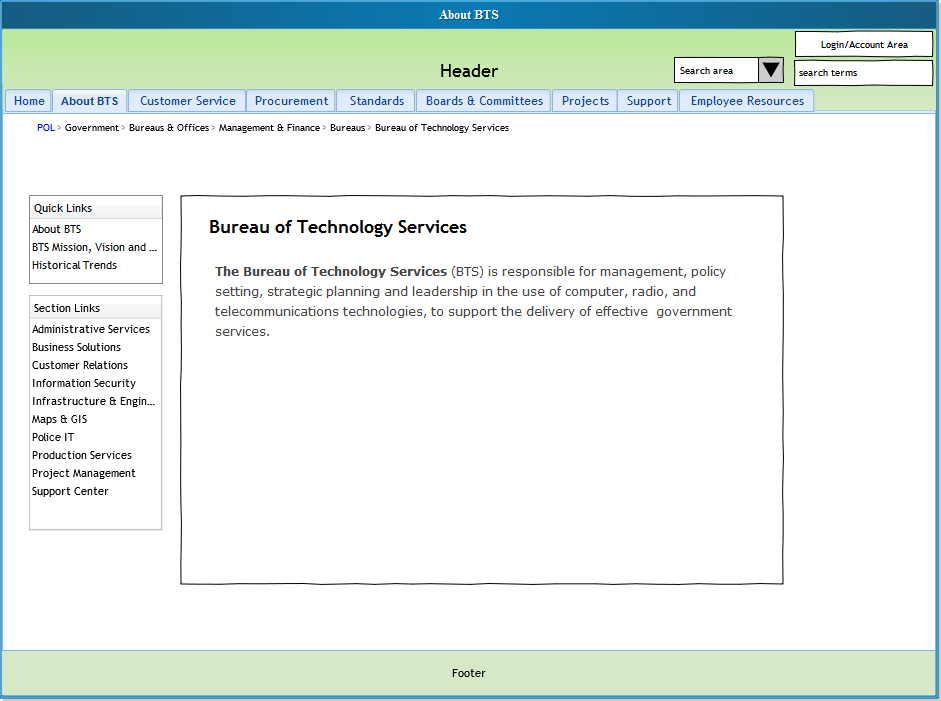
# About BTS

Access: Public, City, BTS



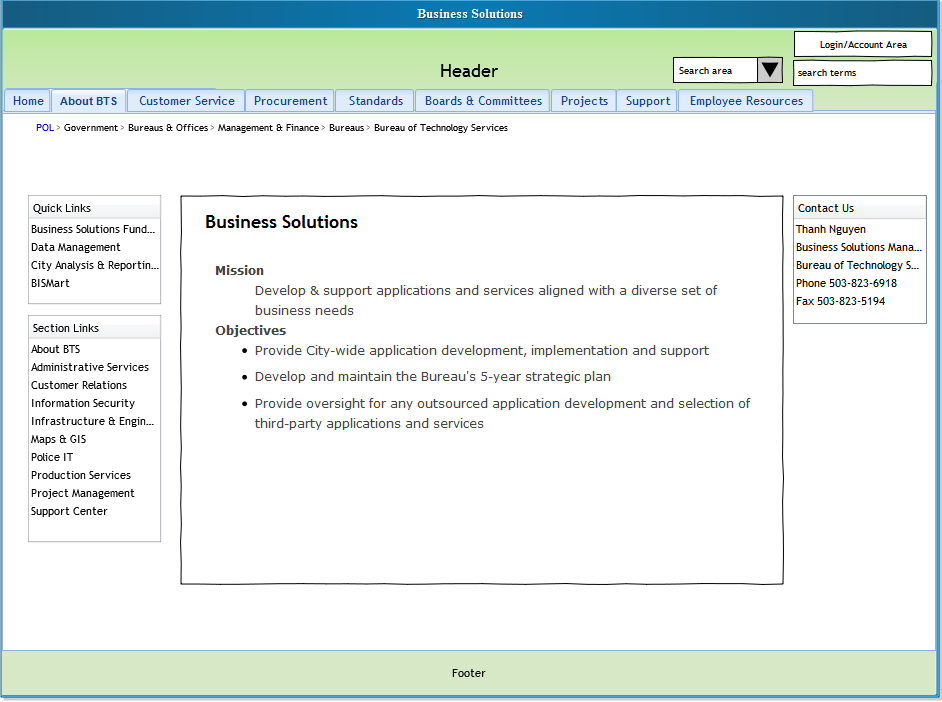
Landing Page Content:

