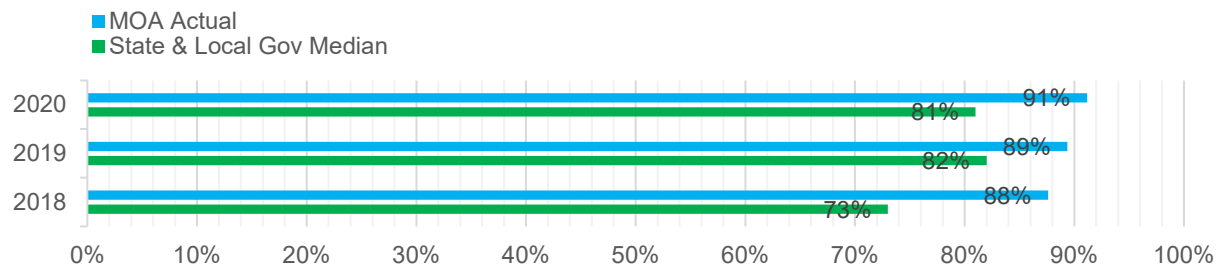
Our staff percentage is now being compared to the industry median, not the average. This is a change in the Gartner methodology described in the introduction of this PVR.



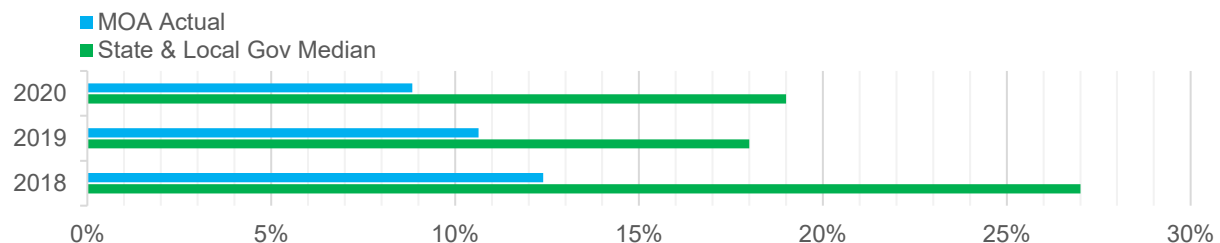
#### Measure #4: IT Operational and Capital Annual Spend compared to Government Industry Median

As you can see, the MOA % of Operational costs relative to total IT spend is greater than State and Local Government median. The MOA % of Capital costs relative to State and Local Government average is much less. Over the last three years, most industry software and hardware products have changed their business model and started to charge an annual fee to support product patching and upgrades; therefore, the licensing is no longer a capital expense. This shift has impacted the IT operating budget as we meet the changing industry demands.

### Operating Costs IT Government Median Operating Costs vs MOA IT



### Capital Costs IT Government Median Capital Costs vs MOA IT



### PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

