

2017 - 2021 City of Hampton Information Technology Strategic Plan



Table of Contents

1. Introduction
2. Technology and the Business of State Government
3. Business Environment and Commonwealth Technology Business Plan
4. Technology Environment, Trends and Strategic Directions
5. Environmental Factors
6. Technology Trends
7. Actionable Steps Supporting the Technology Business Plan Initiatives
8. Statutory Authority

Introduction

This City of Hampton Information Technology Strategic Plan represents how technology will impact the City of Hampton and its Citizens. It is the City's information technology guide for 2017-2021 and uses previous plans as its basis while looking toward future technologies as its guide. As in older editions, the City's information technology foundations can be categorized into five fundamental areas: goals, people, vendor service/hardware/software, policies and projects.

- The IT goals for the organization indicate what is expected from technical investments and are derived from business needs and expectations.
- People are, of course, the technical specialists, policy groups and functional work teams across the organization.
- Vendor services, hardware and software are the basic tangible building blocks of the IT infrastructure.
- Projects are the tactical execution of business plans.

The goal of the Information Technology department is to create the best information management system which enhances the quality of life of Hampton citizens and maximizes the effectiveness of city government. The goal of the Strategic Plan is to identify how information technology will impact Hampton's City Government, Citizens and Employees.

As a municipality in the Commonwealth of Virginia, the City of Hampton's Information Technology department looks to our State Agency for guidance. As such, the City uses (VITA) Virginia Information Technology Agency as our model and guide to ensure alignment with the Commonwealth's technology trends. This Technology Plan references VITA trends and initiatives that affect every locality in Virginia, and those that affect the City of Hampton in particular. It also uses VITA Information Technology Strategic Plans as guidance. The plan is a compilation of Hampton City Council Initiatives, trends presented in VITA plans and trends researched by the City Hampton Information Technology department.

Technology and the City of Hampton

The Information Technology department guides City of Hampton departments when choosing technology needs for departments, customers and/or citizens. The following fundamental principles are used when considering technology investments:

- Our ultimate goal is to provide citizens, the business community and City employees with timely, appropriate and convenient access to information and services through the use of technology.
- Business needs drive information solutions. Strategic partnerships will be established so that the benefits of IT are leveraged to maximize the productivity of City employees and improved customer services.
- Evaluate business processes for redesign opportunities before automating them. Use new technologies to make new business methods a reality. Exploit functional commonalities across organizations boundaries.
- Manage IT as an investment:
 - Annually allocate funds sufficient to cover depreciation to replace systems and equipment before life-cycle end. Address project and infrastructure requirements through a multi-year planning and funding strategy.
 - Invest in education and training to ensure the technical staffs in IT and user departments understand and can apply current and future technologies.
- Implement contemporary, but proven, technologies. The City will stay abreast of emerging trends through an ongoing program of technology evaluation. New technologies often will be introduced through pilot projects where both the automation and its business benefits and costs can be evaluated prior to any full-scale adoption.
- Approach technology undertakings as a partnership of IT and departments providing for a combination of centralized and distributed implementation. Combine the responsibility and knowledge of IT, department staff, as well as outside contract support, within a consistent framework of City IT standards. Establish strategic cooperative arrangements with public and private enterprises to extend limited internal resources.

Business Environment: City Council and the Technology Business Plan

Hampton's City Council creates Capital Improvement Plans and City Budgets annually. These documents contain categories and initiatives to improve Citizen and Government interaction and collaboration. These initiatives guide the City budget and City project funding by identifying areas of importance to both. City Council initiatives with information technology components are the focus of this Technology Plan and are listed below:

- **Initiative 1** – (Safe and Clean) Safe & Healthy Community – This initiative focuses on ensuring that all Hampton citizens and businesses are safe, healthy and secure in their persons and property.
- **Initiative 2** – (Educated and Engaged Citizenry) Educated, Engaged & Enriched Citizenry – This initiative focuses on partnering with the Schools System, Hampton University, Thomas Nelson Community College and other formal and informal educational providers to keep, develop and attract a talented citizenry that will have a positive impact on their community and be able to succeed in the global economy.
- **Initiative 3** – (Economic Growth) Growing Economic, Employment and Tax Base – This initiative focuses on generating the resources necessary to support the services and community desires and produce quality jobs for our citizens.
- **Initiative 4** – (Place Making) Attractive & Vibrant Community & Environment – This initiative focuses on creating vibrant and authentic places that reflect and celebrate the unique culture, history and character of our community.

