



How to support your IT Department

ILCMA Winter Conference - February 7, 2018

Historically, IT was only thought about when something didn't work



- **Technology is becoming more pervasive in government**
- **The “IT Person” role can encompass many of these duties:**
 - CIO, CTO, CISO, Security Engineer, Network Engineer, Web Developer, Social Media Expert, Application Support, Help Desk, Database Administrator, Network Administrator, Backup/Disaster Recovery Specialist, Telecom/Phone System Engineer, Software Evaluator, Wireless Engineer, Network Auditor/Analyst, Data Architect, Infrastructure Specialist, Mobile Device Manager, Project Manager, Computer/Server/Software Upgrade Specialist, Cable Puller, GIS Admin, GIS Analyst, Printer Fixer, New Software Evaluator, Purchasing Agent
- **Anything with a blinky light or a power cord**



- **IT supports a myriad of city departments**
 - **Public Administration, Planning & Zoning, Finance, Human Resources, Public Works, Utility Billing, Building Permitting & Inspections, Engineering, Water, Wastewater, Streets, Sanitation, Police, Fire, EMA, Parks & Rec, Economic Development, Elected Officials, Library...**

- **This presents a challenge - IT needs to have a wide breadth of knowledge but also be able to dive deep in to the business processes and and also different technology**

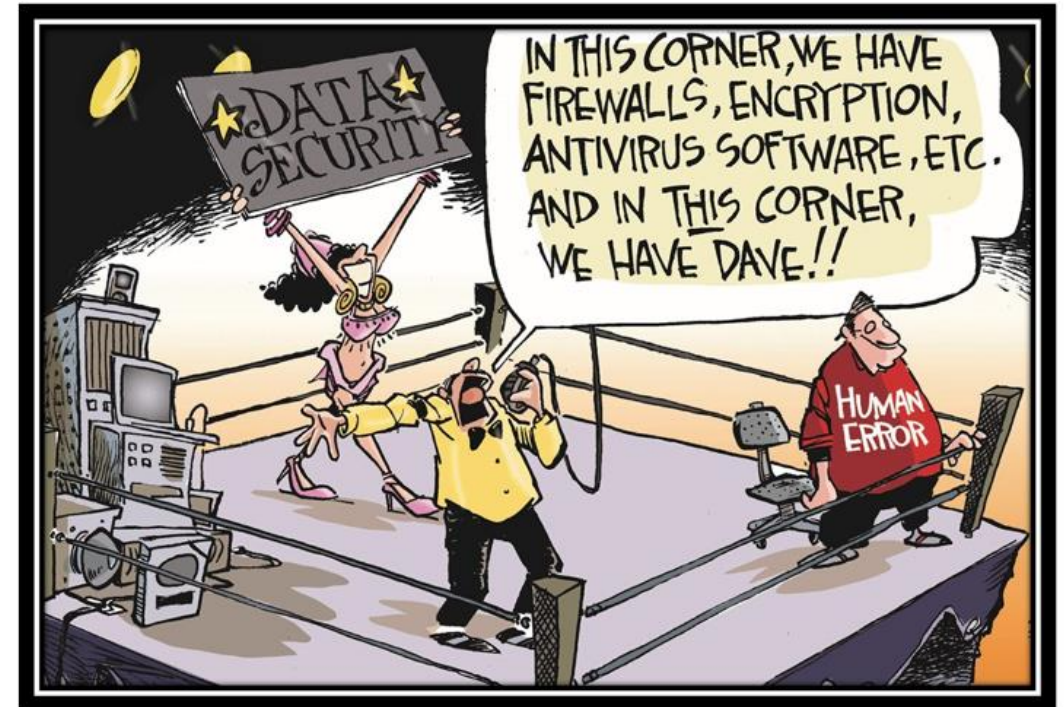
- We recognize that IT is not going to “disrupt” government but it can enhance it
- Technology can bring better and faster service to residents
- Governments can embrace new technology concepts such as Open Data, paperless workflow, “the cloud”



There is no cloud
It's just someone else's computer

- **It is important that IT has a seat at the table**
- **Residents expect government to keep up with technological advances**
- **IT needs to be a part of the Strategic Planning process**
- **IT can provide benefits to non-technology projects**

- Things IT must do:
 - Keep the ship afloat
 - Focus on security, including user training
 - Expect a breach and have a plan to deal with it
 - Develop policies and procedures



How can city leaders help their IT department?

