



# West Allis IT Assessment

Steve Hyde



# IT Assessment

- ▶ Met with multiple City personnel for IT assessment
- ▶ Completed ITGC review for financial audit
- ▶ No financial risk areas “red-flagged”
- ▶ Minor areas to be addressed within ITGC statement
- ▶ Additional areas to address based on IT best practices

# IT Assessment

## ▶ Infrastructure

- Remodel IT area to optimize security
- Risk with window access, personnel working within data center walls
- Increase security
- Decrease utility expenses (cold aisle containment)

# IT Assessment

## ▶ Long-Term Strategic Plan

- 3-5 year technology plan
- Allows for review of sequencing, ROI, resource needs
- Improves short-term decisions
- Aligns with City's strategic plans
- Fosters communication between IT and other departments
- Highlights systems dates for end-of-support and end-of-life

# IT Assessment

## ▶ Skills Matrix

- Assessment of talent within department
- Highlights gap areas and training needs
- Aligns with strategic plan
- Fosters mentoring/Q&A with experts
- Enables succession planning within team

# IT Assessment

## ▶ Risk Matrix

- Highlights risk areas for IT and other departments
- Forces prioritization of solutions
- Fosters communication between departments

# IT Assessment

- ▶ **Monthly/Annual Metrics Scorecard**
  - Increases communication with support and operations teams
  - Allows for greater visibility of uptime, help-desk tickets, project updates, department finances, etc.
  - Gives IT a voice to address consistent issues, upcoming concerns

# IT Assessment

## ▶ Communication Schedule

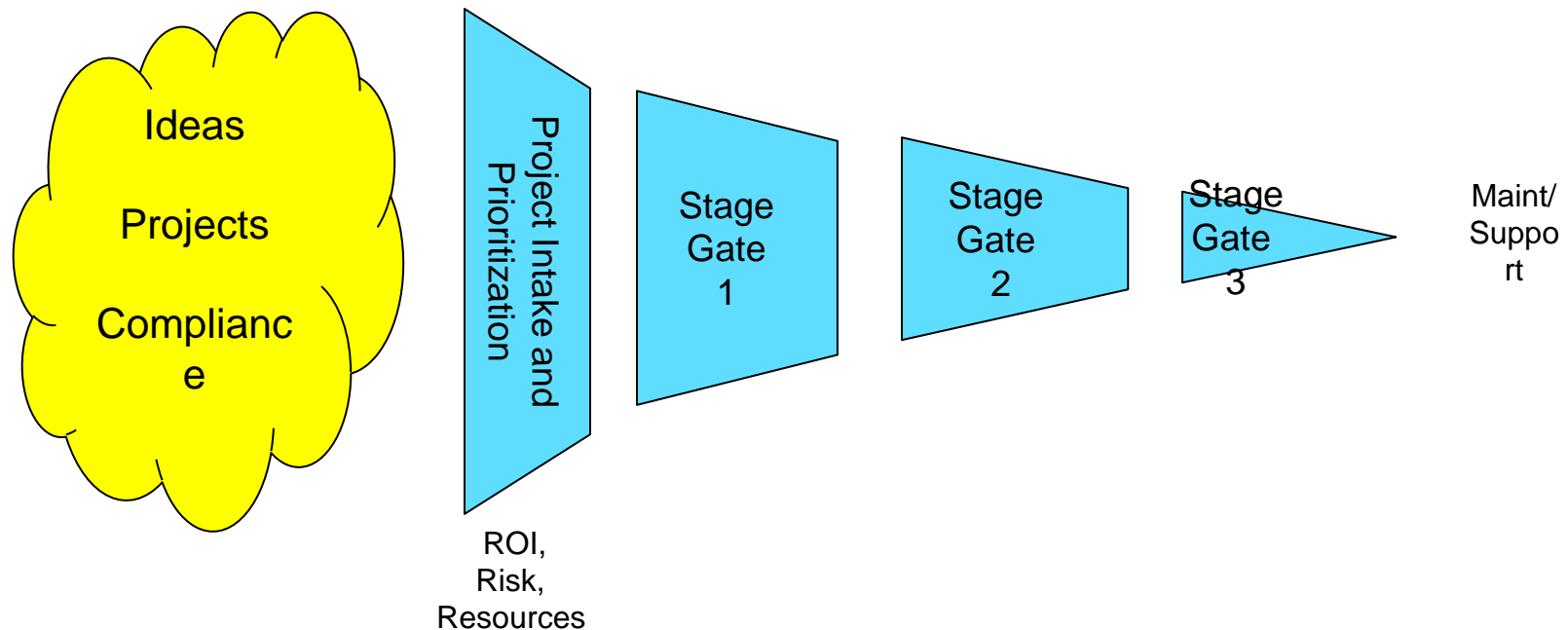
- Standard meetings between support departments
- Establish meeting cadence with operations teams to decrease chance of “rogue” IT
- Gather input on perception of IT – modify metrics dashboard to address issues



# IT Assessment

## ▶ PMO/Project Steering Committee

- Prioritize projects based on ROI, risk, resources
- Establish project intake process



# IT Assessment

## ▶ Benchmark Analysis

- Review IT spend analysis
- Review/compare budget spend vs. other entities
- Best-practices review with other government entities
- Increase knowledge and deliverable-sharing with other IT experts
- Determine cost-per-user, license management, upgrades
  - Long-term plan should help level capital spend
  - Ensure end-of-support/life systems are prioritized

QUESTIONS?