Information Technology

Mission:
Continue to increase Rio Rancho technological leadership in high performance computing and computer communications. Provide wide dissemination and application of technologies to speed the pace of innovation and to enhance service delivery, public safety, public programs, increase regional economic competitiveness and assist in coordination of local government activities; and provide key enabling technologies to enhance City information infrastructure and City information infrastructure applications.

Primary Services:
- Support all City hardware and software
- Support all City telephony
- Implement, install and maintain voice and data technology systems
- Provide technology planning and project management
- Administrative services

Information Technology is responsible for all information technology policy and management. These duties include providing administrative overview, guidance, and foundation in the areas of planning, recommending, installing and supporting all computing and telecommunication technology resources utilized in City of Rio Rancho municipal functions.

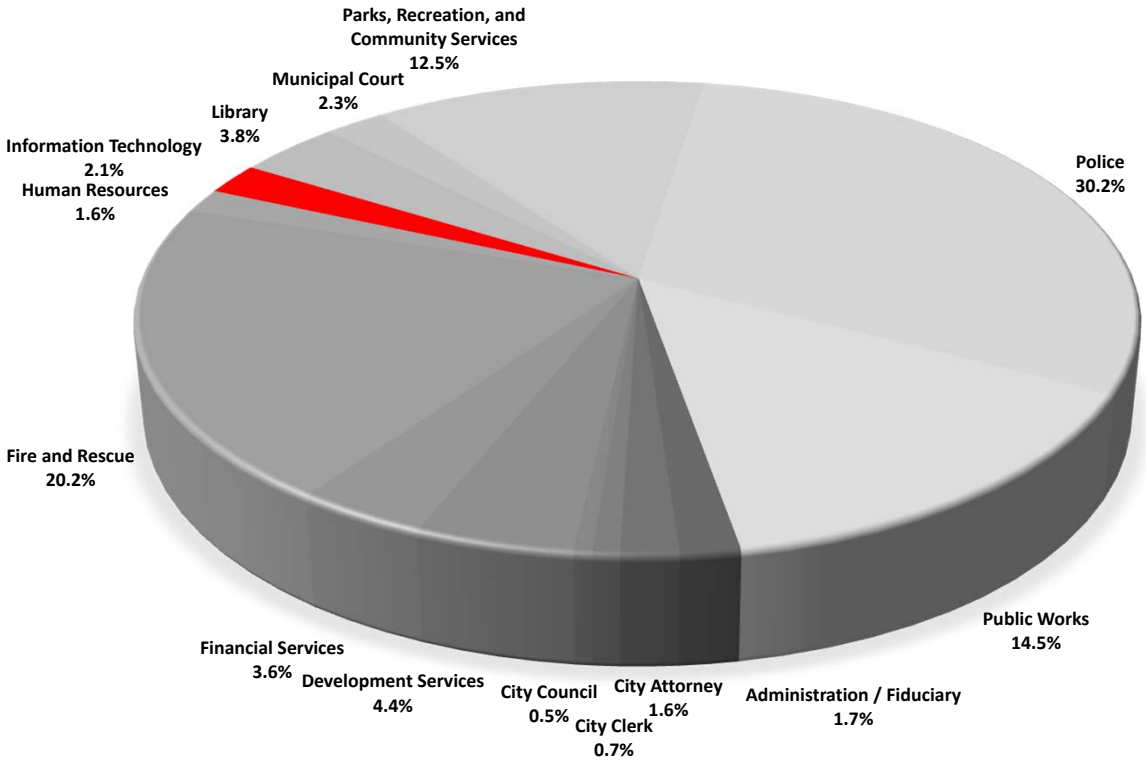
FY 18 Department Goals by City Strategic Goal
Strategic Goal: Organizational Vitality
- Technology needs assessment
- Network best practice and security assessment
- Migration from current virtual environment to hyper-converged solution
- Ongoing assessment of smaller city facilities connectivity to evaluate solutions with lower cost, higher bandwidth alternatives
- Assist departments in advancement and completion of technology projects
- Explored and identified alternative technologies: hosted, cloud
- Deploy efficient/sustainable technologies: mindful of energy consumption, consumables
- Form strategic partnerships outside agencies: other municipalities, schools, county
- Recycle/reallocate resources

FY17 Accomplishments by City Strategic Goal*
Strategic Goal: Government Services
- Public safety new MDB first responder network redeployment completed
- Animal Control cloud software and field operation deployment completed
- Parks and Recreation cloud migration completed
- Ambulance billing cloud migration completed
- Fiber installation to additional city locations
- Wireless access installation to multiple city buildings

