

The Strategic Plan 2015 - 2017

Goal #1 – Engage to Enable IT to Become a Partner of Choice

- Obj. 1 - Collect business goals, integrate strategy*
- Obj. 2 - Provide enterprise applications that empower the business*
- Obj. 3 - Research new and emerging capabilities for insertion into the business*
- Obj. 4 - Manage data as an asset for information-based decision-making*



Technology and Business Alignment

Alignment is defined as the appropriate and timely application of IT in harmony with business objectives, strategies, and requirements¹. We will relentlessly strive to leverage technology solutions to meet business objectives. A successful technology integration strategy incorporates IT systems that enable new services, reduce or avoid costs and risks, and increase business productivity. As technology evolves, new capabilities to automate, streamline, and accelerate business processes may be inserted into the organization via improved communication mechanisms, mobile devices, and enhanced accessibility of critical information.

Enterprise Applications and Data

Data is a key asset for the City of Houston and its citizens. We will strive to create a data-driven city by turning data into valuable information. By doing this we will provide our leadership and the citizens they serve with the tools to make relevant decisions. Enterprise data management will enable the use of key technologies such as business intelligence, location analytics, data warehouses, and big data.

The Enterprise Applications division is responsible for the on-going support of numerous applications and tools that enable citywide and departmental business functions; aligning the underlying business processes, technologies, and terminologies of commercial off-the-shelf and custom applications we support.

To establish a consistent and reliable environment, uniform standards and best practices have been adopted as a cultural norm by our development team. As such, we have created Standards for Enterprise Application Management (STEAM), which is modeled after Application Lifecycle Management (ALM) and Information Technology Infrastructure Library (ITIL) industry practices.

CSMART (Court System Management and Resource Tool), our custom developed solution, went live April 2015, meeting the current and ongoing needs of a large municipality. In Phase II of the project, we will continue to enhance our product to increase functionalities to ease the municipal courts and Houston Police Department judicial processes for our citizens.

Applications that interface with mobile devices continue to grow in popularity, both in the public and with City employees. By optimizing our existing applications, we will move towards mobile-friendly technologies that enhance accessibility to our environment and create a more flexible way to conduct business.

¹ Sarhandi et al., 2011