#### About the Bureau of Technology Services

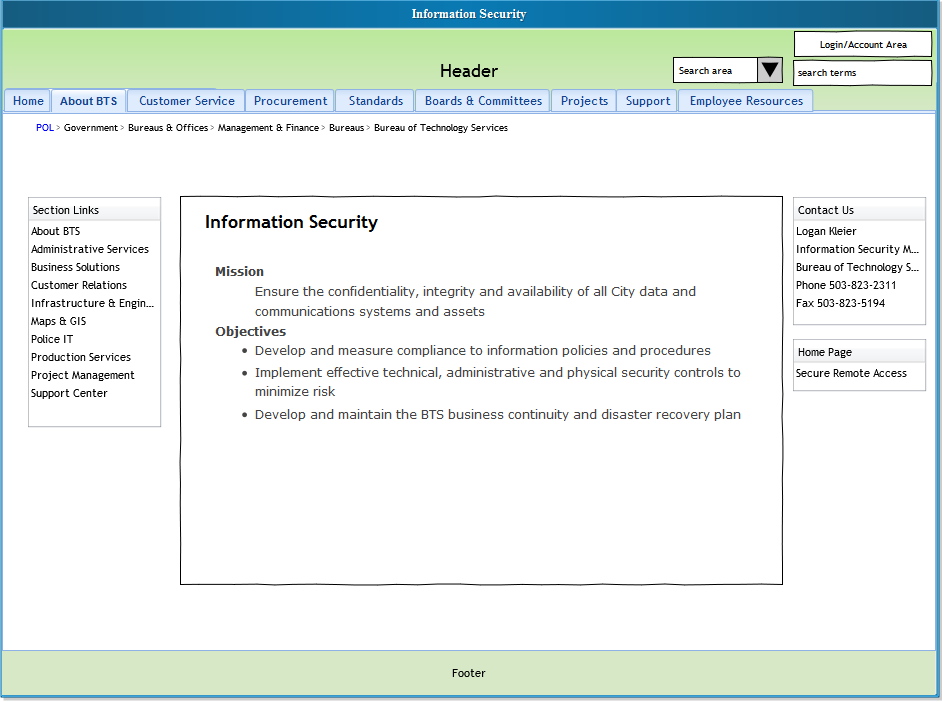
**The Bureau of Technology Services** (BTS) is responsible for management, policy setting, strategic planning and leadership in the use of computer, radio, and telecommunications technologies, to support the delivery of effective government services.

## Division Page

Access: Public, City, BTS



Links to non-public pages should not be viewable by the public. These appear on the Customer Relations, Information Security and Project Management pages.



### Landing Page Content

#### Administrative Services

##### Mission

Deliver efficient and effective ordering, procurement and administrative services

##### Objectives

* Implement a streamlined process to deliver timely and efficient order fulfillment of IT products and services
* Deliver consist administrative services in support of all bureau staff needs
* Maintain effective controls over the inventory of IT equipment and stores

#### Business Solutions

##### Mission

Develop & support applications & services aligned with a diverse set of business needs

##### Objectives

* Provide City-wide application development, implementation and support
* Develop and maintain the Bureau’s 5-year strategic plan
* Provide oversight for any outsourced application development and selection of third-party applications and services

#### Customer Relations

##### Mission

Cultivate a partnership with our customers which ensures that the Bureau of Technology Services Information Technology Strategy and the Customer Business Plan is developed in an integrated manner.

##### Objectives

The Customer Relations Division works with the Bureau of Technology Services customers to identify business requirements in order to develop strategies and Bureau Specific Service Level Agreements aligned with their business needs. The responsibility of the Customer Relations Division is to:

* Understand our customers business and key challenges;
* Identify, define and gather customer business requirements when new technology solutions are required;
* On behalf of the customer, represent and communicate the customer business requirements via the internal project request process;
* Collaboratively develop technology work plans in coordination with the annual budget process;
* Provide transparent and two-way communication and information sharing between BTS and its customers; and
* Develop meaningful Bureau Specific Service Level Agreements.

