

Information Technology

Strategic Business Plan

Mission Statement

The mission of the Information Technology Department is to provide information access, security, and timely support services to the City departments, so they can experience operational efficiencies to assist them in meeting their strategic goals.

Issue Statements

Issue 1 Application of Technology

The increased application of technology solutions by City Departments without first understanding and documenting their operational and business needs, if not addressed, will result in:

- Missed deadlines for City departments and IT
- Waste of human and financial resources
- Decreased efficiency and effectiveness of departmental operations and IT support
- Frustration between IT and other departments

Issue 2 Bidirectional Communications

The continued lack of effective communications between IT and other City Department is resulting in frustration and unfulfilled customer service needs, and if not properly addressed will result in:

- Unmet timelines
- Ineffective use of technology
- Technology solutions not meeting business/operational requirements

Issue 3 Effective Use of Technology

The increasing availability and functionality of technology solutions for the workplace is resulting in a disconnect between employee technology knowledge and job efficiency, which if not addressed, will result in:

- Underutilization of technology investments
- Decreased performance over time
- Increased security risks
- Increased operational costs
- Residents of Las Cruces dissatisfaction with lack of technology use by City departments and the City government

Issue 4 Obsolete Radio System

The continued utilization of an obsolete radio system for public safety if not addressed will result in:

- The inability to maintain operational status of radio communications
- The inability to have interoperable communications with other agencies
- Lives being at risk

Issue 5 Leads and Owners

The continued lack of technical leads and business process owners for product applications if not addressed will result in:

- Delays in service
- Disruption of business function with lapsed licenses
- Confusion as to who is responsible and who owns applications

Strategic Results

Strategic Result 1 – Effective Information Management

All City of Las Cruces departments will experience increased effectiveness and efficiency in their operations by fully utilizing the City's approved technology tools, as evidenced by:

- By January 2021, 85% City departments will actively be using their SharePoint site.
- By January 2021 95% associates will end using personal folders and will be storing information in OneDrive and SharePoint.

Aligned with Issue Statements 1,2, and 3

Strategic Result 2 – Work Order Responsiveness

All City of Las Cruces departments will have their IT work orders responded to in timely manner as evidenced by:

- By January 2020, 75% of Priority 2 work orders submitted will receive a response by the appropriate technician within 5 hours.
- By January 2020, 90% of Priority 1 work orders submitted will receive a response by the appropriate technician within 2 hours.

Aligned with Issue Statement 2

Strategic Results 3 – Radio System Reliability

Users of the City's radio system will experience reliable radio communications as evidenced by:

- By July 2021, 100% public safety radios will be P25 compliant.*
- By July 2021, 50% of repeaters at the City radio sites will be P25 compliant. *

**P25 is a suite of standards for digital radio communications for use by federal, state and local public safety agencies to enable them to communicate with other agencies and mutual aid response teams in emergencies*

Aligned with Issue Statement 4

Strategic Result 4 – Technical Lead & Business Process Owner Identification

All City of Las Cruces departments will experience improved service and response times from the IT Department as evidenced by:

- By July 2020, 100% inventoried product application will be assigned to a technical lead to be knowledgeable about the end users' needs and can assist with issues.
- By July 2020, BSA's have assigned a functioning business process owner for all inventoried product applications to manage the product implementation and life cycle.

Aligned with Issue Statement 5

Strategic Results 5 – Enterprise Technology Governance

The City of Las Cruces will experience an alignment of its technology investments to its business needs to achieve its strategies and goals as evidenced by:

- By January 2022, a formal an enterprise technology governance process will be adopted by the organization.
- By July 2022, all capital* technology projects will be reviewed and authorized via an enterprise technology governance process.

**Capital technology projects are those with costs over \$5,000*

Aligned with Issue Statement 1, 2, 5

Strategic Result 6 – Public WiFi Services

By December 2020, Las Cruces Downtown, Plaza and Mesquite neighborhoods will have Wi-Fi availability (CITY STRATEGIC PLAN 13) as evidenced by:

- By January 31, 2019, Council will receive a presentation and report from a subject matter expert on municipal broadband strategies.
- By June 2019, a comprehensive list of services provided by private internet services providers will be presented to council.
- By December 2020, all network connected City owned properties will provide free Wi-Fi services.

