

---

# Information Technology

*Anchorage: Performance. Value. Results*

---

## **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 Business Strategy Group (Special Projects)
- SAP Technology Center

## **Accomplishment Goals**

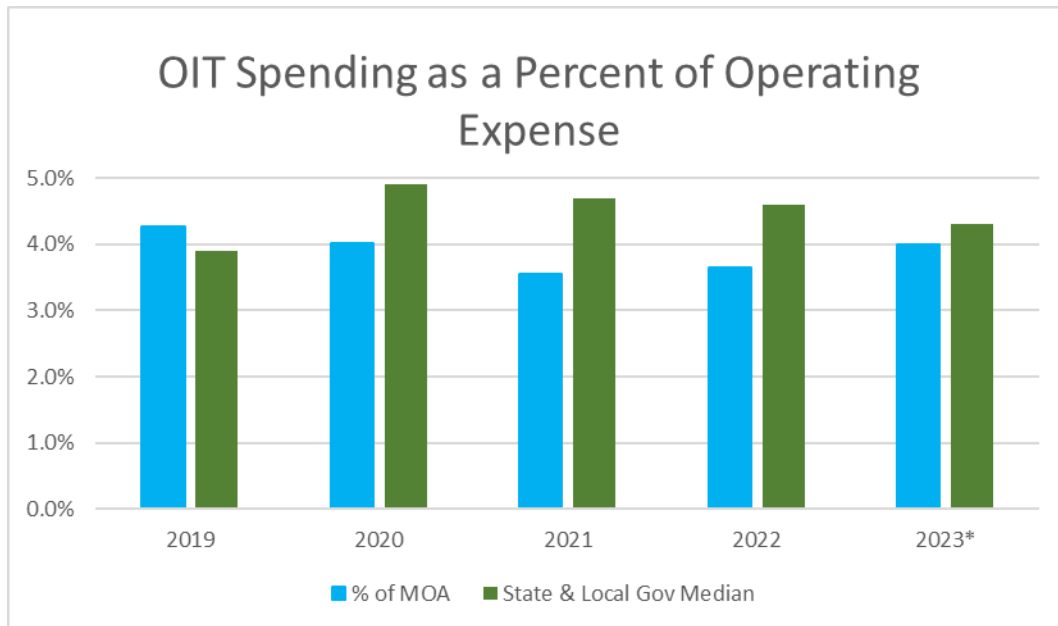
- Successful migration of all MOA Property Appraisal and Tax application off a legacy IBM mainframe-based system to an industry standard used by many other Cities.
- Full decommission of MOA's IBM mainframe environment in process with associated costs removed for MOA IT's 2023 proposed budget.
- Improved Permitting services workflow to MOA constituents.
- 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 and 3<sup>rd</sup> party contractors.
- 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.
- Migrate our existing SAP ERP ECC 6.0 EHP 7 to SAP next generation ERP, S/4HANA.
- Implementation of JustFoia software for Record and Information divisions, creation of internal processes, training for record request liaisons, record custodians and supporting staff.
- Review, update and implementation of legal hold process and record retention schedules.

## Performance Measures

Progress in achieving goals will be measured by:

### **Measure #1: IT Annual Spend as a Percent of MOA Annual Operating Expense**

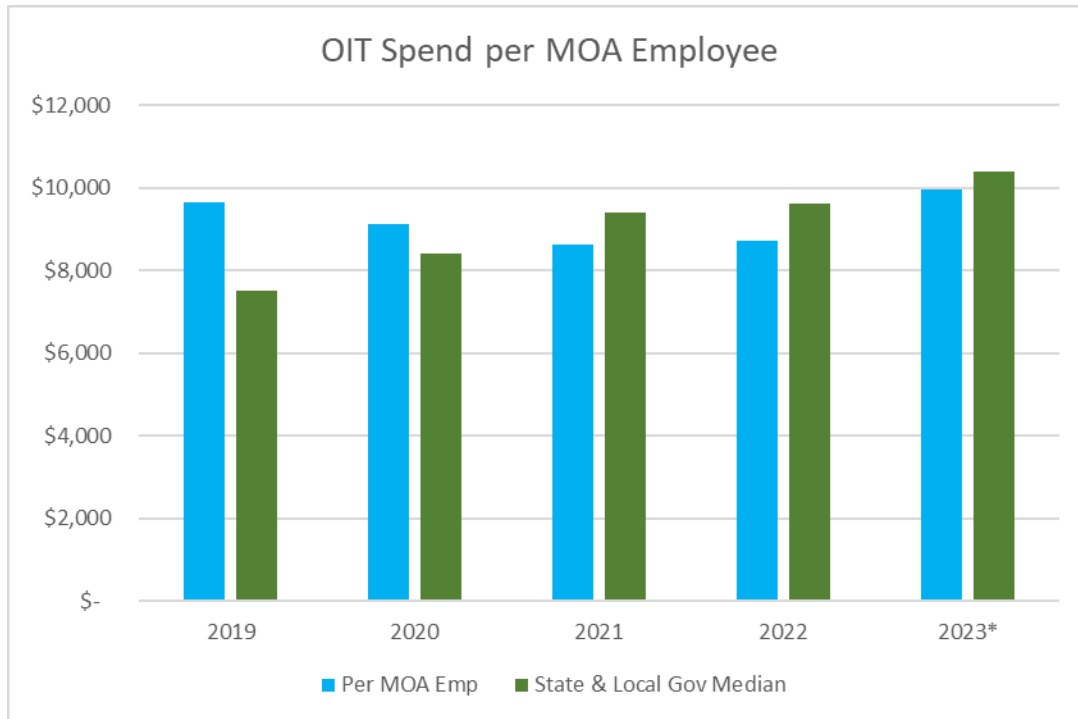
2023\* is a projected spend versus prior years actual spend. The planned increase is for Cyber Security hardening improvements MOA wide as well as absorbing additional shadow IT spend across other MOA departments.



## 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.

2023\* is a projected spend versus prior years actual spend. The planned increase is for Cyber Security hardening improvements MOA wide as well as absorbing additional shadow IT spend across other MOA departments.

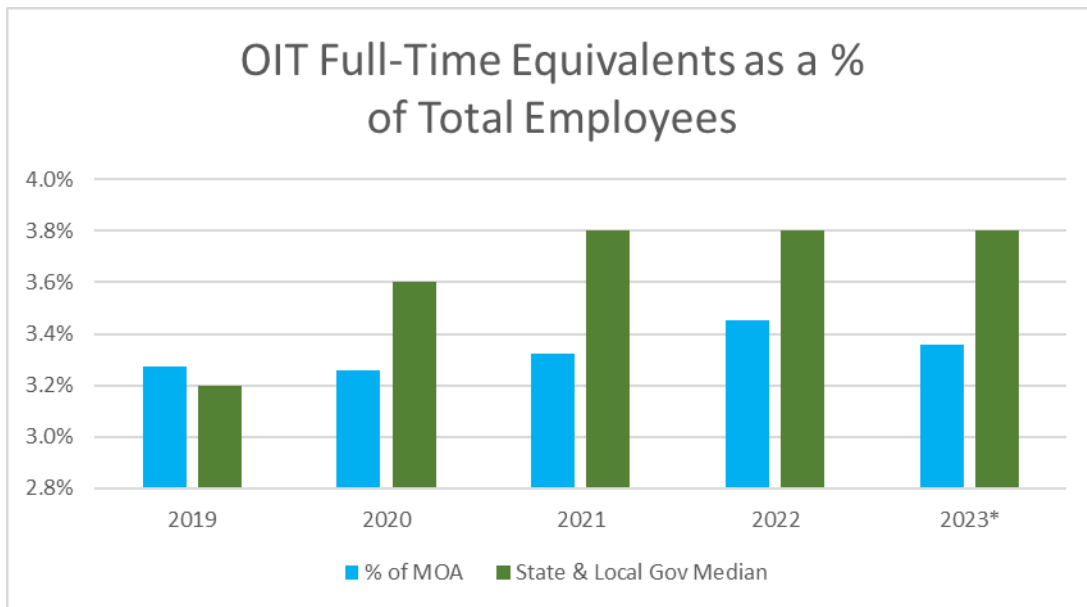


### Measure #3: IT Full-Time Employees as a Percent of Total MOA Employees

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 reporting methodology in 2020.

2023\* is a projected spend verses prior years actual spend.



### 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.

