2018-2023

INCLUSIVE DIGITAL TRANSFORMATION STRATEGIC PLAN

City of Baltimore

technology.baltimorecity.gov

Mayor Catherine E. Pugh's Five Pillars To Move Baltimore Forward

ECONOMIC DEVELOPMENT AND JOBS

EDUCATION

QUALITY OF LIFE

PUBLIC SAFETY

ACCOUNTABILITY AND TRANSPARENCY

Current State: Baltimore City Information Technology

Decentralized IT Operations
No standard City-wide IT policies and practices

IT Budget
City of Baltimore invests proportionally less on IT than most of its peers

IT Staffing
City has less than half staff needed to properly support IT functions

Change the IT Culture and Improve Customer Service

One IT Enterprise
Centralize various IT operations and functions to reduce cost, improve efficiency and streamline operations

Human Capital Investment
Improve training and IT professional staffing levels

Governance & Administration
Establish a structure that promotes cross-agency collaboration, strategic alignment, and continuous change for IT initiatives

DevOps
Integrate software development to strengthen enterprise IT operations and service delivery

Support and Secure Critical IT Operations and Infrastructure

Cloud Services
Utilize cloud services to rapidly deploy platforms and software without the need to build physical infrastructure

Data Telecommunications
Invest in next-generation network infrastrucure to connect the City with high-volume, high-velocity data communications

Enterprise Resource Planning (ERP) modernization
Procure a modern and integrated system to streamline the complexities of the ERP landscape

Build IT Partnerships and Increase Community Engagement Around Technology

Data and Analytics Hub
Expand the City's capacity to combine data residing in different sources and provide users with the ability to access, use, and benefit from the data

IOT-Enabled Smart City
Deploy new technology that improves the quality of life and service delivery for all city residents, businesses and visitors

Baltimore Tech Center
Create a space for people to view and experience immersive technology environments

P3 Partnerships
Partner with external stakeholders to leverage technology resources for the betterment of all city residents and businesses

VISION
Over the next decade engage all City departments, businesses and citizens to design, build and implement technology that creates a safe, thriving and smart city.

MISSION
The Baltimore City Office of Information & Technology will provide sustainable infrastructure and technology to support and enhance City departments, communities, businesses, and mayoral goals.