

Information Technology

Mission:

Continue to increase Rio Rancho technological leadership in high performance computing and computer communications. Provide wide dissemination and application of technologies to speed the pace of innovation and to enhance service delivery, public safety, and public programs, increase regional economic competitiveness and assist in coordination of local government activities; and provide key enabling technologies to enhance City information infrastructure and City information infrastructure applications.

Primary Services:

- Support all City hardware and software
- Support all City telephony
- Implement, install and maintain voice and data technology systems
- Provide technology planning and project management
- Administrative services

Information Technology is responsible for all information technology policy and management. These duties include providing administrative overview, guidance, and foundation in the areas of planning, recommending, installing and supporting all computing and telecommunication technology resources utilized in City of Rio Rancho municipal functions.

FY21 Department Accomplishments:

- Network infrastructure refresh
- New VOIP cloud-based telephony deployment
- New CAD/911 multi-agency dispatch deployment
- Continuing desktop resource refresh
- Deployed city-wide telework solutions due to COVID-19

FY21 Department Goals by City Strategic Goal



Strategic Goal: Organizational Vitality

- Network best practice and security assessment
- Surveillance technology installation at multiple city sites
- Wireless technology projects for various city locations
- Migrate legacy ERP to cloud hosted solution
- Assist departments in advancement and completion of technology projects
- Explore and identify alternative technologies: hosted, cloud
- Deploy efficient/sustainable technologies: mindful of energy consumption, consumables
- Form strategic partnerships outside agencies: other municipalities, schools, county
- Recycle/reallocate resources



Information Technology Performance Indicators

Highly motivated and performing city employees delivering programs and services that are relevant and provide value to the public as well as promoting engaged citizens


#01. Achieve optimum uptime for the City’s network functions

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Optimum Uptime: Network Functions	 Organizational Vitality	 Transparency/Accountability
Why is this measure important?			
To allow staff access to critical infrastructure required to perform their duties and services			
Where does the data come from?			
Network Performance Monitoring Tools			
How is the measure calculated?			
Any downtime factored over the measured period			
Who to contact if you have questions?			
Lisa Schimmel (lschimmel@rnm.gov)			
Additional Information			
FY Actuals: FY18 100%; FY19 100%; FY20 100%; FY21 Target 100%			

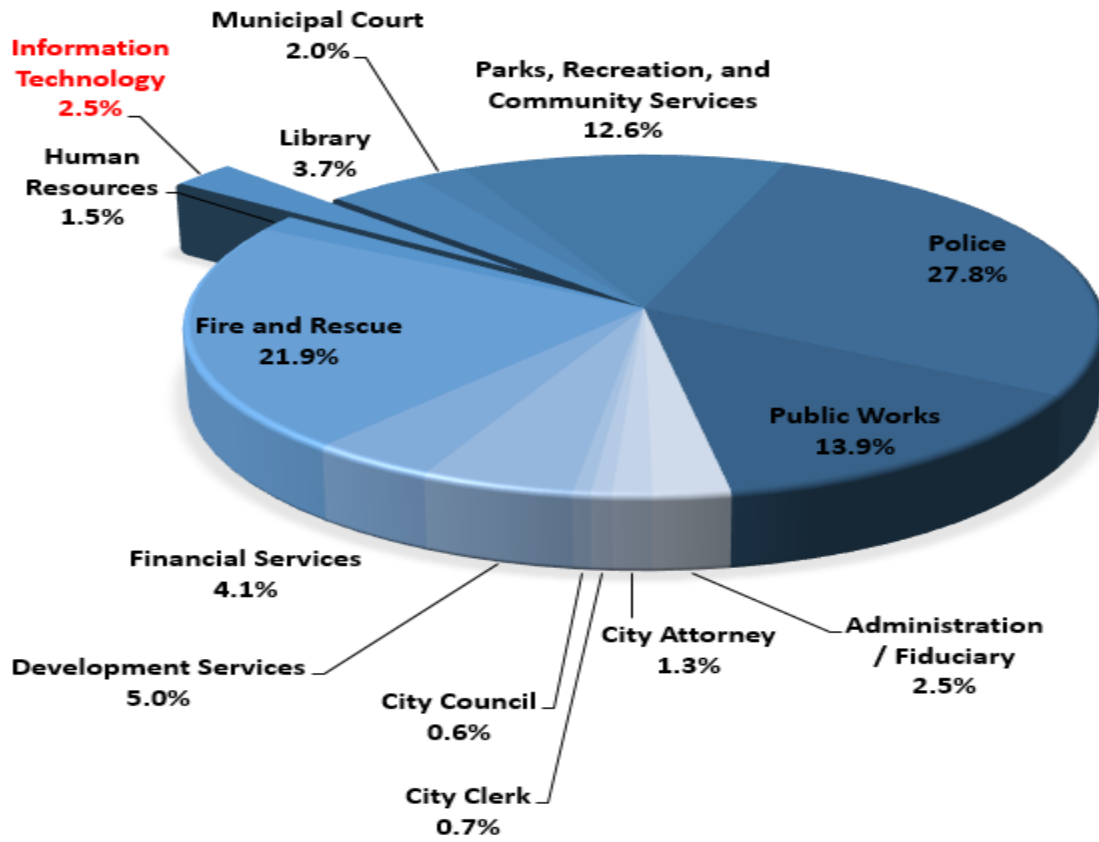
#02. Achieve optimum uptime for the City’s Internet, Email and Connectivity