This Strategic Result does not align with an Issue statement, however, is necessary in achieving the City Council’s strategic result #13

Strategic Result 7 – Information Security

City associates will be more informed about information security and how to better protect the information entrusted to them as evidenced by:

- By January 2020, 85% of employees will successfully complete information security training annually.

Aligned with Issue Statement 3

Strategic Result 8 - High Performing Organization

City of Las Cruces departments will experience effective communications from the Information Technology Department, as evidenced by:

- Beginning in 2019, all Department employees will know what is expected of them and how they align and contribute to the goals of the Department as evidenced by their annual work plans and performance conversations being aligned with the Department Strategic Business Plan.
- By 2019, 75% of City of Las Cruces Department and Agency partners will say they have a positive collaborative relationship with the Information Technology Department that assists them in furthering their mission.

- By 2020, 80% of City Council members will report that they receive the information they need to make informed decisions.

<i>Department Organization</i>
<i>1. Line of Business: Office of the Director</i>
1.1 Program: Administration
<i>2. Line of Business: Information Systems</i>
2.1 Program: IT Applications 2.2 Program: Enterprise Resource Planning 2.3 Program: Software Development
<i>3. Line of Business: IT Infrastructure Support</i>
3.1 Program: Desktop Support 3.2 Program: Information Technology Infrastructure 3.3 Program: Radio/Communications
<i>4. Line of Business: Information Security</i>
4.1 Program: Information Security

<i>Lines of Business and Key Results</i>	
<i>Line of Business: Office of the Director</i>	
Purpose Statement	The purpose of the Office of the Director line of business is to provide leadership, administrative, financial, communications and strategic planning services to the Department and its Employees, so they can achieve their strategic and operational goals.
Key Results	<ul style="list-style-type: none"> • By July 2019, in coordination with the Business Systems Program, an enterprise technology governance process charter will be adopted.
<i>Line of Business: Information Systems</i>	
Purpose Statement	The purpose of the Information Systems line of business is to provide application support, maintenance, and software development services to the City of Las Cruces departments, so they can effectively manage data and efficiently access information to achieve their goals.
Key Results	<ul style="list-style-type: none"> • 95% ERP systems available to City departments during business hours. • By January 2021, 85% of City departments will actively be utilizing SharePoint. • By July 1, 2021, software development will be integrated into the enterprise technology governance.
<i>Line of Business: IT Infrastructure Support</i>	
Purpose Statement	The purpose of the IT Infrastructure Support is to provide communication and maintenance services to all City of Las Cruces Departments, so they can effectively utilize the technology available.
Key Results	<ul style="list-style-type: none"> • By July 2021, 100% public safety radios will be P25 compliant • By July 2021, 50% of repeaters at the City radio sites will be P25 compliant. • 50% deployments to be completed within 15 working days after arrival. • 99.5% monthly network and computing is operational and available to all users during normal business hours.
<i>Line of Business: Information Security</i>	
Purpose Statement	The purpose of Information Security line of business is to provide secure network, computer and application services to the City of Las Cruces departments, so they can be good custodians of information the public has entrusted to them

Key Results	<ul style="list-style-type: none">• 3% or fewer systems infected with malice software annually.• 85% employees successfully complete information security training annually.
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<i>Programs</i>	
<i>Line of Business: Office of the Director</i>	
Purpose Statement	The purpose of the Office of the Director line of business is to provide leadership, administrative, financial, communications and strategic planning services to the Department and its Employees, so they can achieve their strategic and operational goals.
<i>Program: Administration</i>	
Program Purpose Statement	The purpose of the Administration program is to provide leadership, administrative, financial, communications and strategic planning services to the Department and its Employees, so they can achieve their strategic and operational goals.
Family of Measures	<p><u>Results</u></p> <ul style="list-style-type: none"> • Beginning in 2019, all department employees will know what is expected of them and how they align and contribute to the goals of the Department as evidenced by their annual work plans and performance conversations being aligned with the Department Strategic Business Plan. • By 2019, 75% of City of Las Cruces department and agency partners will say they have a positive collaborative relationship with the Information Technology Department that assists them in furthering their mission. • By January 31, 2019, Council will receive a presentation and report from a subject matter expert on municipal broadband strategies. • By June 2019, A comprehensive list of services provided by private internet services providers will be presented to council. • By July 2019, in coordination with the Business Systems Program, an enterprise technology governance process charter will be adopted • By 2020, 80% of City Council members will report that they receive the information they need to make informed decisions. • By July 2022, all capital technology projects will be reviewed and authorized via an enterprise technology governance process • 80% departmental strategic results achieved. • 85% departmental key operational results achieved.
	<p><u>Outputs</u></p> <ul style="list-style-type: none"> • # Procedure documents adopted • # Capital technology projects reviewed
	<u>Demands</u>

