



2018 - 2023

# Inclusive Digital Transformation Strategic Plan

Current State:  
Baltimore City  
Information  
Technology



### Decentralized IT Operations

No standard City-wide IT policies and practices

### IT Budget

City of Baltimore invests proportionally less on IT than most of its peers

### IT Staffing

City has less than half staff needed to properly support IT functions

### Change the IT Culture and Improve Customer Service



#### One IT Enterprise

Centralize various IT operations and functions to reduce cost, improve efficiency and streamline operations

#### Human Capital Investment

Improve training and IT professional staffing levels

#### Governance & Administration

Establish a structure that promotes cross-agency collaboration, strategic alignment, and continuous change for IT initiatives

#### DevOps

Integrate software development to strengthen enterprise IT operations and service delivery

### Support and Secure Critical IT Operations and Infrastructure



#### Cloud Services

Utilize cloud services to rapidly deploy platforms and software without the need to build physical infrastructure

#### Data Telecommunications

Invest in next-generation network infrastructure to connect the City with high-volume, high-velocity data communications

#### Enterprise Resource Planning (ERP) modernization

Procure a modern and integrated system to streamline the complexities of the ERP landscape

### Build IT Partnerships and Increase Community Engagement Around Technology



#### Data and Analytics Hub

Expand the City's capacity to combine data residing in different sources and provide users with the ability to access, use, and benefit from the data

#### IOT-Enabled Smart City

Deploy new technology that improves the quality of life and service delivery for all city residents, businesses and visitors

#### Baltimore Tech Center

Create a space for people to view and experience immersive technology environments

#### P3 Partnerships

Partner with external stakeholders to leverage technology resources for the betterment of all city residents and businesses

## VISION

Over the next decade engage all City departments, businesses and citizens to design, build and implement technology that creates a safe, thriving and smart city.



The Baltimore City Office of Information & Technology will provide sustainable infrastructure and technology to support and enhance City departments, communities, businesses, and mayoral goals.

## MISSION



2018 - 2023

# Inclusive Digital Transformation Strategic Plan

## CALL TO ACTION



Communities

### Communities

Be vocal when asked how technology can improve city services, improve public safety and quality of life and close the digital divide.



Businesses & Non-Profits

### Businesses and Non-profits

Provide knowledge, resources and expertise to help grow the city's tech community and assist city government to better utilize technology and data for the community's benefit.



Universities & Colleges

### Universities and Colleges

Engage and partner to develop programs designed to supplement the city's tech shortage and provide research to solve some of the city's technology and data challenges.



Philanthropists

### Philanthropists

Engage and partner with the city to strategically address social problems, advance the collective good and identify creative ways and resources to fill the IT funding gap.

## STRATEGIC PLAN SUPPORT

The City of Baltimore recognizes that it will take support from entities outside of city government to achieve the goals, strategies and initiatives outlined in this plan.

If you are interested in providing IT expertise, resources and/or feedback to assist the City of Baltimore implement this plan, please use one of the below methods to notify us.

### Electronic Form:

<https://technology.baltimorecity.gov/Plan-Support>

### Mail:

Attn: Strategic Plan Support

Baltimore City Office of Information & Technology

401 E. Fayette Street, 3rd Floor

Baltimore, Maryland 21202

The electronic version of the 2018-2023 Inclusive Digital Transformation Strategic Plan is available at the following Web address:

[TECHNOLOGY.BALTIMORECITY.GOV](https://technology.baltimorecity.gov)