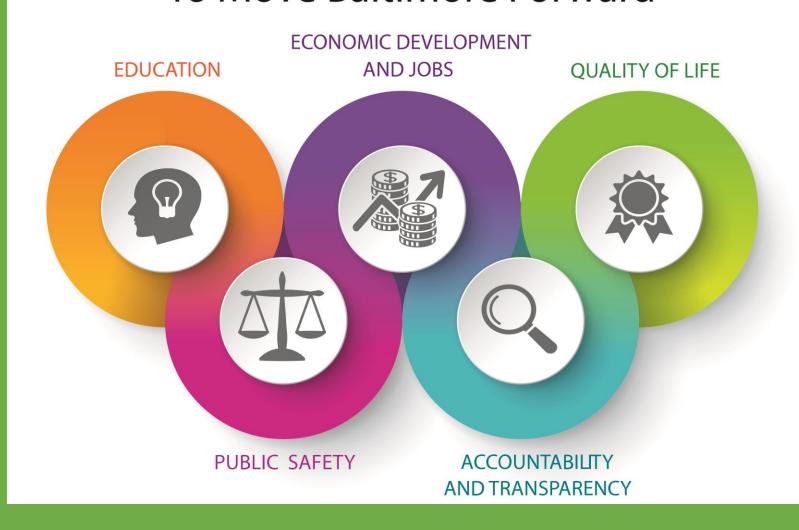


# Mayor Catherine E. Pugh's Five Pillars To Move Baltimore Forward



### 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 promotescross-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.





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

## **MISSION**