- **Initiative 5** – (Good Government) Directly Supported Department Services – This initiative focuses on attracting, retaining, developing and rewarding high quality servants that are committed to being stewards of community resources and trust, providing great customer service and demonstrating the highest level of ethical conduct.

Technology Environment, Trends and Strategic Directions

The Information Technology department researches best practice technology trends used in the industry. VITA identified several trends the Commonwealth of Virginia will utilize. The trends that best fit the City of Hampton’s Citizens, City Council’s Initiatives and the Information Technology goals as emerging trends and/or trends the City of Hampton should embrace are listed below:

- **Cloud Computing**
- **Cyber Security**
- **Employee & Citizen Self Service**
- **End User Productivity & Support**
- **Enterprise Shared Services**
- **Mobility**

Each trend is discussed in detail later in this document as is the correlation between these best practice technology trends, City Council Initiatives and City Information Technology projects.

Environmental Factors

Business

The City promotes a philosophy of collaboration and cooperation in its decision making process across departmental lines. Information Technology is a cross functional support service that is best managed by establishing and supporting a governance model that includes departmental users in its management and oversight of IT resources.

IT “governance” refers to the way in which technology policies and decisions are made. In this context, governance also refers to the entire organization and not a single department or the Department of Information Technology.

Information Technology refers to the computer systems, networks, technology services, hardware and software that compose the City’s various processing and information gathering systems.

Information Technology Governance Board of Directors – This is the executive steering committee The City of Hampton uses. The IT Governance Board was developed in 1998 to provide leadership in the planning, development and use of new technology. It is comprised of a group of department heads from across the organization. The City Manager appoints department heads to the IT Board. Specific duties include the following:

- Recommend and approve technology standards
- Recommend and approve technology policy

- Develop an annual information technology budget and implementation plan
- Review Department of Information Technology plans and provide advice and guidance
- Manage technology funds such as the Innovation Pool and Technology Replacement Fund

In keeping with the collaborative culture of the City of Hampton, the IT Board uses a consensus decision-making model. The IT Board meets on an as-needed basis. The Chief Information Officer facilitates the meetings.

Technology

The City seeks to provide reliable and efficient IT services to its users. Funding is a major component to reach this goal. The City has a strategy for funding technology for current operations, upgrades and new technology as described below.

Department Budgets – Current operations are funding through the IT departmental budget for central support of existing services and ongoing IT expenses. Departments also fund on sit IT equipment and services for support of their department’s unique operations and services. These funds are managed by IT and the individual departments.

Innovation Pool – Start-up funding for new applications and systems are funded through the Innovation Pool. The IT Governance Board oversees the Innovation Pool and determines which projects received funding.

Technology Fund – Provides replacement funds on an ongoing basis for existing application systems and infrastructure. The Technology Fund utilizes lease-purchase acquisition methods to provide investment opportunities for legacy systems and infrastructure. Systems that have been identified as needing replacement will be scheduled for replacement accordingly. The IT Governance board oversees the Technology Fund and determines the priority of technology replacement and upgrade projects.

(CIP) Capital Improvement Plan Funding – Provides funding primarily for emergency operation related technology needs such as Police and Fire Department equipment.

Identify Sustainable Technology Funding – This funding source was identified during the Technology Survey (discussed further later in the document) to support the Computer Replacement Project. This is annual funding that will be used to replace department computers once their life-cycle ends.