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Optimum Uptime: Internet, Emails, etc	 Organizational Vitality	 Transparency/Accountability
Why is this measure important?			
To allow staff access to critical infrastructure required to perform their duties and services			
Where does the data come from?			
Network Performance Monitoring Tools			
How is the measure calculated?			
Any downtime factored over the measured period			
Who to contact if you have questions?			
Lisa Schimmel (lschimmel@rnm.gov)			
Additional Information			
FY Actuals: FY18 100%; FY19 100%; FY20 100%; FY21 Target 100%			

#03. Achieve optimum uptime for the City’s Phones

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Optimum Uptime: Phones	 Organizational Vitality	 Transparency/Accountability
Why is this measure important?			
To allow staff access to critical infrastructure required to perform their duties and services			
Where does the data come from?			
Network Performance Monitoring Tools			
How is the measure calculated?			
Any downtime factored over the measured period			
Who to contact if you have questions?			
Lisa Schimmel (lschimmel@rmm.gov)			
Additional Information			
FY Actuals: FY18 100%; FY19 100%; FY20 100%; FY21 Target 100%			

**Information Technology
FY21 Budget \$1,479,639**

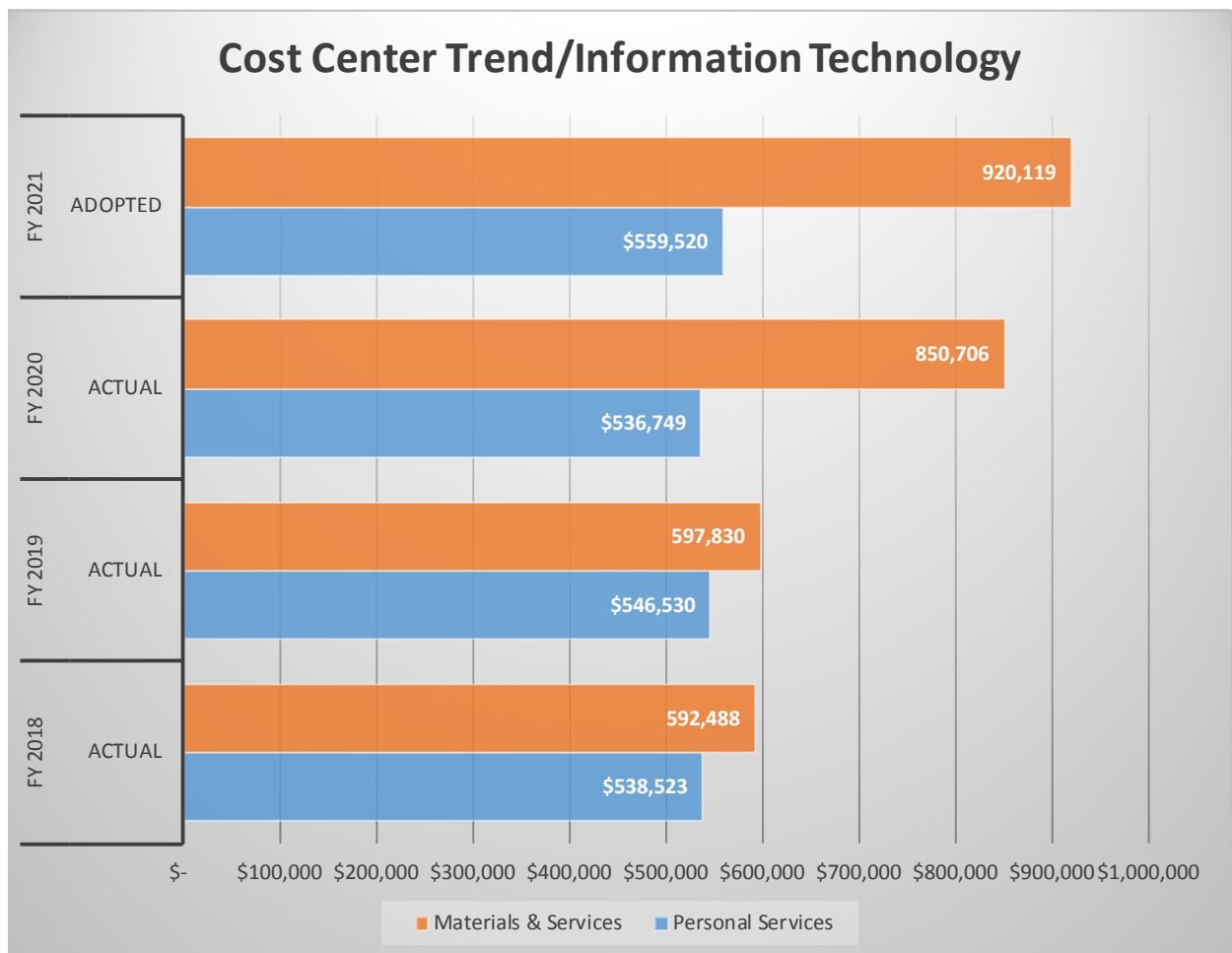


Information Technology (3020)

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 538,523	\$ 546,530	\$ 536,749	\$ 559,520	4%
Materials & Services	592,488	597,830	850,706	920,119	8%
Total	\$ 1,131,011	\$ 1,144,360	\$ 1,387,455	\$ 1,479,639	7%

Positions Approved*	6	6	6	6	0%
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*Full Time Equivalent



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