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 (3rd 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 formally Project Management Office now incorporates iTeam
- SAP Technology Center

Accomplishment Goals
- 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 3rd 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
- Continued improvements on SAP investment for improved business processes.
- SAP hosting brought inhouse for 1 million + year on year cost savings
- Improved Permitting service to MOA constituents
  - Ability to submit and pay for re-roof permits online.
  - Plan Review and comments are visible online.
  - Building inspection results and comments available online.
  - GIS link to parcels to view all permits associated to that parcel.
- Successfully migration of the MOA Property Appraisal application off a legacy IBM mainframe-based system to an industry standard used by many other Cities. This migration will reduce future support costs and ease enhancements.
- The MOA Property Tax system remains as the last application on MOA's IBM environment and is scheduled for Q3 2022 migration.

Performance Measures

Progress in achieving goals will be measured by:

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

---

The sharp increase 2018 is the cost of SAP being absorbed by IT.   Ongoing efforts to optimize IT services have seen a gradual decline in cost.   Adding technology to support remote work as a result of Covid has driven costs up.

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

2022* is a projected spend verses 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.

OIT Spending as a Percent of Operating Expense
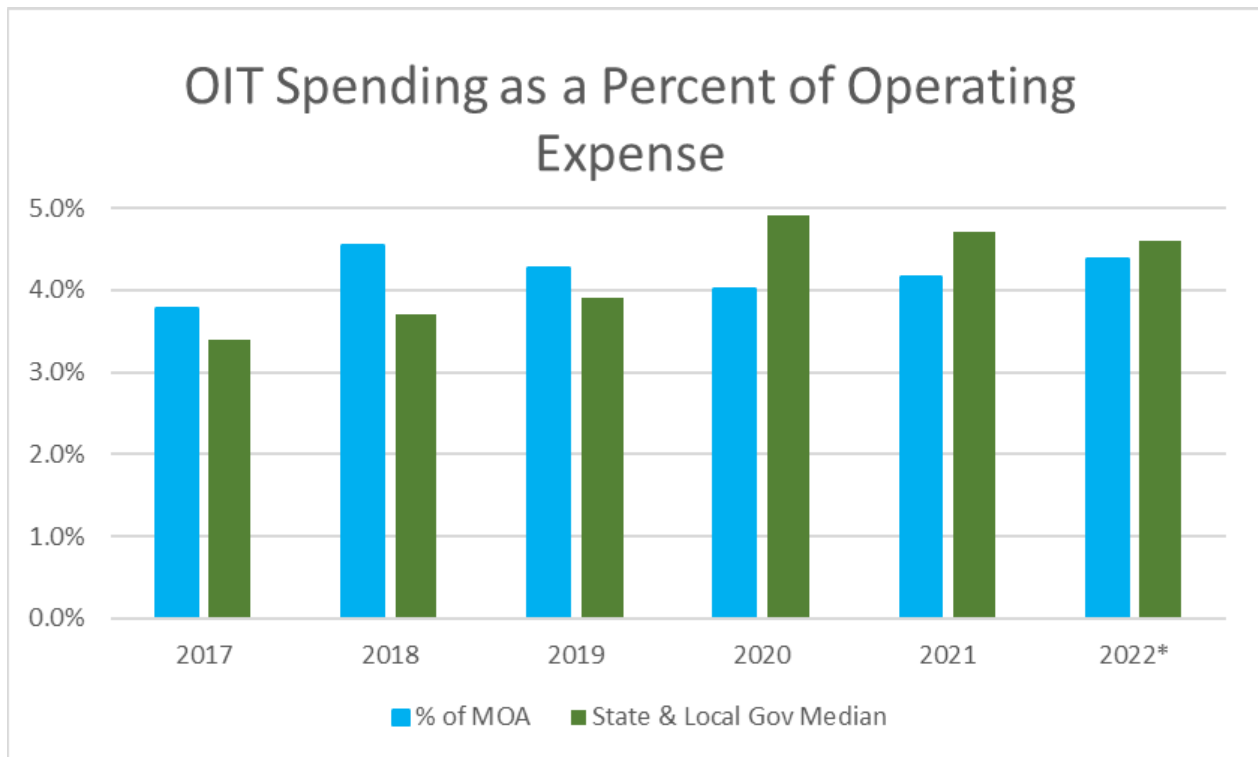
Measure #2: IT Annual Spend per MOA Employee

