
Information Technology Department

Anchorage: Performance. Value. Results

Our Mission

The Information Technology Department (ITD) 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.

Our 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 Project Management Office
- SAP Technology Center

Continued Goals

- 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 internal customers and citizens.
- Implement IT tools and solutions to improve MOA resource efficiency.
- Develop processes, standards, and policies and apply industry best practice frameworks to operate IT efficiently.
- 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.
- Review, update and implement legal hold process and record retention schedules.

The Data

The report for this quarter is comparing IT department annual spend and staffing with the IT industry average for State and Local governments.

- The IT data was taken from the MOA financials and does not include MLP, AWWU, Solid Waste Services, the Port of Anchorage, and Merrill Field
<http://www.muni.org/Departments/budget/operatingBudget/Pages/default.aspx>
- The data for the industry average for State and Local government study was taken from the "IT Key Metrics Data 2026: Industry Measures —Government — State and Local Analysis", December 11, 2025 (ID: G00840337), published by Gartner®, an industry leader with IT research and advisory. <https://www.gartner.com>

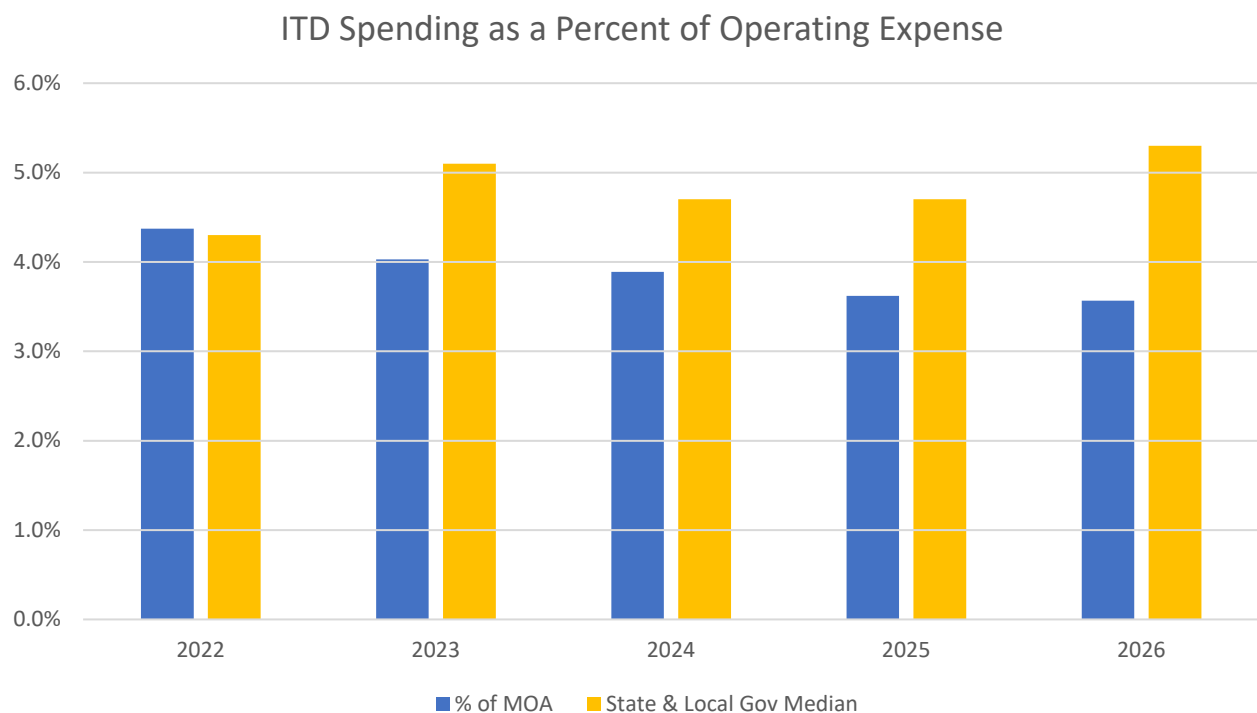
Measure #1: IT Annual Spend as a Percent of MOA Annual Operating Expense

As you can see, the IT department spend as a percent of MOA annual operating expense has declined each year.

We know that the MOA operating budget increased for 2025 while the IT Department budget is flat; therefore, the percentage of spend decreases.

We are mindful that not all MOA IT spend is captured within the IT Department budgeted spend. For example, APD and AFD have their own IT budget.

Gartner observes that in 2024 Government — State and Local industry median IT spending as a percent of operating expense is 4.7%, down from 5.1% in 2023.



