



IT Strategy 2024 - 2025

How the IT organization will support City of Tempe's business strategy, goals, and objectives.

Info-Tech Research Group Inc. is a global leader in providing IT research and advice. Info-Tech's products and services combine actionable insight and relevant advice with ready-to-use tools and templates that cover the full spectrum of IT concerns.
© 1997-2022 Info-Tech Research Group Inc.

IT Mission & Council Performance Measures

IT Mission: We partner with City departments by providing technology leadership, delivering effective solutions aligned with Council priorities and City values & initiatives.



Safe and Secure
Communities



Strong Community
Connections



Quality of Life



Sustainable Growth
and Development



Financial Stability
and Vitality

City Mission & Values

Tempe creates outstanding value for those we serve through shared vision, superior service and sustainable practices.

- People - We appreciate the talents of each person and encourage responsible decision making at the most appropriate level. We recognize the importance of personal and professional development.
- Integrity - We are honest, accountable and trustworthy.
- Respect - We welcome individual and professional differences and treat everyone with dignity, courtesy and sensitivity.
- Openness - We are accessible and work as a team by sharing information, ideas, resources and responsibility.
- Creativity - We encourage imaginative problem solving, innovation, resourcefulness and responsible risk taking.
- Quality - We provide superior services and are committed to continuous improvement. We are attentive to the changing needs of the people we serve.
- Diversity - We promote diversity in the workforce to meet the needs of a diverse community. We recognize that with diversity comes strength.



IT Vision

Deliver transformational IT solutions through innovative strategies and leadership

IT Guiding Principles

PEOPLE

- One-Team Mindset
- Customer Focused
- Partnership Focused
- Staff Engagement

CULTURE

- Culture of Society
- Ethical Use of Technology
- Equity through Technology

RULES OF THUMB

- For for Purpose
- Leverage > Procure/Develop

PROCESS

- Portfolio Governance
- Data Governance
- Regulatory Compliance

IT delivered business value through several successful key initiatives

Recent Achievements (Past 12 Months)

- 3D Model Urban Core Phase 1 completed
- ADA Transition Plan editing tool & workflow
- Amazon Cloud (AWS) environment for Data Transparency Initiative
- Bonfire eProcurement
- Broadcastify implementation
- Building & Engineering permits data and dashboard
- Business Operations group created
- Care4Me business requirements
- Citywide fiber planning & licensing
- Conference room remodel completed (5 key locations)
- Council Chambers/City Hall access control
- Deployment of eCivis for Grant Management
- Electronic Accidents
- Embedded Services Division established
- Engineered shade methods and structures
- Enhanced integration with Kona and GIS
- E-Tickets implementation
- Hosted President Biden and 30 National Broadcasters w/72-hour notice, supported a second visit from the President, Nancy Pelosi and 2nd Gentleman, Doug Emhoff
- Implemented Sprout Social for Communications and Marketing teams
- Initial AI Governance structure development
- IT PMO process improvements and marketing
- IT PMO project dashboard
- IT telecommuting implementation
- IT Training reorganization
- Kee Pass implemented for Communications and Marketing teams
- Library Automation System
- Migrating to Utility Network (GIS)
- NetMotion servers upgraded to Absolute for PD
- New partnership between FABRIC and Print Shop
- Open Data: Homeless Solutions hub page developed
- Park Ranger workflow, mapping & data Collection solution
- PD streaming of operational radio traffic
- Real Time Operations Center (RTOC) Established
- Replaced PipeLogic with WinCan for recording sewer inspections
- Routeware and CC&B integration
- SCADA remote access
- Special Event live staff monitoring & incident reporting
- TCA ticketing software
- TCA WiFi
- Telecommute excellence
- Water Department BI solution via SL – Serco
- WWC Platinum Achievement – [LINK](#)

Accomplishments planned

Upcoming (Next 12 months)