Technology Survey

In 2015, the Information Technology department created and distributed a Technology Plan Survey to City departments as a different approach to capture City Department technology investment needs over the next few years. The goal of the Technology Survey was to: capture department technology investment and/or project needs, align those needs to City Council Initiatives, map them to current technology trends and then identify proposes funding sources. The results of the survey are listed as projects throughout the remaining document.

Technology Trends

Technology Trend - Cloud Computing

Description – Cloud computing is a computing-infrastructure and software model for enabling ubiquitous access to shared pools of configurable resources (such as computer networks, servers, storage, applications and services),^{[1][2]} which can be rapidly **provisioned** with minimal management effort, often over the **Internet**. Cloud computing allows users and enterprises with various computing capabilities to store and process data either in a privately-owned cloud, or on a third-party server located in a **data center** - thus making data-accessing mechanisms more efficient and reliable.^[3] Cloud computing relies on sharing of resources to achieve **coherence** and **economy of scale**, similar to a **utility**.⁽⁸⁾

Why this Trend – The National Institute for Standards and Technology Special Publication SP800-145 cloud computing as a model for enabling universal, convenient, on-demand network access to a shared pool of configurable computing resources that can be rapidly provisioned and released with minimal management efforts or service provider interaction. Put another way, cloud computing is a subscription-based service that provides internet access to information and computing services. A common example of cloud computing is internet email, where firms such as Google, Microsoft, and Yahoo provide all the hardware and software necessary to support an email account that can be accessed anytime and anywhere through the internet.⁽¹⁾⁽²⁾

Common characteristics of cloud computing include:

- On-Demand Services – agencies can directly provision and configure appropriate solutions that meet their business needs without going through a "traditional" procurement process.
- Broad Network Access -services that are made available through standard Internet-enabled devices (e.g. mobile phones, tablets, laptops, and workstations).
- Pay As You Go – agencies pay only for the resources they consume on a variable-fee basis.
- Rapid Scalability – agencies can increase or decrease their resource capacity at will, according to their needs.
- Higher Level of Automation – agencies reduce staff time spent on routine administrative tasks, such as configuration management, manual troubleshooting, software updates, or backups.⁽¹⁾⁽²⁾

The typical service models offered by cloud computing vendors are:

- Software as a Service (SaaS) - delivers common applications, such as email and collaboration software, or agency provided application software running on a cloud infrastructure.
- Infrastructure as a Service (IaaS) - delivers computing hardware, storage, networking, and backup. IaaS allows agencies to provision processing, storage, networks, and other fundamental computing resources to deploy and execute applications.
- Platform as a Service (PaaS) - delivers an application framework that supports design and development, testing, deployment, and hosting. Agencies rent infrastructure and programming tools hosted by the cloud vendor to create their own applications.⁽¹⁾⁽²⁾

Key Business Drivers – Results from the 2015 Technology Survey showed several department technology investments that can be supported using SAAS (Software as a Service)/Cloud solution. Cloud computing services offer several benefits over tradition computing such as:

- Quicker deployment
- Less Equipment needed
- More flexibility
- Quicker disaster recovery

Support for Council Initiatives -

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Challenges - While the potential benefits of utilizing cloud computing services to enhance service delivery and business value can be substantial, there are business, technical, and security requirements that must be addressed to realize those benefits. Business requirements may include process reengineering, changes in staff responsibilities, and negotiating terms of use. Technical requirements encompass customizing software or services, credentialing, and establishing service levels and remedies. Since requirements and conditions may change, any service being used should be under the control of a written contract to protect the agency. ⁽¹⁾⁽²⁾

Technology Trend - Cyber Security

Description – Cybersecurity is the body of technologies, processes and practices designed to protect networks, computers, programs and data from attack, damage or unauthorized access. In a computing context, [security](#) includes both cybersecurity and physical security. Ensuring cybersecurity requires coordinated efforts throughout an information system. Elements of cybersecurity include:

- [Application security](#)
- [Information security](#)
- Network security
- [Disaster recovery / business continuity planning](#)
- [Operational security](#)
- End-user education ⁽⁹⁾