	<ul style="list-style-type: none"> • # Procedure documents required • # Capital technology projects identified 	
	<p><u>Efficiencies</u></p> <ul style="list-style-type: none"> • N/A 	
Program Services	<ul style="list-style-type: none"> Budget Reports Budget Reviews Budgets Building maintenance requests Conference Room Meeting Approvals Corrective Actions Council Action Packets Directions Disbursements Approvals Email Responses Emails Employee Performance Reviews Guidelines Hirings Internal Development Sessions Internet Bill Payments Staff Meetings Issue Escalations Leave Requests Meeting Minutes 	<ul style="list-style-type: none"> Meetings Payment Reconciliations Payroll Time Entries Phone Bill Payments Policies Procedure Documentations Project Reviews Purchasing Requisitions Purchasing card reconciliations Requests for Proposals Requisition Approvals Sign Time Sheets Standard Operating Procedures Standards Strategic Reports Strategic Direction Sessions Team Building Sessions Telephone Inquiry Assessments Terminations Travel Orders
Manager	Scott Marr	
Program Budget		

<i>Programs</i>	
<i>Line of Business: Information Systems</i>	
Purpose Statement	The purpose of the Information Systems line of business is to provide application support, maintenance, and software development services to the City of Las Cruces departments, so they can effectively manage data and efficiently access information to achieve their goals.
<i>Program: IT Applications</i>	
Program Purpose Statement	The purpose of the IT Applications program is to provide software management services to the City of Las Cruces departments, so they can effectively manage data and efficiently access information.
Family of Measures	<p><u>Results</u></p> <ul style="list-style-type: none"> • By July 2021, 100% of all inventoried product applications will be assessed for operational needs (Business Owner, Business System Analyst, Technical Lead, Integration/dependences with other systems, On-premise vs. hosted, Vendor support, Number and type of licenses, etc.) to manage product implementations, upgrades and life cycles. • By January 2020, 100% in-house database server software applications will be assigned a technical lead and a business process owner. • By January 2021 95% Departments will end using personal folders and will be storing information in OneDrive. • By January 2021, 85% City departments will actively be using their SharePoint site.
	<p><u>Outputs</u></p> <ul style="list-style-type: none"> • # SharePoint section document libraries created • # SharePoint section document libraries active • # SharePoint sites created • # SharePoint sites active • # Technical lead assignments established
	<p><u>Demands</u></p> <ul style="list-style-type: none"> • # SharePoint section document libraries expected to be created • # SharePoint sites expected to be active • # Technical lead assignments expected to be established

	<p><u>Efficiencies</u></p> <ul style="list-style-type: none"> • \$ Program expenditure per SharePoint active document library 	
<p>Program Services</p>	<p>Application Troubleshooting Consultations Application Upgrade Coordinations Applications Recommendations Approve Request Communications ArcGIS Online Permissions Coordinations Business Process Consultations Business Process Owner Software Upgrade Coordination Computer Requisitions Custom Solutions Data Reviews Data Validations Database Backup Restorations (OIS) Database Maintenance Job Deployments Database Performance Troubleshooting Consultations Distribution List Updates Email Request Responses (For SPO Group Site Access) Equipment Orders GIS App Upgrades GIS License Agreements GIS Troubleshoot Consultations Information Services Task Consultations Information Systems Customer Solutions Information Systems Licenses Information Systems Project Meetings Information Systems Requirements Documents Information Systems Testing Sessions Information Systems Testing Sessions Information's Systems Requirement Documents IS Creates Standard Operation Procedures IS Database Server Installations</p>	<p>IS Test Plans ISS Staff Bounce Ideas Off Me: Sometimes They Need to Talk Issues Through ISS Staff Project Meetings IT Staff Technology Training Laserfiche License Assignments Laserfiche App Upgrades Laserfiche Troubleshoot Consultations Mobile App Testing Sessions Mobile Application Development Issue Resolutions Mobile Application Releases Mobile Applications Consultations MSI Package Deployments O365 Meetings One-On-One Specific Project Meetings Online Training Subscriptions SharePoint Applications Implementation SharePoint Consultations SharePoint List Modifications SharePoint Section Document Libraries SharePoint Site Creations SharePoint User Assignments SharePoint Group Sites Creations Status Report Releases System Integration Application Releases Technical Lead Assignments Technology Consultants Technology Consultations Vendor Database Installations Web Application Release Web Core Team Meetings Website Updates Website User Agreements Website User Updates Work Orders (For CityNet)</p>