- **Consider budgets**
 - **IT is not just a cost center any more**

- **Add staff**
 - **How do we recruit quality staff to government salaries?**

- **Allow for training**
 - **Technology changes rapidly**
 - **IT staff need wider exposure to multiple technologies**

- **Other resources**

- **GMIS Illinois is a chapter of GMIS International**
 - **Join as a municipality, benefits entire organization**
 - **In Public Sector, we like to share ideas to benefit all**
 - **Not just for “IT People”, learn what other governments are doing**
 - **Exposure to many technology vendors with proven successes**
 - **Low cost, great opportunity for collaboration**



- State initiatives and resources



MS-ISAC[®]

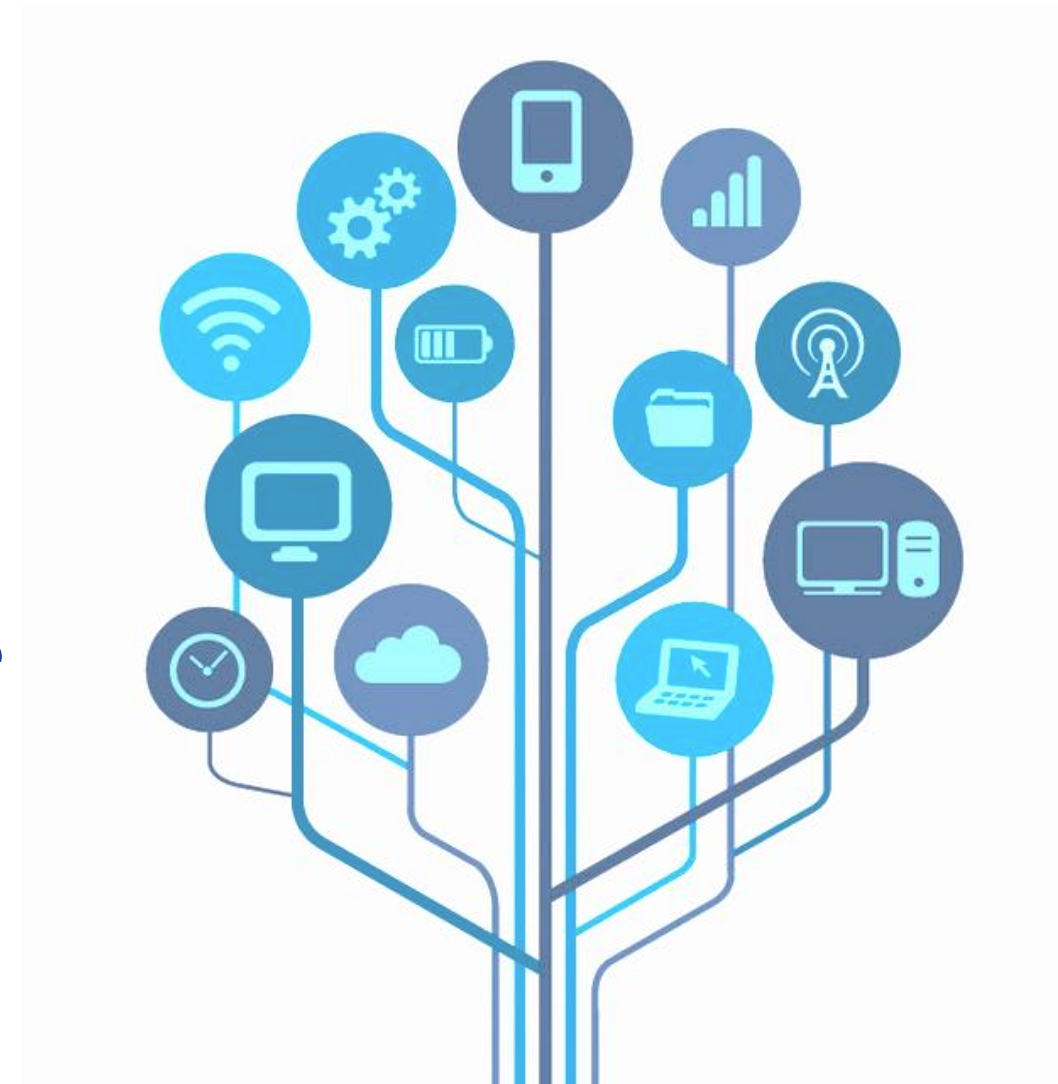
Multi-State Information
Sharing & Analysis Center[®]

- Free cybersecurity resources for state & local governments

- Other paid resources
 - IT solutions consulting
 - Value-added resellers (VAR)
 - Software application vendors
 - IT staffing companies
 - Security vendors
 - Website development
 - Consortiums



- Technology is pervasive, in government and in life
- Residents expect us to keep up
- IT needs to have a seat at the table
- Make IT a consideration of every initiative





Please visit the Technology Showcase!