Why this Trend – Security threats, in the form of malicious hacking, viruses, malware, unsecured devices, data breaches, among others, are an unfortunate, and all too prevalent, feature of today's computing environment. According to the Privacy Rights Clearinghouse, in 2012 Government was the number 2 target of cyber-attacks. Neither the City of Hampton nor the Commonwealth of Virginia were exceptions; during FY 2013 commonwealth transformed agencies were the target of over 118 million attack attempts and the recipient of 759 million spam messages (Source: Privacy Rights Clearinghouse, A Chronology of Data Breaches, Aug 2013). ^{(1) (2)}

Key Business Drivers – The dominant business driver for the cyber security trend is the imperative to protect citizen data and provide a safe, secure technology environment. The City of Hampton has implemented several Cyber Security components to fight and detect cyber intrusions. Intrusion Simulations have been conducted to ensure responses are documented. Network monitoring has also been installed to detect various breaches that might occur. All results from the 2015 Technology Survey will have a component of Cyber Security involved.

Support for Council Initiatives – Successful management of cyber security risks and threats is a prerequisite for the success of all City Initiatives.

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Challenges – One of the most problematic elements of cybersecurity is the quickly and constantly evolving nature of security risks. The traditional approach has been to focus most resources on the most crucial system components and protect against the biggest known threats, which necessitated leaving some less important system components undefended and some less dangerous risks not protected against. Such an approach is insufficient in the current environment. Adam Vincent, CTO-public sector at Layer 7 Technologies (a security services provider to federal agencies including Defense Department organizations), describes the problem:

"The threat is advancing quicker than we can keep up with it. The threat changes faster than our idea of the risk. It's no longer possible to write a large white paper about the risk to a particular system. You would be rewriting the white paper constantly..."

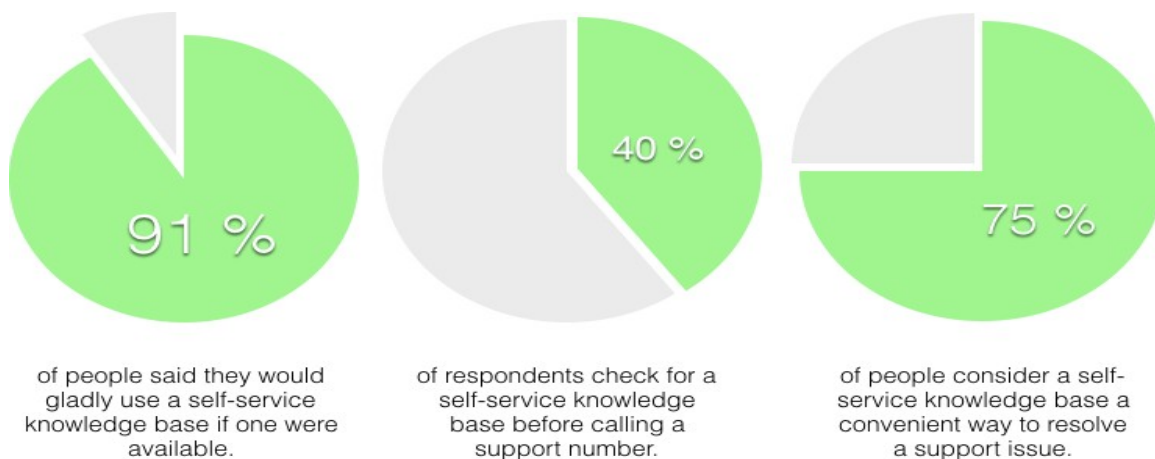
To deal with the current environment, advisory organizations are promoting a more proactive and adaptive approach. The National Institute of Standards and Technology ([NIST](#)), for example, recently issued updated guidelines in its risk assessment framework that recommended a shift toward continuous monitoring and real-time assessments. According to Forbes, the global cybersecurity market reached \$75 billion for 2015 and is expected to hit \$170 billion in 2020. ⁽⁹⁾

