Information Technology Branch Strategic Plan xxxx-xxxx

IT Service Delivery Life Cycle
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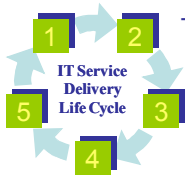
The Information Technology Branch (ITB) provides information technology leadership, comprehensive applications and technology services portfolio, and a sound technology infrastructure to effectively and efficiently support the goals of the business through technology innovations and services excellence.

	1. IT Governance	2. Planning & Administration	3. Enterprise Architecture and Innovations	4. Project Portfolio Management	5. Application and Technology Management
Outcomes	Accountability, transparency and effective leadership and management of IT resources, IT investments value and risks based on a results-driven performance measurement framework.	On-going Strategic and Operational Support of IT Planning, Results-Based Budgeting and Administrative Services for evidence-based decision making while measuring outcomes.	IT innovative technical solutions to enable and support IT Infrastructure strategies and implementation plans while maintaining advancement in the dynamically changing IT environment.	IT innovative business solutions to enable and support business needs through the management and delivery of business technology projects.	Stable, sustainable and reliable environment for business applications and technology infrastructure operations support.
Goals	♦ Managing, monitoring, measuring and delivering IT Governance services through "in-house" staffing in collaboration with business areas and Outsourced Service Providers, using an IT Strategic Directives Framework and IT Governance Committees ♦ Aligning ITB Strategic Directives and Operating Planning framework with business technology goals and strategies by transforming and integrating IT services into the business.	♦ Managing, monitoring, measuring and delivering IT Planning and Administration services through "in-house" staffing in collaboration with the business areas, using an IT Planning and Administration Framework ♦ Utilizing ITB integrated Productivity Tools and Processes to streamline IT processes during the management and delivery of IT Planning and Administrative services.	♦ Deliver innovative technology solutions to enable business technical needs through "in-house" staffing using ITB Enterprise Architecture framework in upgrading applications and IT infrastructure technologies ♦ Improve IT security controls using innovative technology and tools ♦ Increase end users experience through application infrastructure sustainability and legacy modernization activities ♦ Integrate IT Infrastructure strategies and implementation plan with the business.	♦ Deliver innovative business application solutions to support business goals using ITB Project Delivery Services (PDS) outsourcing model with in-house project management and outsourced project delivery ♦ Leverage innovative tools, processes, and methodologies to manage and deliver high quality IT projects to meet business needs ♦ Utilize organization and ITB IT Project Management tools and processes to ensure business value is obtained from IT investments	♦ Deliver optimized applications and IT infrastructure operations support services to business users using an ITB outsourcing framework with service level agreements to effectively manage, monitor, measure and report on services delivered by IT outsourced providers ♦ Exceed service level agreements in supporting business applications and technology infrastructure operations by ensuring reliable IT systems and stable technical environment
Strategies	❖ Deploy innovative productivity tools and processes and transform to an outcomes driven performance management framework with proactive delivery, collaborative culture, effective feedback and automated alerts. ❖ Use Integrated IT Performance Management Dashboards to communicate results using a more innovative, integrated and evidence-based approach to IT-strategic management that aligns with business goals and strategies, IT operating plans and organization IT strategic and operating Plans.	❖ Deploy innovative productivity tools and processes and transform to a more collaborative and proactive culture with automated alerts to delivering IT Planning and Administration Services and optimizing resource utilizations ❖ Use various integrated IT Management Dashboards to ensure a more innovative, integrated and cost-effective approach to delivering IT-Planning and Administrative Services	❖ Deploy innovative tools and processes to enable a more proactive approach and automated alerts for managing, monitoring and reporting technical resource utilization ❖ Deploy new or improved clustering and load balancing solutions to increase availability, scalability and stability ❖ Use best practices, innovative technologies, tools, and processes to improve IT security ❖ Research and implement new technology to support business needs and legacy modernization ❖ Use IT infrastructure performance management Dashboard to ensure a more innovative, integrated and cost effective approach to IT-Infrastructure Project Management and delivery	❖ Engage external third party consultants through an RFP process for detailed design, construction and implementation ❖ Support and enable business to perform Business Processing Improvement ❖ Use information technology to deliver real-time on-demand information to business users ❖ Use ITB Project Delivery Life Cycle framework to ensure a more integrated and cost effective approach to Project Management and Delivery ❖ Align with business goals and strategies to provide automated solutions to meet the business requirements and support project delivery	❖ Use AMS and TMS Performance Dashboard to ensure a more innovative, integrated and cost effective approach to the management and delivery of IT outsourced operating services ❖ Search for innovative approaches to managing and delivering support services using a more cost-effective outsourced-model ❖ Improve the operational environment (applications and infrastructure) to increase availability ❖ Automate manual processes and implement self-serve capabilities for business stakeholders to improve efficiency
Programs & Initiatives	• Budget/Cost Control and Planning Directives • IT Consolidation/Optimization Directives • Emerging Technology (cloud, mobile, etc.) • Organization Shared IT Services Integration • Governance/ IT Transformation Directives • Staff Retention/Retraining/Succession Planning • IT Applications Security and Integration • Network Connectivity and Storage Expansion • Legacy Modernization Directives • Data and automated Information Management Directives	• Financial Tracking System (FTS) results-based budgeting model integration into the business areas to communicate and share information on ITB budget, expenses and forecasts using our intranet. • ITB productivity tools integration • Performance measures to ensure compliance to ITB's Agile IT Project Management framework • IT strategic and operating plans; streamlined ITB administrative procedures and procurement processes.	• Initiate and manage various software, technology & infrastructure upgrade projects • Manage IT infrastructure and licensing agreement consolidation, optimization and integration • Implement intelligent tools and dashboard displays for strategic and operational predictive analytics • Implement high availability solutions • Implement security software to help identify high-priority security incidents as they occur • Plan and pilot Application and Infrastructure modernization projects	• Business Intelligence solutions for informed decision making using analytics • Enhance and implement business areas applications using iterative developments rather than IT-centric developments and integrated deployments rather than "Big-Bang" deployments; component-based rather than purchased-packaged solutions • Modernize legacy applications • Develop and deploy applications on mobile devices, cloud computing and virtualization, based on value, risk and cost effectiveness • Model-Driven development using Power Designer	• Improve and automate applications code management and technology operations services • Perform applications, software management tools and infrastructure upgrades • Address application security concerns identified by the quarterly application scans • Decommission low use applications • Use automated tools to improve Application Development to Application Maintenance (AD2AM) transition process • Support legacy modernization and information management initiatives
Benefits	Optimize the utilization of IT Resources (people, process, technology and financials) while keeping current with information technology advancements and organization cultural, transformational change and value system.	Streamlined and automated IT planning and administrative services with intranet dashboards for sharing IT budget and control results; IT-PMO dashboard and performance metrics using a results-based costing model for evidence-based decision making with predictive analytics.	Desired business value is obtained from IT Infrastructure investments , IT technical projects delivery and enterprise architecture and applications design by measuring outcomes rather than input and processes.	Desired business value is obtained from IT business projects investments by measuring outcomes, determining business value realization and supporting evidence-based performance measures using predictive project management analytics.	Desired business value is obtained from IT outsourced applications (AMS) and technology operations (TMS) investments and automated information management delivery services.