

Mammoth Lakes Town Council

Agenda Action Sheet

Title: Approve the 2022 – 2024 Information Technology Strategic Plan

Council Meeting Date: 4/20/2022

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Recommended Motion: Approve the 2022 – 2024 Information Technology Strategic Plan

Summary:

The Town contracts its Information Technology (IT) service and support with Mono County. The 2022 – 2024 Information Technology Strategic Plan is the third consecutive three-year plan adopted by the Mono County IT department since 2015. Over the last seven years, these plans and their associated planning processes have helped the department develop an operational trajectory and frame decision making around the future of technology for Mono County and the Town of Mammoth Lakes.

The agencies' first IT Strategic Plan (2015 – 2018) primarily emphasized upgrading and stabilizing technology infrastructure so that it was reliable and could be effectively maintained by IT staff. The 2019 – 2021 plan built off this foundation and prioritized customer success alongside technology deployment which enabled and supported mobility – something that was critically important to our success during COVID.

The 2022 – 2024 IT Strategic Plan is focused heavily on leveraging past investments in technology and furthering their reach and effectiveness. We intend to achieve these goals by continuing to prioritize our customers; re-focusing efforts on training and skill development; recognizing gaps and challenges in the areas of infrastructure, security, and communications; and doubling down on the work being done with modern Enterprise platforms and associated applications. Collectively, our hope is to further support today's hybrid workforce with a continued suite of technology offerings which not only help our staff but also support our communities.

This new strategic plan also considers organizational strategic priorities as well as insights and elements gained from individual departments in which technology plays a critical role to their success.