IT spending per MOA employee is used to determine the amount of IT spend compared to the industry median. The 2018 spike is attributed to the additional costs of SAP going live. MOA's year over year IT cost reductions since 2018 were accomplished by bringing SAP on premise from a very expensive cloud hosting contract.   Additional costs savings with infrastructure technology contract and software consolidations and efficiencies.

2022* is a projected spend verses 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.


OIT Spend per MOA Employee
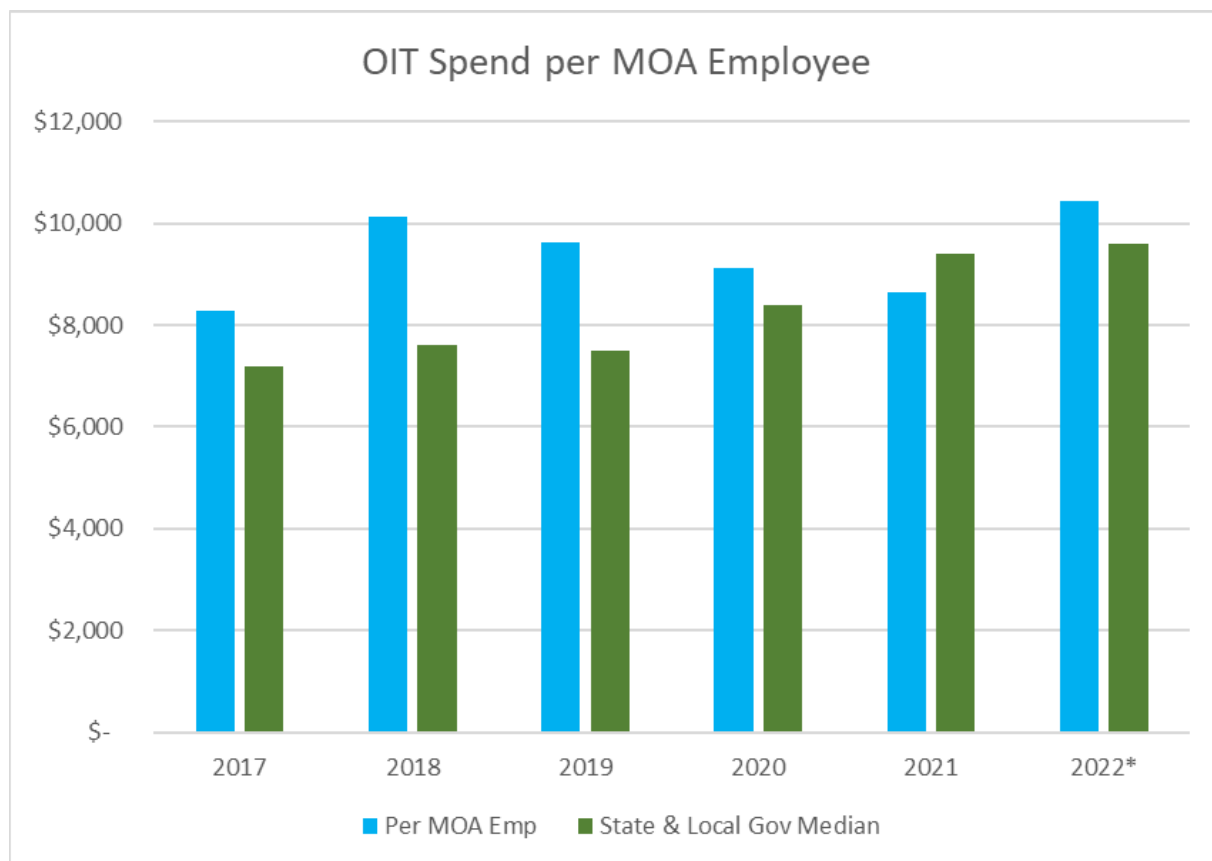
Measure #3: IT Full-Time Employees as a Percent of Total MOA Employees

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 reporting methodology in 2020.