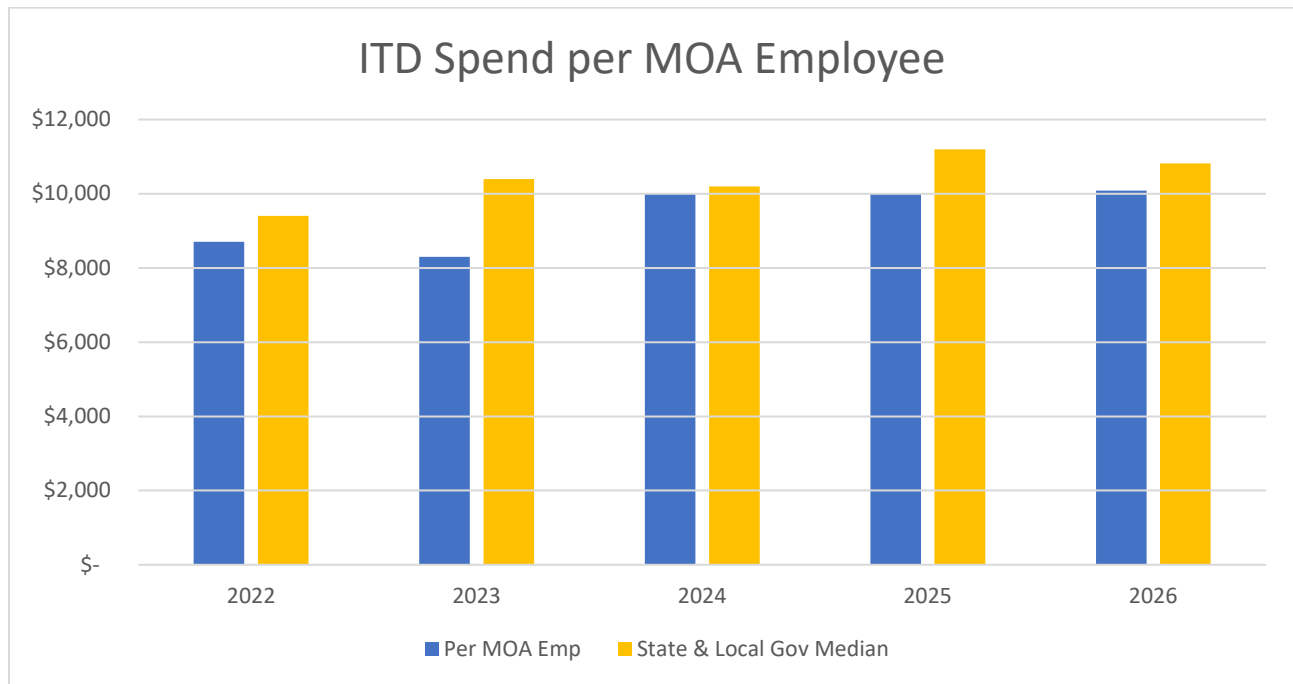
2026* is a budgeted spend verses prior years actual spend.

Measure #2: IT Annual Spend per MOA Employee

IT Department annual spend is used to determine the per MOA employee IT spend.

The formula = IT Department Spend / the total # of MOA employees

As you can see, the IT Department annual spend per MOA employee remains consistent from 2024 to 2025; however, the industry median has increased substantially since 2021.

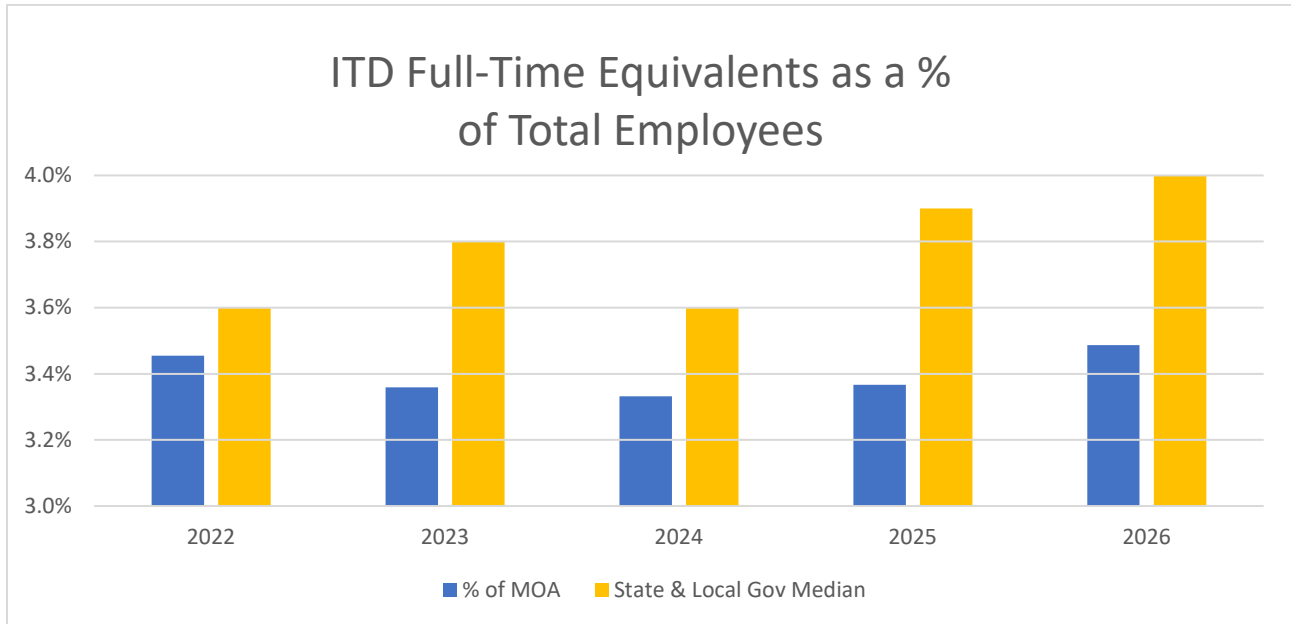


2026* is a projected spend verses prior years actual spend.

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

The IT Department full-time employee count has remained the same over the last 4 years; however, the total number of MOA employees decreased in 2024.

Comparatively, the IT Department full-time employee percentage of total employees remains lower than the industry median.



2026* is a projected spend verses prior years actual spend.

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.

