

Princeton Strategic IT Plan



UNC
SCHOOL OF GOVERNMENT

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Governance Trends

1. Tight budgets lead to cost reduction, on-time revenue collection & improved effectiveness
2. Transparency, coupled with controlled planning to force accountability
3. Citizen orientation and service is increasingly important
4. Performance-based personnel management, with attention on efficiency

Technology is critical to managing and meeting these trends, challenges, and opportunities

Technology is ...

the vehicle from which

accurate, reliable, and timely

information is produced for:

strategizing, identifying objectives, improving

productivity, and facilitating service delivery

The Value of Technology

What percentage of your Town's budget goes towards technology?

What percentage of work does technology support?



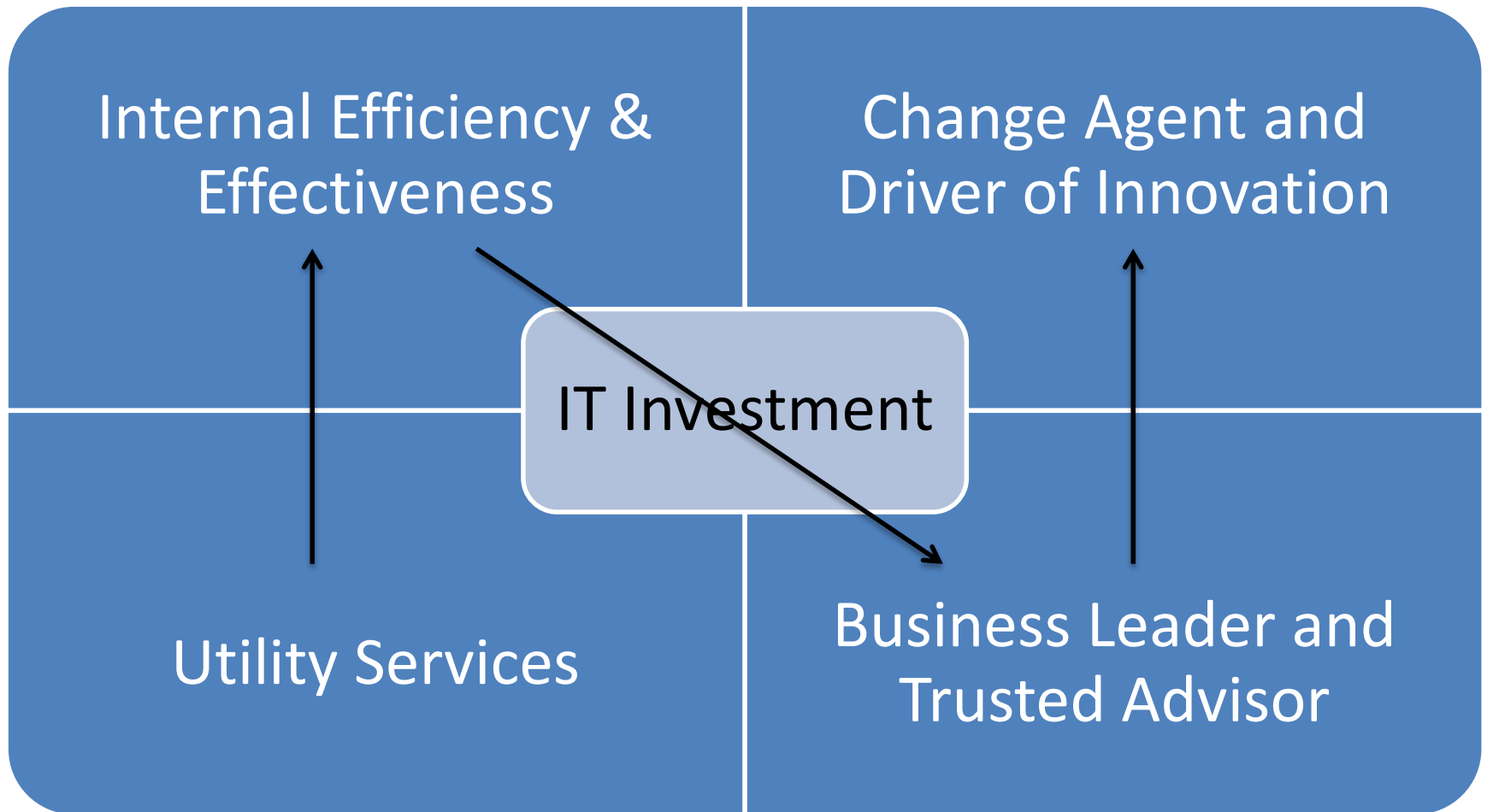


The challenge...

How can we use information technology...

- to create public value
- through a better division of labor
- where innovation is essential
- and implementation is often difficult?

IT Value Progression



Reality Check



Major Findings



- Building on strong technological foundation.
- Substantially improved customer service and increased efficiency and effectiveness via technology
- Impressive technological sophistication and projects over past few years
- IT Staffing levels should be increased for desired level of citizen interaction & engagement, transparency and accountability
- Several online “e-government offerings”
- Addition of SeeClickFix is excellent for citizen engagement
- Internal and employee-focused technology investments are essential

Survey Results

- Consolidation likely affected IT satisfaction ratings due to project prioritization
- Respondents indicate moderate satisfaction with IT services
- Demonstrated concern about the staffing and budget levels
- Baseline assessment that should be repeated annually