	IS Database Server Upgrades IS Feasibility Studies IS Process Integrations IS Reports IS Requirement Development Meetings	
Manager	Trish Weaver	
Program Budget		

<i>Programs</i>		
<i>Line of Business: Information Systems</i>		
Purpose Statement	The purpose of the Information Systems line of business is to provide application support, maintenance, and software development services to the City of Las Cruces departments, so they can effectively manage data and efficiently access information to achieve their goals.	
<i>Program: Enterprise Resources Planning</i>		
Program Purpose Statement	The purpose of the Enterprise Resources Planning program is to provide support, education and maintenance services to the City of Las Cruces departments, so they can utilize the Enterprise Resources Planning (ERP) Systems effectively to achieve their goals.	
Family of Measures	<p><u>Results</u></p> <ul style="list-style-type: none"> • By January 2022, a formal an enterprise technology governance process will be adopted by the organization • By July 2022, all capital technology projects will be reviewed and authorized via an enterprise technology governance process • 95% ERP systems operational availability to City departments during business hours • 95% priority 1 ERP work orders submitted during business hours receive a response within 2 hours 	
	<p><u>Outputs</u></p> <ul style="list-style-type: none"> • # work order responses 	
	<p><u>Demands</u></p> <ul style="list-style-type: none"> • # work order requests 	
	<p><u>Efficiencies</u></p> <ul style="list-style-type: none"> • \$ Program expenditure per work order response 	
Program Services	3 rd Party Tyler Product Integrations AD HOC Tools Application Patch Installations Munis Live Application Patch Installations for Munis Test Environment Automations Business Process Analysis Sessions Data Cleansing Interventions and Investigations	Report Updates Reports Requirement Meetings Vendor Responses Systems Testing Sessions Test Environments Email Responses Test Environments Meeting Responses Test Environments Telephone Responses

<p>Data Consulting Sessions Data Exception Reports Data Integrations Data Issue Notifications Data Mining Sessions Data Request Responses Data Validations Data Views DB Backup and Restores DB Server Updates Enterprise Services Custom Solutions Enterprise Services Task Priority Consultations Incode Email Responses Incode Hardware Responses Incode Live Application Patch Installations Incode Meeting Responses Incode Telephone Responses Incode Upgrades Log Issue Tickets with Tyler Munis Live Email Responses Munis Live Hardware Responses Munis Live Meetings Responses Munis Live Telephone Responses Munis Upgrades Munis Customer Self-Service Telephone Response Munis Customer Self-Service Email Responses Munis Customer Self-Services Hardware Responses Munis Customer Self-Services Meeting Responses Munis Vendor Self-Services Telephone Responses Munis Vendor Self-Services Email Responses Munis Vendor Self-Services Hardware Responses Munis Vendor Self-Services Meeting Responses Munis Employee Self-Service Meeting Responses Munis Employee Self-Service Hardware Responses</p>	<p>Test Environmental Hardware Responses Test Plans Troubleshoot Failed Automation Processes Troubleshooting Sessions Tyler Cashier Telephone Responses Tyler Cashiering Email Responses Tyler Cashiering Hardware Responses Tyler Cashiering Meeting Response Tyler Content Manager Email Responses Tyler Content Manager Hardware Responses Tyler Content Manager Meeting Responses Tyler Content Manager Telephone Responses Vendor Support Access Connections Workflow Email Responses Workflow Meeting Responses Workflow Telephone Responses Tyler Incident Manager Meeting Responses Tyler Incident Manager Telephone Responses Tyler Incident Manager Email Responses Tyler Incident Manager Hardware Responses Tyler Notify Meeting Responses Tyler Notify Telephone Responses Tyler Notify Email Responses Tyler Notify Hardware Responses Tyler Reporting Services Meeting Responses Tyler Reporting Services Telephone Responses Tyler Reporting Services Email Responses Tyler Reporting Services Hardware Responses Tyler Pulse Meeting Responses Tyler Pulse Telephone Responses Tyler Pulse Email Responses Tyler Pulse Hardware Responses</p>
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	Munis Employee Self-Service Email Responses Munis Employee Self-Service Telephone Responses Performance Troubleshooting Process Integrations Queries Report Design Meetings Report Distribution List Updates	Tyler Readyforms Telephone Responses Tyler Readyforms Meeting Responses Tyler Readyforms Email Responses Tyler Readyforms Hardware Responses Tyler HUB Telephone Responses Tyler HUB Email Responses Tyler HUB Meetings Responses Tyler HUB Hardware Responses
Manager	Johnna Macaw	
Program Budget		