The City of Hampton must continue to implement technologies, practices, and monitoring to protect data and infrastructure, reduce the attack surface area, maintain cyber security situational awareness, effectively respond to cyber security attacks, identify and remediate IT security risks, maintain a knowledgeable cyber security workforce, and maintain citizen trust in the commitment to the securing of their personal information. Security challenges such as identity and authentication management and the need to raise citizen awareness of potential security risks are needed. Addressing these security issues will require improved risk analysis and assessment, enhancements to access security, increased security awareness and training for employees and citizens, and an upgraded capability to conduct security compliance. ^{(1) (2)}

Technology Trend - Employee & Citizen Self Service

Description - Self-Service Technologies (SSTs) are technological interfaces allowing customers to produce services independent of involvement of direct service employee. ^[1] Self-Service technologies are replacing many face-to-face service interactions with the intention to make service transactions more accurate, **convenient** and faster. ⁽³⁾

Why this Trend –



Self-service customer resources, are continuing to be one of the customer service trends your business cannot ignore. Cut out the middleman and provide answers to repetitive customer support issues right

on your website. This empowers customers, who tend to feel better about themselves and the company they patron if they can manage to solve their problem on their own. Connected customers enjoy self-service because they feel self-reliant and empowered. ⁽⁷⁾

Self-service resources are available round the clock, which will reduce friction and lower customers' effort score. They will also alleviate some pressure from your other support channels. Monitoring your FAQ section will also give you valuable insight on your client base's recurring pain points and give you insight on how to improve both your product and your support funnel. [Proactive training for your customers is support before you need it.](#) ⁽⁷⁾

In 2016, we predict that customer service organizations will make self-service easier for customers to use by shoring up its foundations and solidifying their knowledge-management strategy. They will start to explore virtual agents and communities to extend the reach of curated content. They will look at ways to make knowledge more ubiquitous and reduce its manual overhead. They will start embedding knowledge into devices — like Xerox does with its printers — or delivering it via wearables to a remote service technician. They will also explore cognitive engagement solutions that take input, learn from that input with human assistance, put the content into context, and make relevant, evidence-based recommendations. ⁽⁴⁾

Key Business Drivers – Good service: whether it's to answer a customer's question prior to purchase or help a customer resolve an issue post-purchase — should capture the fundamentals of a great experience: ease, effectiveness, and emotion. For many companies, this level of service is a cornerstone of their customer experience strategy. As a result, customer service technology is high on the list of investment priorities this year.³ However, customer service organizations still primarily focus on internal operational measures to contain costs and not on outside-in measures tied to delivering better customer service. As a result, the quality of customer service often misses the mark. ⁽⁴⁾

Results from the 2015 Technology Survey showed departments, with external customers, requesting technology investments that provide more self-service options.

Support for Council Initiatives -

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Challenges - The customer service technology ecosystem has grown more complex over time as new communication channels and touchpoints become available. For example, vendors are deeply integrating customer service capabilities into eCommerce technologies and allowing them to be embedded into apps and devices. Vendor mergers and acquisitions create risks for customer service planners. In addition, organizations that own customer service touchpoints historically have not shared the same objectives, reporting structures, funding, business processes, data management strategies, technology, or culture. Looking ahead, Forrester sees 10 trends for 2016 that AD&D professionals supporting customer service operations should take into account as they move the needle on the quality of service they deliver.⁽⁴⁾

Technology Trend - End User Productivity & Support

Description – End user support performs an integral role for computer software development firms, network systems vendors, software training companies, software and hardware manufacturers. End user support specialists are the first line of help when customers encounter problems or defects with products and programs.⁽⁵⁾

Why this Trend – Information Technology is and always will be a service organization whose goal is to create a safe, productive environment for employees. For too long, IT organizations have focused on technology rather than users, but the tide is turning. Today's IT organizations are being encouraged to adopt a customer service view of IT support where customer satisfaction is the new measuring stick.⁽⁵⁾