2022* is a projected spend verses prior years actual spend.
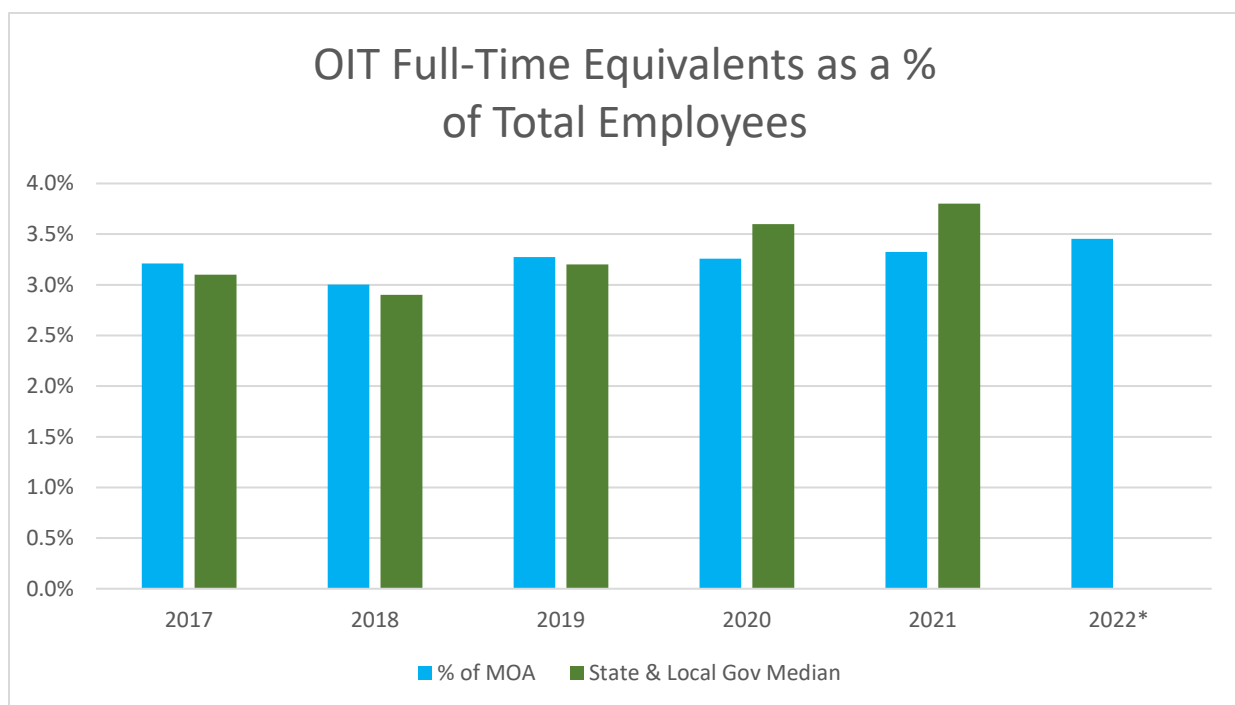
PVR Measure WC: Managing Workers' Compensation Claims

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.

Workers' Compensation Claims
Information Technology
(in Dollars)

$1				
$1				
$1				
$1				
$1				
$1				
$0				
$0				
$0				
$0	$-	$-	$-	$-
$-				

■ 6/30/2021   ■ 9/30/2021   ■ 12/31/2021   ■ 3/31/2022