- Valley Metro Ticketing Upgrade
- Axon View XL
- RTOC: Live911 Software
- PD Eventide 911 Logger Refresh
- CRM Discovery & RFP
- PD MDT, Print, New Vehicles
- RTOC City & Park Cameras
- Audit Milestone: OS Audit, CJIS Audit Primarily Complete Policies, Tanium, Sentinel 1, etc.
- Network Refresh Milestone: PD Wi-Fi, Server, Radio Update, and TCA Wi-Fi Installation
- 1st Fiber Licenses Approved
- Citywide Security & Badging
- M5 Upgrade
- Kidzone Upgrade Phase 2
- Hubspot, Economic Development
- Milestone PSATF Reports
- CJIS Federal Audit Milestone
- RTOC In Schools
- Audit Milestone: Security Penetration Test
- Device Refresh Milestone: PD Bike Officers, eCitation
- Municipal Court Fix Vulnerabilities
- Network Refresh Milestone: PD 10 G Network Upgrade
- Grant Mgmt Citywide Deployment Planning
- Asset Mgmt Assessment
- 1st Fiber Permit Received
- Network Refresh Milestone: FD & PW Radio Refresh
- Device Refresh Milestone: Community Development
- SCADA 16: Network Upgrade
- Care4Me Implementation
- Network Refresh Milestone: Public Computer Update
- Phone Refresh Milestone: PD AT&T / Vesta Deployment
- Device Refresh Milestone: Windows 11 Rollout Start
- Secure Islands Segmentation
- Network Refresh Milestone: CheckPoint Firewall Upgrade
- Building IT Infrastructure: TMOC Phase 2
- Device Refresh Milestone: Courts

Accomplishments planned

Upcoming (Long Term)

- PeopleSoft Finance Replacement
- CRM Software Implementation
- Accela Civic Platform SaaS
- Photo Radar Enforcement
- Citywide Public Records Solution
- Customer Care and Billing Upgrade
- Radio & MDT Police Audit Update (PD Audit)
- System & Evidence.com multi factor (PD Audit)
- SentinelOne for Versaterm (PD Audit)
- Tanium for Windows server (PD Audit)
- Secure Islands (eCitations, DTI, PSATF)
- Police Internet Access Across Devices
- New PD Vehicle Hardware Setup
- Police Fingerprint Scanner Replacement NextGen 911 Addressing to Dispatch
- Motorola Rave Grant Implementation
- WiFi Refresh, TCA, PD (Audit), & Citywide
- Park Camera Connectivity
- Prosecutor Case Management Phase II Integration
- Municipal Court Vulnerability Reporting & Mitigation
- Building IT Infrastructure (City Hall, Beam, FS8, North Water, Kyrene Water, TMOG, TPAC, PD Impound, Apache Power Remediation)
- CRM Citywide Software RFP
- SCADA 6 - Industrial Demilitarized Zone (DMZ) Implementation
- SCADA 7 - 4G Design and Implementation
- SCADA 16 - Network Improvements Design/Implementation (JGMWTP)
- WinCam / Pipelogix AWS migration (water)
- Care4Me Implementation
- M5 Upgrade
- M5 and NAPA Integration
- Nextgen Implementation & Care 7 Integration
- KidZone Upgrade Phase 2
- HubSpot for Economic Development
- Grant Mgmt Citywide Deployment Planning
- Credit Card Cyber Regulatory Compliance (PCI DSS)
- TCA Ticketing Software
- TCA Scheduling Software
- Library Virtual Client / Server Replacement
- Citywide Radio Upgrade
- Citywide Phone Refresh
- Citywide Network Refresh
- Citywide Device Refresh
- Citywide Windows 11 Upgrade
- Citywide Security Badging
- Tempe Fiber Rollout Support
- Park Ranger Tracking & Reporting Phase 2
- Economic Development: COT Owned Property, Downtown Tempe Data Tracking
- IT Asset Mgmt Assessment
- Translate Live Pilot