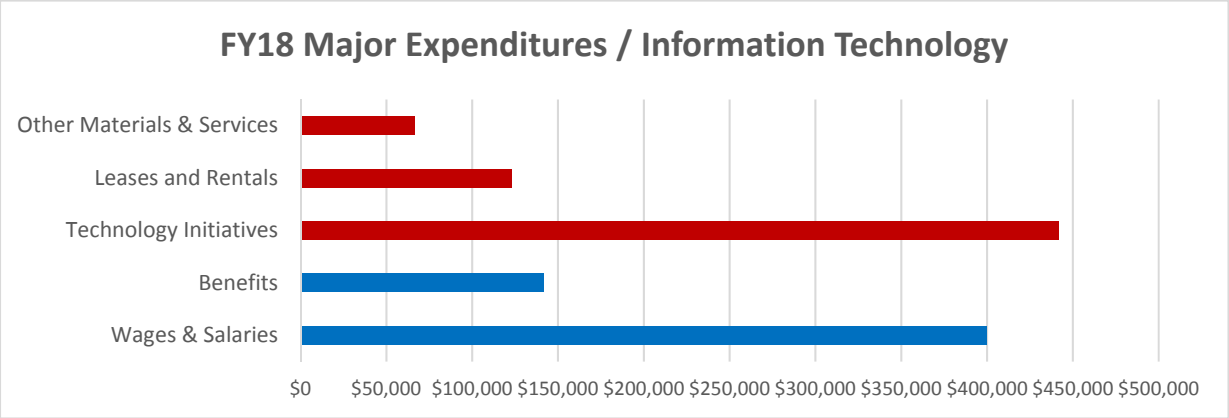
**Strategic Plan updated in 2017. Prior year goals and accomplishments reference previous strategic plan. For details refer to FY17 documents.*

Information Technology

FY18 Budget $1,173,467



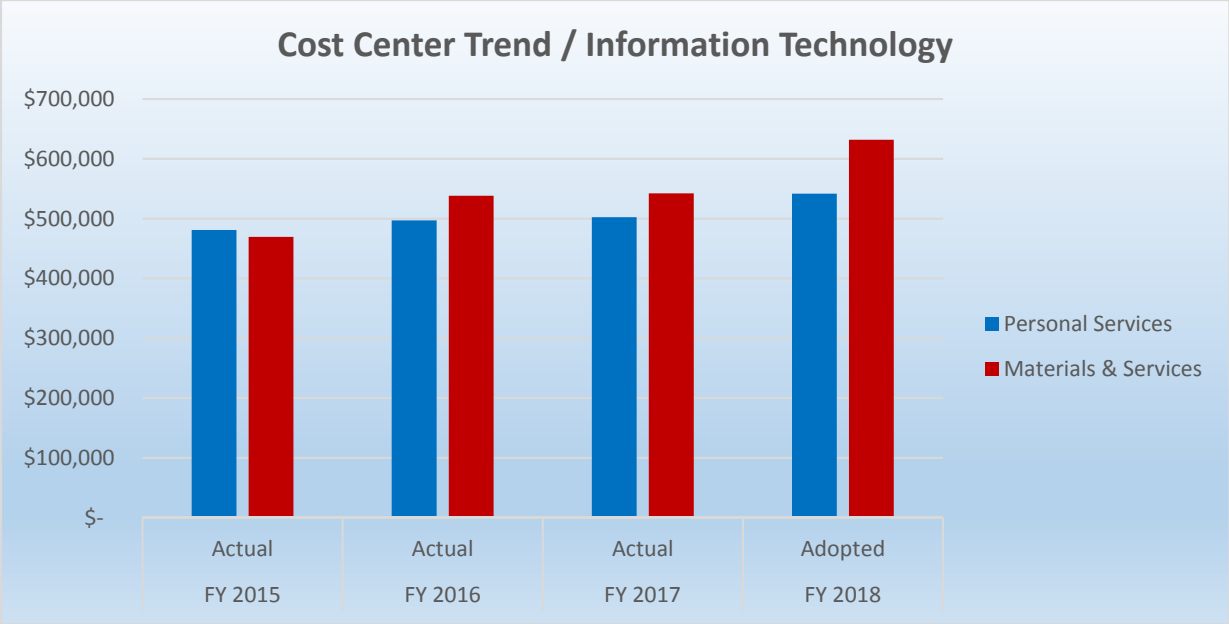
Information Technology (3020)



	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual	**FY 2018 Adopted**	% Change
Personal Services	$ 480,960	$ 496,998	$ 502,384	**$ 541,601**	8%
Materials & Services	469,458	538,314	542,306	**631,866**	17%
Total	$ 950,418	$1,035,312	$1,044,690	**$1,173,467**	12%

Positions Approved*	6	6	6	**6**	0%

*Full Time Equivalent



THIS PAGE LEFT INTENTIONALLY BLANK