2018-2023
INCLUSIVE DIGITAL TRANSFORMATION STRATEGIC PLAN
City of Baltimore

technology.baltimoreruralcity.gov
Mayor Catherine E. Pugh’s Five Pillars To Move Baltimore Forward

- Education
- Economic Development and Jobs
- Quality of Life
- Public Safety
- Accountability and Transparency
**Current State: Baltimore City Information Technology**

- **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 infrastructure 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.