This is partly driven by IT's desire for continual process improvement, and partly driven by more demanding users. In an effort to align operations with the business and provide better service to this customer base, many IT teams are actively implementing industry standard best practices, including IT service management (ITSM) process-improvement methodologies.⁽⁵⁾

Regardless of the exact name, these IT best practices recommend visualizing the interaction experience from the perspective of the customer (i.e. the user). This treats the delivery of all IT benefits as services, which is very different than traditional technology-centric viewpoints of IT and its offerings.⁽⁵⁾

Key Business Drivers – Results from the 2015 Technology Survey showed that departments requested an easier way for end user devices and services to be replaced.

Support for Council Initiatives -

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Challenges – As more businesses embrace virtualization and cloud services, many current help desk and tech support roles will change. IT should no longer consider itself, nor operate as, a cost-center; technical support teams will be instrumental in helping organizations find new ways to use technology to streamline operations, reduce costs and better meet the needs of end users. But to do this, technical support professionals need to stay up to date on mobile device and application trends.

Additionally, collaboration is key: Demands around mobility, BYOD and anytime access will require more tech support team collaboration, which means more efficient problem management. Being able to identify past trends to avoid future problems creates advantages for both IT support centers and the business. ⁽⁶⁾

Technology Trend - Enterprise Shared Services

Description - Enterprise Shared Services (ESS) is a delivery model in which a shared-service center (either physical or virtual,) supported by dedicated people, processes, and technologies, acts as a centralized provider of a defined business function for use by multiple enterprise constituencies. Shared services typically involve standardizing and streamlining data, processes, and infrastructure, as well as implementing financial disciplines around the services being delivered. Current IT infrastructure enterprise shared services include: ^{(1) (2)}

- Network (routers, firewalls, servers, storage)
- Desktop computers with hardware/software refresh
- Desktop software (Office, virus scan, remote support, and asset inventory management)
- Enterprise Email
- Help desk
- Monitoring of servers, security, and network): 24 x 7 x 365
- (GIS) Services
- Laserfiche

Why this Trend – City Departments have participated in enterprise shared services for several years even though this technology trend is fostering a new generation of services. Implementation of new enterprise shared services is an important tool for addressing agency business needs while managing long-term technology costs.

Key Business Drivers – The goal is to implement an enterprise information architecture that promotes availability of consistent, secure, high quality, timely and accessible information to enhance public value and enable quality service to citizens. ^{(1) (2)}

Results from the 2015 Technology Survey indicated that departments requested various technology investments that can possibly cross department boundaries, which is cost-sharing. Here are the major business drivers for using enterprise shared service:

- Where services support business functions and data that cross departmental boundaries.
- Where a shared service is more cost-effective.
- Where the shared service facilitates the transfer of information or worker knowledge.
- Where consistent qualities of service are required.
- Where a shared service is foundational to other needed shared services.
- Where a common approach is recommended by best practices.

Support for Council Initiatives -

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Challenges - The City of Hampton currently uses enterprise shared services. The focus should be on utilizing these service initially. As departments choose applications or services that suit their needs, Information Technology should be included in the conversation to determine if other department needs can also be satisfied. Establishing policy and processes for departments to use to govern agency use or non-use of enterprise or collaborative shared solutions would be beneficial.

Technology Trend - Mobility

Description – Mobile computing is a generic term that refers to a variety of devices that allow people to access data and information from wherever they are. Sometimes referred to as "human-computer interaction," mobile computing transports data, voice, and video over a network via a mobile device. Mobile devices can be connected to a local area network (LAN), or they can take advantage of Wi-Fi or wireless technology by connecting via a wireless local area network (WLAN). The Benefits of Mobile Computing:

- **Connectivity:** You can stay connected to all sources at all times.
- **Social Engagement:** You can interact with a variety of users via the Internet.
- **Personalization:** You can tailor your mobile computing to your individual needs.⁽¹⁰⁾

