HAMPTON VA

Information Technology Organization and Governance Overview	
Effective Date: 7-01-2015 Last Revised Date: 7-30-2015	Citywide Policy _X_ IT Policy __ IT Procedure __
Approved By: IT Director	

Organization and Governance

The City promotes a philosophy of collaboration and cooperation in is 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

The City of Hampton uses an executive steering committee known as the Information Technology Governance Board of Directors. The IT Governance Board was developed in 1998 to provide leadership in the planning, development and use of new technology. 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 Innovations Pool and Technology Replacement Fund.

The IT Governance Board is a group made up of department heads from across the organization. The City Manager appoints department heads to the IT Board.

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 Director of the Department of Information Technology (IT) facilitates the meetings. As facilitator, the Director of Information Technology calls the meetings, composes the agendas, keeps minutes and distributes related documentation as necessary.

The Department of Information Technology Organization

The Department of Information Technology (IT) is responsible for managing the central systems used by all departments across the enterprise. These *enterprise systems* include:

- The enterprise computing and storage infrastructure, data communications, internet and telephone systems (voice/data)
- Financial, personnel and revenue management systems
- Information Security
- End user desktop support and office automation products and services
- E-mail, data sharing and the web services
- US Mail and special deliveries
- Copier and scanning equipment and contracts
- Enterprise GIS services and support
- Enterprise records management services and support
- Enterprise radio/wireless system coordination and support

IT also assists departments in implementing and managing departmental applications systems and provides support to departmental computer systems infrastructure.

The IT Department's FY16 Organization structure can be seen below:

Information Technology Organization Chart FY16

*Contractor
**Part Time Employee
***Outsourced Function