



DEPARTMENT OF
INNOVATION AND
TECHNOLOGY

mesaaz.gov

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DOIT STRATEGIC PLAN FY 24/25 SUMMARY

*Two-Day Strategy Planning Session 4/8/2024 - 4/9/2024
Location - The Post, Second Floor Boardroom*

DoIT Public Purpose Statement:

We deliver innovative technology solutions to improve the quality of life for Mesa residents, businesses, and visitors.

DoIT Vision Statement:

An internationally recognizable and emulated technology innovator that delivers resourceful, data-informed solutions with sustainable results.

DoIT Motto:

"Doing what others only dream"

DoIT Values:

1. Trust
 - a. Partnership
 - b. Honesty
 - c. Result Delivery
2. Openness
 - a. Transparency
 - b. Flexibility
 - c. Forthright
3. Empowerment
 - a. Creativity
 - b. Efficiency
 - c. Growth

DIVISION VISION STATEMENTS & PROJECT PRIORITIES

The following are vision statements, mottos, and prioritized projects for each division within DoIT:

CYBERSECURITY

Be a nationally recognizable cybersecurity leader in how we protect the City of Mesa through effective and evolving cyber-defense measures, strategic partnerships, and talent cultivation.

Motto: Protect, Detect, Respond.

Projects:

1. Cybersecurity Governance and Maturity.
2. Vulnerability Program Management Enhancement.
3. Zero Trust Network Access.

PROGRAM MANAGEMENT OFFICE

Trusted hub of program management excellence that sets the standard to consistently deliver desired project outcomes.

Motto: Making Things Happen

Values: Achievement, Analysis, Honesty

Projects:

1. Project Dashboard
2. Chatbot (helpdesk)
3. Self-Service Password Reset
4. Citywide Smart metering

INNOVATION

Empowers all individuals to contribute to technological innovation in Mesa resulting in the adoption of smart technologies and elimination of outdated systems.

Motto: Innovation is the I in DoIT.

Project:

1. Enterprise Architecture & BRM Program
2. Digital Equity
3. Smart Sensor Network
4. Artificial Intelligence Enablement

INFRASTRUCTURE

DoIT infrastructure provides the foundation for seamless, "always on" wired, wireless, radio communication; computing for efficient application/data availability and backup, while protecting with the latest multi-layered cybersecurity measures.

Motto: Always on!!

Project:

1. Data Center Colocation (COMARCH)
2. TOPAZ (Trunked OPEN AriZona) Regional Wireless Cooperative (TRWC) microwave lifecycle upgrade
3. Evaluating Replacement for Aspect Automated Call Distribution (ACD) Interactive Voice Response (IVR)

APPLICATIONS

Empower our partner departments to effectively utilize enterprise software, hardware and tools to provide quality, nimble, and innovative solutions to support business objectives.

Motto - Empowering users, innovating applications, shaping tomorrow's solutions.

Project:

1. IT Service Asset Service Management Replacement (ITSM)
 - a. Incident Management
 - b. Change Management
 - c. Configuration Management
 - d. Asset Management
2. DIMES Refresh
3. UKG Timekeeping Upgrade
4. City Mobile App Solution Replacement
5. Data Infrastructure Maturity
 - a. Data Ingestion/Data Quality/Data Self-Service.
6. Application Rationalization/Application Catalog.

BUDGET – ADMINISTRATION-

A support team with a reputation for providing the highest quality of office management and support to IT operational efforts through organization, problem solving, flexibility, and communication.

Provide concise budget information and accurate solutions to fiscally serve the Innovation and Technology department.

Motto - Balancing Finances, maximizing impact.

Project

1. Plan Fiscal Year Budget
2. Budget Planning Calendar
3. Reimagine and Implement Administrative Process

NOTES:

24 workgroups presented information to include vision statements and prioritized projects.

180 current projects were presented by various IT Managers.

125 future projects were presented by various IT Managers.

305 is the total number between current and future projects presented by IT Managers.

****the numbers for current and future projects above do not represent all projects in DoIT, but total number of projects presented to the Executive team during the strategy planning session****