Organizations are revising their communication and service delivery strategies and undertaking new initiatives. Since a mobile device has become the device a citizen or employee always has, some are developing a "mobile – first" communication and service delivery strategy, while others are moving to a multi-channel strategy, focusing on developing an environment where communication and services can be implemented across multiple platforms. Regardless of the strategic approach, to take advantage of the opportunities presented by mobile devices, agencies need to develop plans that align with business needs while creating value for citizens or employees. ^{(1) (2)}

Why this Trend –By 2016, smartphones are projected to account for 78% of mobile phones in use. (1) Shipments of tablet computers are expected to exceed those of portable PCs in 2013 and outpace the entire PC market by 2015. (2) In 2012, mobile data traffic was nearly 12 times the size of the entire global Internet in 2000. (3) The City offers limited "BYOD" service that permits employees to access work information from personal mobile devices. (1) Gartner, Inc.; (2) IDC, Inc.; (3)-Cisco Systems, Inc. ⁽¹⁾⁽²⁾

Key Business Drivers – Several factors are driving departments to consider how best to respond of the widespread use of mobile devices. Increasing citizen comfort with using mobile devices for personal communication is reflected in their expectations for similar communication and interaction with the City. Departments are now expected to provide information 24x7 and, increasingly, deliver real time, context specific (i.e., location, time-of-day) services. Increased cell phone network speeds now make web browsing and application use on mobile devices more practical and efficient. In response, the City is adopting our website to operate mobile devices and developing specialized apps to delivery information and services.

Additional factors driving consideration of mobile devices include the need for more employees to be connected while outside agency offices, addressing the City's commitment to balancing work and home life, and the desire to attract younger workers. Further, the increasing power of mobile devices combined with reductions in their cost and the cost of the associated data plans are altering the cost-benefit consideration. ^{(1) (2)}

Results from the 2015 Technology Survey showed that most all departments requested technology investments with mobile access.

IT Supporting Strategic Direction – Delivering citizen services through mobile devices and using mobile devices within the City can contribute to the achievement of any of the Initiatives.

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Challenges - While the availability of mobile devices presents the City of Hampton with several opportunities to improve communication with citizens and employee productivity, acting on those opportunities requires IT Department to address several business and technical issues. Successfully capitalizing on mobile device opportunities involves time and resources to develop a mobile device strategy that aligns with the City’s priorities and objectives. Because incorporating mobile devices will likely necessitate changes in critical business procedures, employee participation and senior management leadership are essential.

Technical issues include addressing the needs of diverse users (i.e., employees, customers, and partners) with different device and app requirements, meeting somewhat contradictory user expectations for a richer information environment accessed through a simpler apps interface, maintaining apps across a range of mobile device platforms, and reengineering current websites and applications to operate effectively in the mobile device environment. As the City’s evolve their use of mobile technologies, the IT Department will be forced to add new layers of network protection and increase their security capabilities.

(1) (2)

Actionable Steps Supporting Commonwealth Technology Business Plan Initiatives

The following table identifies the completed projects the Information Technology department to adhere to City Initiatives, Trends and Survey Categories. The table uses the following letters to represent each:

Industry Best Practices/Trends

- CC - Cloud Computing
- CS - Cyber Security
- ECSS - Employee & Citizen Self Service
- EU - End User Productivity & Support
- ESS - Enterprise Shared Services
- M - Mobility

Survey Project Submission Categories

- S-EU - PC & End User Devices & Software
- FHC - Fiber and High Speed Connectivity
- SSN - Servers, Storage & Network Equipment Upgrades & Enhancements
- WIFI - Wi-Fi
- AV - Audio Visual Equipment for city Meeting Spaces



- MESUR - Major Existing System Upgrade/Replacements
- MNSR - Major New System Requests
- RPS - Radio & Public Safety Communications Replacements and Enhancements
- ESE - Existing System Enhancements
- O - Other

City Council Initiatives

- Safe & Healthy Community
- Educated, Engaged & Enriched Citizenry
- Growing Economic, Employment and Tax Base
- Attractive & Vibrant Community & Environment
- Directly Supported Department Services