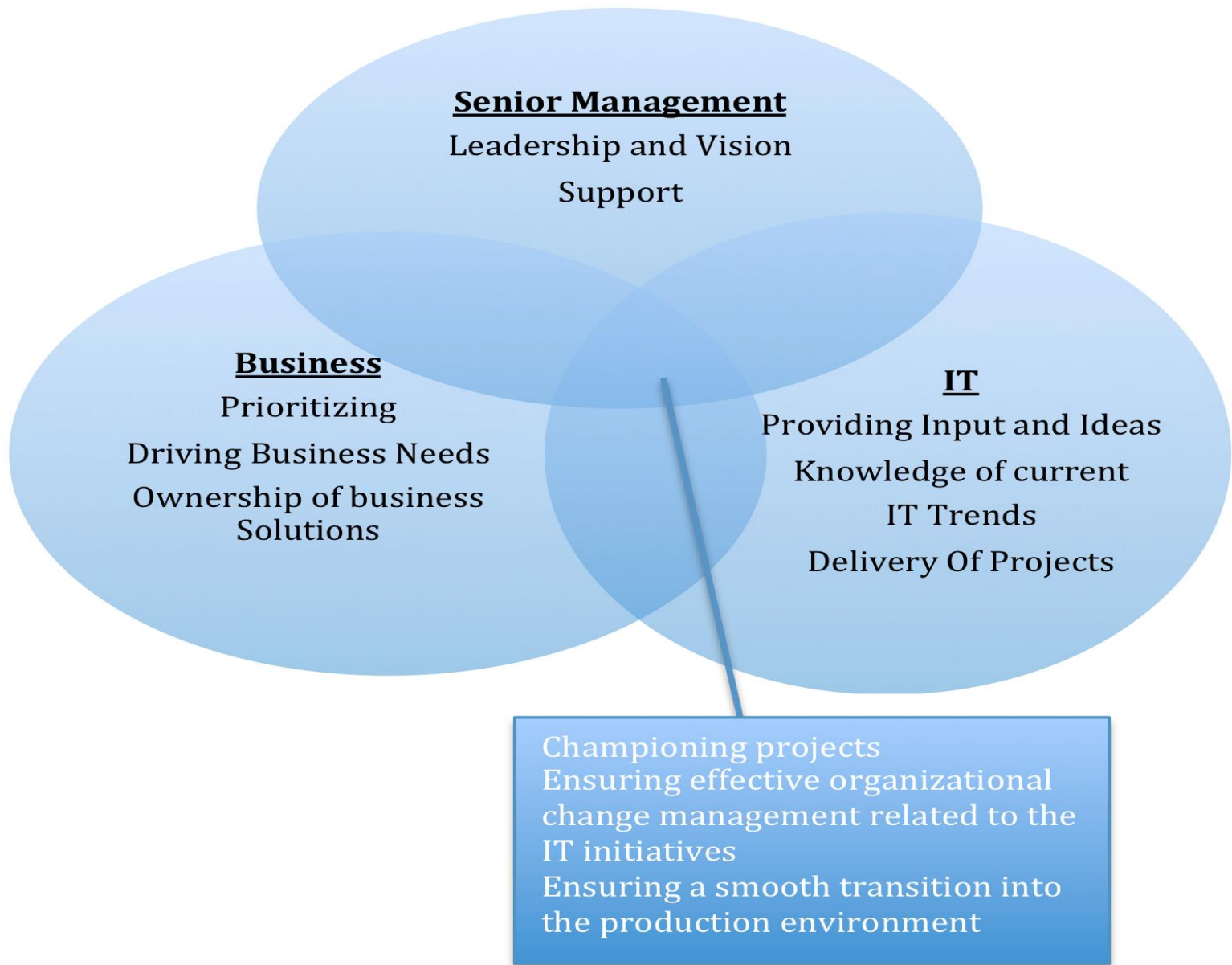
Comparative Data

Town	Total Employees (or Supported Devices) (approximate)	Total Number of IT Staff within IT Department (FTEs)
Princeton Library	100 supported devices	2.25
Princeton	~30,000 population; 225 employees	2.5
Princeton Schools	668 employees (1863 PCs)	13 (plus one shared network engineer)
Ewing Township	~35,000 population	5 (plus one admin)
Montgomery Township	~17,500 population	3
Westfield	~30,000 population	Outsourced
Plainsboro	~20,215 population; 120 employees	1.5 (plus outsourced w/2 days onsite)
Franklin Township	~50,000 population; 235 employees	4 (Police has additional support person outside IT)
Chapel Hill NC	~57,000 population; 550 employees	9 (Police has 2 separate IT staff not included in count)

Achieving Excellence Through IT

Priority Level One Projects

Project Name	Requires Additional Funding/Staffing
Shared Services Agreements	No (currently underway)
Staffing Needs	Yes
Help Desk Personnel & Process	Yes
IT Department Structure	No
Accountability & Authority	No
Senior Management Support & Involvement	No
Connectivity & Network Extension	Yes
Website	Yes
IT Governance	No
Project Justification Methodology	No
Customer Service	No (currently underway)
Communications Process	No (currently underway)
Network & PC Replacement	Yes