<i>Programs</i>		
<i>Line of Business: Information Systems</i>		
Purpose Statement	The purpose of the Information Systems line of business is to provide application support, maintenance, and software development services to the City of Las Cruces departments, so they can effectively manage data and efficiently access information to achieve their goals.	
<i>Program: Software Development</i>		
Program Purpose Statement	The purpose of the Software Development Program is to provide application integration, custom applications, and reporting for customers so they can have software solutions that meet their unique business goals.	
Family of Measures	<p><u>Results</u></p> <ul style="list-style-type: none"> • 60% of custom report requests completed • 60% of approved applications developed • 75% of data integrations developed 	
	<p><u>Outputs</u></p> <ul style="list-style-type: none"> • # of custom IT applications developed • # of custom reports developed • # of custom data integrations developed 	
	<p><u>Demands</u></p> <ul style="list-style-type: none"> • # of custom reports requested • # of application developments requested • # of data integration developments requested 	
	<p><u>Efficiencies</u></p> <ul style="list-style-type: none"> • 	
Program Services	Data Integration Developments Mobile App Developments External Web Applications Internal Web Applications Custom Reports Ask Las Cruces Releases Ask Las Cruces Mobile app releases SPO PowerShell Scripts Python Scripts PowerShell Automations (GIS) JCP web app deployments Lockbox SSIS Package Deployments	GIS to MUNS Address SSIS package deployments Utility sign-up releases Project Activity log releases Training Reports (Integrations) Employee transparency releases Map Room releases Development maintenance tools AD-HOC Report development requests BSA software development consultations Custom developments

	HR Training Employee data SSIS package deployments SCSWA SSIS Package Deployments E-track Finance reporting SSIS deployments Utility Mobile app releases Everbridge SSIS package deployments AR upload SSIS package deployments SCADA data transfer SSIS deployments	MUNIS & AD SSIS package deployments SSRS report deployments Point-in-time reports LIHEAP SSIS Package Releases Internal app utility releases Home rehab releases TRS Reports App Development
Manager	Trish Weaver	
Program Budget		

<i>Programs</i>	
<i>Line of Business: IT Infrastructure Support</i>	
Purpose Statement	The purpose of the IT Infrastructure Support is to provide communication and maintenance services to all City of Las Cruces Departments, so they can effectively utilize the technology available.
<i>Program: Information Technology Infrastructure</i>	
Program Purpose Statement	The purpose of the Information Technology Infrastructure program is to provide reliable computing and networking services to the City of Las Cruces Departments, so they can reliably and securely communicate and share information.
Family of Measures	<p>Results</p> <ul style="list-style-type: none"> • By December 2020, all network connected City owned properties will provide free Wi-Fi services. • 99.5% monthly network and computing is operational and available to all users during normal business hours. • 99% monthly network and computing is operational and available to all users that are 24/7/365.
	<p>Outputs</p> <ul style="list-style-type: none"> • # Network uptime minutes delivered • # System uptime minutes delivered

