

## Goal #4 – Improve the Overall Management of IT Services

*Obj. 1 - Improve IT inventory, asset, and vendor management controls*

*Obj. 2 - Improve and simplify the cost allocation process*

*Obj. 3 - Optimize City of Houston portfolio of IT resources through effective governance*

*Obj. 4 - Enable excellent customer service as part of our culture*

Leveraging technology and having a greater fiscal responsibility continues to be a strategic focus for us over the next three years. Working with the Finance department to improve IT asset management, we have taken the first steps to create and maintain an accurate, up to date assessment of all City-owned hardware and software assets including user assignments, asset location, procurement lifecycle, cost, value and contractual status.

The first of these asset models was built in the past fiscal year and has already provided value towards targeted refresh where most demand was needed. We will continue to deliver subsequent models to provide the holistic view.

This comprehensive view of inventory will drive an improvement in the quality of technology services, simplify our cost allocation model, and allow better decision-making in the overall management of IT and assignment of resources and money.



### Strategic Alignment and IT Governance

There are two types of strategic alignment initiatives tied to the Governance Plan. The first set derives from the IT Strategic Plan for 2015 - 2017. All of the objectives are driven by delivering the best possible technology services back to the departments and are a joint effort between IT, Finance, and executive leadership across all City departments.

The second type of alignment reflects a strategic initiative for citywide integration as identified by Executive Order 1-44, Information Technology Governance, the citywide policy established in December 2012, by Mayor Annise Parker. All new IT projects for non-Federated departments are now taken through citywide IT Governance processes, which continue to go through organic enhancement.

