



City of Southlake Information Technology Strategy Map

To provide technology services to the City of Southlake that are secure, scalable, reliable, financially viable, and aligned with the city's Strategic Management System. We will accomplish this through an organization that is efficiently and effectively managed and whose practices are underpinned by the core values of the City.

City Focus Areas:  Safety & Security  Performance Management

City Corporate Objectives

C1 Achieve the highest standards of safety & security

C6 Enhance the sense of community by providing excellent customer service and citizen engagement opportunities

B4 Provide high quality services through sustainable business practices

B5 Enhance service delivery through continual process improvement

B6 Optimize use of technology

F1 Adhere to financial management principles & budget

L3 Attract, develop & retain a skilled workforce

L6 Foster positive employee engagement

CITY CRITICAL BUSINESS OUTCOMES

CB01 – Maintain a strong financial position and implement plans and policies to ensure future financial strength.

CB05 – Improve quality of life through progressive implementation of Southlake's Comprehensive Plan recommendations.

Serve our Customers

ITC1 Minimize Security Risks (C1)

ITC2 Provide a high-performing service desk (C6)

IT CRITICAL BUSINESS OUTCOMES

ITCBO1 – Provide IT services that enable City departments to reduce cost and time associated with daily tasks (CB01).

ITCBO2 – Optimize current and future IT infrastructure that is reliable, scalable, and cost effective (CB05).

Manage the Business

ITB1 Provide technology solutions and development services supporting City objectives (B4)

ITB2 Provide technical solution consulting to support City process improvement projects (B5)

ITB3 Provide cost-effective and highly available technology infrastructure (B6)

Provide Financial Stewardship

ITF1 Provide a balanced IT cost structure (F1)

ITF2 Provide high value services through efficient management of resources (F1)

Promote Learning and Growth

ITL1 Provide technical and solution training both internally and externally (L3)

ITL2 Build a positive, productive & engaged workforce that supports the City's mission and strategic goals (L6)