	<p><u>Demands</u></p> <ul style="list-style-type: none"> • # Network uptime minutes expected • # System uptime minutes expected 	
	<p><u>Efficiencies</u></p> <ul style="list-style-type: none"> • \$ Program expenditure per uptime minutes delivered 	
Program Services	System updates Administration Reports Automated Process Monitoring Sessions Cell Phone Wireless Priority Service Registrations Cloud Service Installation Consultations Coding Sessions Consultations Data Restorations Deduplications Email Security Configurations Email Security Filters Es Telephone Response Fiberoptic Network Consultations Firewall Security Configurations Firewall Security Installations Hardware Analysis Reports Infrastructure Customer Solutions Infrastructure Requirements Documents Infrastructure Task Priority Consultations Internal/External Connectivity Sessions It Physical Facility Consultations Knowledge's Bases License Allocations Lifecycle Plans Mentoring Sessions Multi – Communications Pathways Network Access Analysis Reports	Network Consultations Network Status Communications Network Switch Analysis Reports Network Uptime Minutes Phone Systems Configurations Psychological It Related Guidance Sessions Quality Control Measures Risk Assessments Scripting Consultations Scripts Security Updates Server License Allocations Server/System Service Maintenance Sessions Service Implementations Shared Folder Creations Software Feature Analysis Reports Status Report Releases System Backups System Documentations System Status Communications System Status Notifications System Tests System Uptime Minutes Technical Training Sessions Thought Processing Sessions Vendor Engagements Wireless Access Point Configuration
Manager	Robert Del Plain	
Program Budget		

<i>Programs</i>		
<i>Line of Business: IT Infrastructure Support</i>		
Purpose Statement	The purpose of the IT Infrastructure Support is to provide communication and maintenance services to all City of Las Cruces departments, so they can effectively utilize the technology available.	
<i>Program: Desktop Support</i>		
Program Purpose Statement	The purpose of Desktop Support Program is to provide comprehensive technical support services to the City of Las Cruces departments and their associates, so they can perform their job more effectively and maximize the efficiency of the technology available	
Family of Measures	<p><u>Results</u></p> <ul style="list-style-type: none"> • By January 2020, 75% of Priority 2 work orders submitted will receive a response by the appropriate technician within 5 hours. • By January 2020, 90% of Priority 1 work orders submitted will receive a response by the appropriate technician within 2 hours. • 5% work orders that are reoccurring. • 50% deployments completed within 15 working days after equipment arrives. • 50% work orders completed within 24 hours. 	
	<p><u>Outputs</u></p> <ul style="list-style-type: none"> • # Work orders resolutions provided 	
	<p><u>Demands</u></p> <ul style="list-style-type: none"> • # Work order requests 	
	<p><u>Efficiencies</u></p> <ul style="list-style-type: none"> • \$ Program expenditure per work order resolution delivered 	
Program Services	Anti-Virus Scans Application Installations Applications Installation Coordinations Client license Allocations Computer Consultations	New Computers New Employee Welcome Meetings On call after hour responses Over the Phone Support Sessions Password Resolutions Phone system configurations

	<p>Computer Repairs Computer Technician Testing Questions Computer Upgrade Solutions Council Meeting Technical Assistance Responses Customer Comfort Sessions Customer Solutions Customized IT solutions Desktop Support Task Priority Consultations Diagnostic Monitoring Sessions Directions Email Diagnostics File/Folder Access Permission Provisions Hardware Diagnostics Hardware Installations Information Access Sessions Internet Diagnostics Internet filter Jobs User Training Sessions Knowledge Bases Mobile Device Resolutions Network Consultations Network Diagnostics</p>	<p>Phone System Installations Phone System Update Installations Printer Resolutions Problem Resolutions Public Network Access Request Sessions Restricted Site Reviews Server Systems Maintenance Sessions Software Consultations Software Diagnostics Software Installations Software Updates Technician Messages Technology Purchase Analysis Reports Telephone Diagnostics Troubleshooting Jobs User Account Information Resolutions User Training Sessions Work Order Instructions Work Order Reports Work Order Resolutions Work Orders</p>
Manager	Jeffrey Manier	
Program Budget		