Overall Training & Utilization	Yes (currently underway)
Legal & Regulatory Compliance Training	Yes (limited)
Basic Computer Literacy	No (currently underway)



Priority Level Two Projects

Project Name	Requires Additional Funding/Staffing
Printing & Multifunction Devices	Yes (possible savings)
Security Audit	Yes
Service Level Agreements	No
Disaster Recovery/Business Continuity	Yes (limited)
Centralization of IT Functions	No
Network Access Control Solution	Yes
Mobile Access & Applications	Yes (currently underway)
Inventory and Asset Management	Yes
Town-wide Dashboard	Yes
GIS	Yes
Server Virtualization	Yes
Required Use of Technology	No
IT Staff Cross-Training	No
Mobile Access & Applications	Yes
Document Imaging & Management	Yes
Social Media	Yes (limited)
Standardization of Applications & Data	No
Policies (security, AUP, privacy)	No
Metrics	No



Next Steps

1. Determination of Funding Availability
2. IT Governance Decision Process for P1 and P2
3. Monitoring of Project Metrics
4. Evaluation of Progress in Spring 2015
5. Evaluation of P3 Projects in Spring 2016
6. Update to SITP annually by IT staff, with IT Governance oversight and input



What does IT do
on a daily basis
to improve the efficiency
& effectiveness
of Princeton
in accomplishing
its goals and objectives?

Contact Information

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