

Our Vision

To be a collaborative organization that enables our employees, partners, and citizens to get the utmost value from our technology investments now and in the future.



Our Mission

To provide innovative service delivery supporting our customer's customers.

Our Guiding Principles

To fulfill our mission and vision statements, achieve the objectives set out in this Plan, and deliver the best possible returns for the City of Houston, we will follow best practices, achieve consistency of approach, and make effective use of the resources available to us. We will achieve this through an adaptation of methodologies from the following bodies of excellence: The Open Group Architecture Framework (TOGAF®), Project Management Institute (PMI®), and the IT Infrastructure Library (ITIL®) V3, as well as our compliance with the following guiding principles, also known as Business Case Questions, approved by the City of Houston's IT Governance Board:

- Think citywide
- Enable excellent customer service as part of our culture
- Ensure information confidentiality, integrity, and availability
- Promote a consistent IT architecture
- Reuse before buy, buy before build (applications, data and processes)
- Manage IT as an investment for innovation

Critical Success Factors

We believe the following factors are critical to IT service delivery and achievement of strategic goals. These factors can impact the successful execution of the IT Strategic Plan:

- Willingness of IT staff to embrace change
- Willingness of all City departments to collaborate for the benefit of the whole
- Sufficient resources to support initiatives with skilled personnel, funding, training, and time
- Active and visible senior management support
- Well-defined and disciplined processes for information capture, data quality, and accuracy of City information and records