<i>Programs</i>	
<i>Line of Business: IT Infrastructure Support</i>	
Purpose Statement	The purpose of the IT Infrastructure Support is to provide communication and maintenance services to all City of Las Cruces departments, so they can effectively utilize the technology available.
<i>Program: Radio/Communications</i>	
Program Purpose Statement	The purpose of the Radio/Communications program is to provide radio installation, and maintenance services to First Responders and City departments, so they can communicate effectively in emergency and non-emergency situations.
Family of Measures	<p><u>Results</u></p> <ul style="list-style-type: none"> • By July 2019, 95% of all radio handset work orders will be resolved on the first interaction with the customer • By July 2021, 100% public safety radios will be P25* compliant • By July 2021, 50% of repeaters at the City radio sites will be P25* compliant • By January 2022, 50% non-public safety radios will be P25* compliant <p><i>*P25 is a suite of standards for digital radio communications for use by federal, state and local public safety agencies to enable them to communicate with other agencies and mutual aid response teams in emergencies</i></p>
	<p><u>Outputs</u></p> <ul style="list-style-type: none"> • # Radio diagnostic resolutions achieved • # Radio equipment installations achieved • # Data cable installations achieved
	<p><u>Demands</u></p> <ul style="list-style-type: none"> • # Radio diagnostics resolutions expected to be requested • # Radio equipment installations expected to be requested • # Data cable installations expected to be requested
	<p><u>Efficiencies</u></p> <ul style="list-style-type: none"> • \$ Program expenditure per Radio Diagnostics Resolution

Program Services	Camera Surveillance Maintenance Sessions City Radio Site Maintenance Sessions Data Cable Installations Emergency 911 Call Central Dispatch Console Maintenance Service Sessions Emergency Equipment Installations Emergency Equipment Maintenance Fiber Locate Service Sessions Fiber Optic Network Installations Fiber Optic Network Splices Fiber Optic Network Upgrades	Fiberoptic Network Installations Microwave Radio Maintenance Sessions Mobil Portable Radio Maintenance Sessions Network Cable Installations Network Diagnostics Radio Diagnostics Resolutions Radio Equipment Installations Repeater Site Upgrades Wireless Access Point Installations
Manager	Ed Garcia	
Program Budget		

<i>Programs</i>			
<i>Line of Business: Information Security</i>			
Purpose Statement	The purpose of Information Security line of business is to provide secure network, computer and application services to the City of Las Cruces departments, so they can be good custodians of information the public has entrusted to them.		
<i>Program: Information Security Program</i>			
Program Purpose Statement	The purpose of Information Security Program is to provide secure network, computer and application services to the City of Las Cruces departments, so they can be good custodians of information the public has entrusted to them.		
Family of Measures	<p>Results</p> <ul style="list-style-type: none"> • 3% or fewer systems infected with malicious software annually. • 85% employees successfully complete information security training annually. 		
	<p>Outputs</p> <ul style="list-style-type: none"> • # Security training sessions completed • # Malware remediations completed 		
	<p>Demands</p> <ul style="list-style-type: none"> • # Security training sessions expected to be required • # Malware remediations expected to be required 		
	<p>Efficiencies</p> <p>\$ Program expenditure per malware remediation completed</p>		
Program Services	<table border="1"> <tr> <td> Application Risk Reviews Applications Risk Mitigations Computer Risk Mitigations Computer Risk Reviews Data Protections Database Permissions Grants Enterprise Audit Investigations Forensic Analysis Reports License Security Hardware Applications Malware Remediations Network Log Analysis Reports Permission Email Responses </td> <td> Permission Meeting Responses Permission Telephone Responses Phishing Mitigations Security Hardware Applications Configurations Security Technology Reviews Security Training Sessions Security Updates Technology Risk Assessments Virus Mitigations Vulnerability Assessments Web App Access Grants </td> </tr> </table>	Application Risk Reviews Applications Risk Mitigations Computer Risk Mitigations Computer Risk Reviews Data Protections Database Permissions Grants Enterprise Audit Investigations Forensic Analysis Reports License Security Hardware Applications Malware Remediations Network Log Analysis Reports Permission Email Responses	Permission Meeting Responses Permission Telephone Responses Phishing Mitigations Security Hardware Applications Configurations Security Technology Reviews Security Training Sessions Security Updates Technology Risk Assessments Virus Mitigations Vulnerability Assessments Web App Access Grants
Application Risk Reviews Applications Risk Mitigations Computer Risk Mitigations Computer Risk Reviews Data Protections Database Permissions Grants Enterprise Audit Investigations Forensic Analysis Reports License Security Hardware Applications Malware Remediations Network Log Analysis Reports Permission Email Responses	Permission Meeting Responses Permission Telephone Responses Phishing Mitigations Security Hardware Applications Configurations Security Technology Reviews Security Training Sessions Security Updates Technology Risk Assessments Virus Mitigations Vulnerability Assessments Web App Access Grants		
Manager	Robert Hartwig		
Program Budget			

