Citywide IT Assessment

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Process

- Literature review – Gartner Research CIO Executive Board, Forrester Research

- IT Visioning Workshop – CMO, dept. directors, COA IT leaders and IT staff

- CIO Peer Review –Boston, Dallas, Fort Worth, Philadelphia, State of Texas, Controllers

Citywide IT Assessment

Scope:

IT Risk Assessment:
- Use industry standard to benchmark (ex. COBiT, ISO, ITIL)
- Develop tool to allow staff to assess progress
- Make recommendations on priorities
- Develop with staff mitigation plans, business cases, roadmaps

IT Governance (decision making)
- Evaluate against world class performance benchmarks & key stakeholder expectations
- Develop tools to evaluate progress (ex. dashboards)
- Make recommendations on priorities
- Develop with staff improvement plans business cases and roadmaps

Key Stakeholders

- City residents at large
- Citizen technology advisory bodies
- Mayor and Council
- City executives
- Department executives
- Chief Information Officer
- IT business unit leadership

Time line

- Draft IT Assessment RFP 9/30/13
- SMBR & Purchasing review 2 mo.
- Vendor Evaluation and Selection 2 mo.
- Council Approval 2 mo.
- Launch of Assessment 3/1/13