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# Information Technology

## Overview

The Information Technology Service Area oversees the strategic planning, continuous development, maintenance, and comprehensive management of the City's technology infrastructure, business solutions and digital public services. IT ensures uninterrupted access to crucial systems, applications, computers, networks, data, internet connectivity supported by the security measures and policies essential for delivering City services, every day of the year, around the clock.



## Key Objectives 2025-2028

- Protecting data, privacy, and the City's valuable assets 24/7 with a robust cybersecurity program
- Delivering IT expertise on hundreds of projects Citywide (156 started in 2024), contributing fundamentally to their successful implementation
- Driving the continuing implementation of the Microsoft 365 program, which will enhance productivity and collaboration across the organization
- Monitoring global IT trends such as the use of artificial intelligence and machine learning, exploring their potential use at the City
- Modernizing and maintaining the City's IT infrastructure, ensuring it performs optimally for the seamless delivery of City services

Budget Summary (\$000s)	2024	2025	2026	2027	2028
Net Operating Budget	39,135	40,851	40,585	41,560	42,191
Net Capital Budget	20,260	21,209	18,962	15,220	16,830
FTEs	251	242	230	230	226