City of Hampton - Information Technology Projects

Projects	Industry Best Practice	Project Category	Council Initiative						
			Safe & Healthy Community	Educated, Engaged & Enriched Citizenry	Growing Economic, Employment and Tax Base	Attractive & Vibrant Community & Environment	Directly Supported Department Services	COMPLETED IN 2016-2017	TARGETED COMPLETION 2017-2018
311 Mobile App	M	MNSR	X	X		X		X	
ADFS in MS Cloud	ESS	SSN					X	X	
Buckroe Beach WiFi Project	ECSS	WIFI			X	X		X	
EOC Move	EU	RPS	X					X	
Fiber to Fire Station #1	ESS	FHC	X				X	X	
Fire Station Alerting LAN Support	EU	RPS	X					X	
Fire Suppression System Installation	ESS	MESUR					X	X	
Firewall Upgrade	CS	SSN		X			X	X	
GovMax (Budget Dept Application)	EU	MESUR					X	X	
HRCC & Coliseum Phone Upgrade	EU	ESE	X				X	X	
Internet Upgrade	ESS	SSN		X			X	X	
Lawson Conference Room Network Connectivity	ESS	AV					X	X	
Magruder Network	ESS	FHC					X	X	
Palo Alto Upgrade	ESS	FHC					X	X	
Police Mobile App	M	MNSR	X	X		X		X	
Radio Programming	EU	RPS	X					X	
RLB VMWare Upgrade	ESS	SSN					X	X	
RSB Network Storage Upgrade	ESS	SSN					X	X	
Social Services Phone System	ESS	MESUR		X			X	X	
VPN Concentrator Security Groups	CS	SSN					X	X	
WiFi Upgrade of (5) Recreation Centers	ESS	WIFI		X		X		X	
City Council Renovations	ECSS			X		X			X
City Lobby Renovations	ECSS			X		X			X
Library WiFi Upgrade	M	WIFI		X					X
Newport News-Hampton Connector	ESS	SSN					X		X
Police-Real Time Information Center	ECSS		X						X
Treasurer Application Upgrade	EU				X		X		X

Statutory Authority

The Chief Information Officer is tasked with managing all enterprise technology infrastructure and systems for the City of Hampton which includes the following:

- Enterprise computing and storage infrastructure/networks
- Data Communications
- Internet
- Phone Networks
- End-user desktop support
- US Main
- Enterprise GIS
- Enterprise Records Management
- Enterprise radio/wireless systems
- Financial revenue management systems

End Notes

- ⁽¹⁾ VITA (2012-2018 Strategic Plan for Technology Plan) – <http://www.vita.virginia.gov/library/default.aspx?id=6442471238>
- ⁽²⁾ VITA (2012-2018 Strategic Plan for Technology Plan) – <https://www.vita.virginia.gov/library/default.aspx?id=6442471238>
- ⁽³⁾ Wikipedia - https://en.wikipedia.org/wiki/Self_service_technologies
- ⁽⁴⁾ Forrester Research - <https://d26a57ydsghvgx.cloudfront.net/content/blog/Forrester%20Trends%202016%20The%20Future%20of%20Customer%20Service.pdf>
- ⁽⁵⁾ Zendesk - <https://www.zendesk.com/resources/five-trends-impacting-the-enterprise-it-help-desk/>
- ⁽⁶⁾ Robert Half - <https://www.roberthalf.com/blog/the-future-of-work/the-help-desk-evolution-3-trends-affecting-it-support>
- ⁽⁷⁾ Aircall - <https://aircall.io/blog/customer-service-trends/>
- ⁽⁸⁾ Wikipedia - https://en.wikipedia.org/wiki/Cloud_computing
- ⁽⁹⁾ Techtarget.com - <http://whatis.techtarget.com/definition/cybersecurity>
- ⁽¹⁰⁾ The Balance - <https://www.thebalance.com/definition-of-mobile-computing-2533640>