#### Information Security

##### Mission

Ensure the confidentiality, integrity and availability of all City data and communications systems and assets

##### Objectives

* Develop and measure compliance to information policies and procedures
* Implement effective technical, administrative and physical security controls to minimize risk
* Develop and maintain the BTS business continuity and disaster recovery plan

#### Infrastructure & Engineering

##### Mission

Maintain a robust telecom & network environment and engineer new & cost effective infrastructure technologies

##### Objectives

* Rapidly respond to and resolve all voice, radio and network support issues
* Engineer new IT infrastructure technologies in support of our customers business needs
* Effectively design and maintain the City's telecommunications systems and networks

#### Police IT

##### Mission

Support effective application development and support of Police data systems and provide quality infrastructure & field support

##### Objectives

* Develop and maintain Police data applications and supporting systems
* Rapidly respond to and resolve all Police field and infrastructure support requests

#### Production Services

##### Mission

Maintain a fast, reliable and cost effective server, storage, backup and database infrastructure and effectively manage the City's data center facilities

##### Objectives

* Properly maintain the City's state of the art data center facilities
* Support the City's server, storage and backup infrastructure
* Effectively maintain the City's mission critical production systems (EBS, Cayenta, Synergen, CAD, PPDS)

#### Project Management

##### Mission

Deliver effective project management services for all disciplines of BTS

##### Objectives

* Implement a consistent project management methodology and approach regardless of technical discipline
* Facilitate project oversight including priority and resource alignment across the organization
* Align project management methodologies between the PMO and PSSRP

#### Support Center

##### Mission

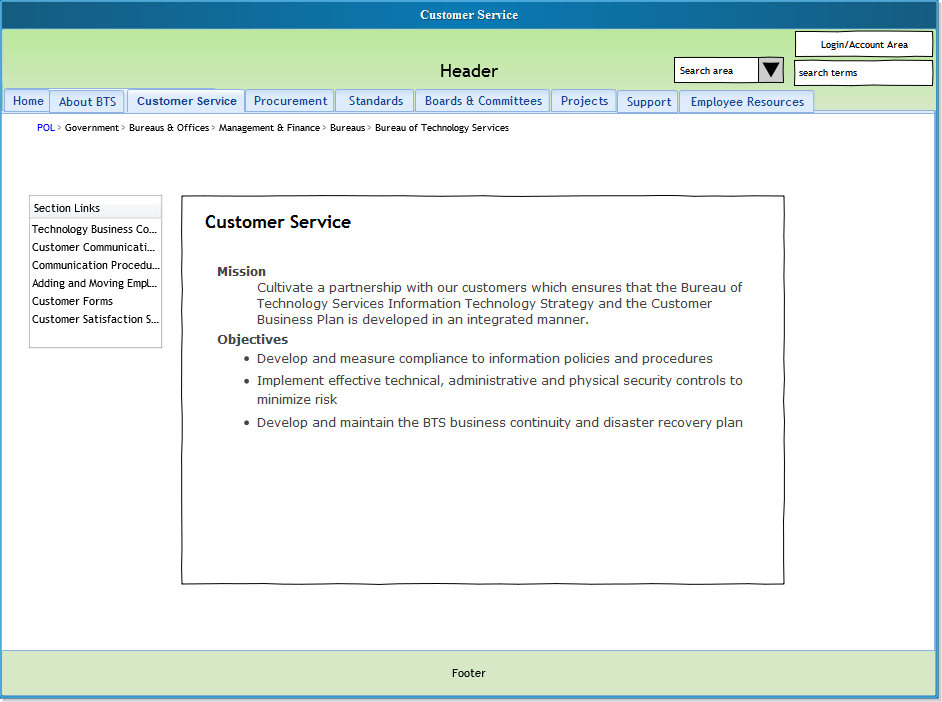
Be the single point of contact for end-user technical support needs and implement effective system management tools

##### Objectives

* Respond to and resolve the majority of office computing support issues directly from the HelpDesk
* Be the central point for user account and access management across the City
* Rapidly deliver new and replacement desktop computers in time to meet customer needs
* Effectively manage desktop systems with robust, down-the-wire administration and deployment tools
* Maintain the systems, tools and processes needed to accurately track service requests and IT assets

# Customer Service

Access: City, BTS



### Landing Page Content

##### Mission

Cultivate a partnership with our customers which ensures that the Bureau of Technology Services Information Technology Strategy and the Customer Business Plan is developed in an integrated manner.

##### Objectives

The Customer Relations Division works with the Bureau of Technology Services customers to identify business requirements in order to develop strategies and Bureau Specific Service Level Agreements aligned with their business needs. The responsibility of the Customer Relations Division is to:

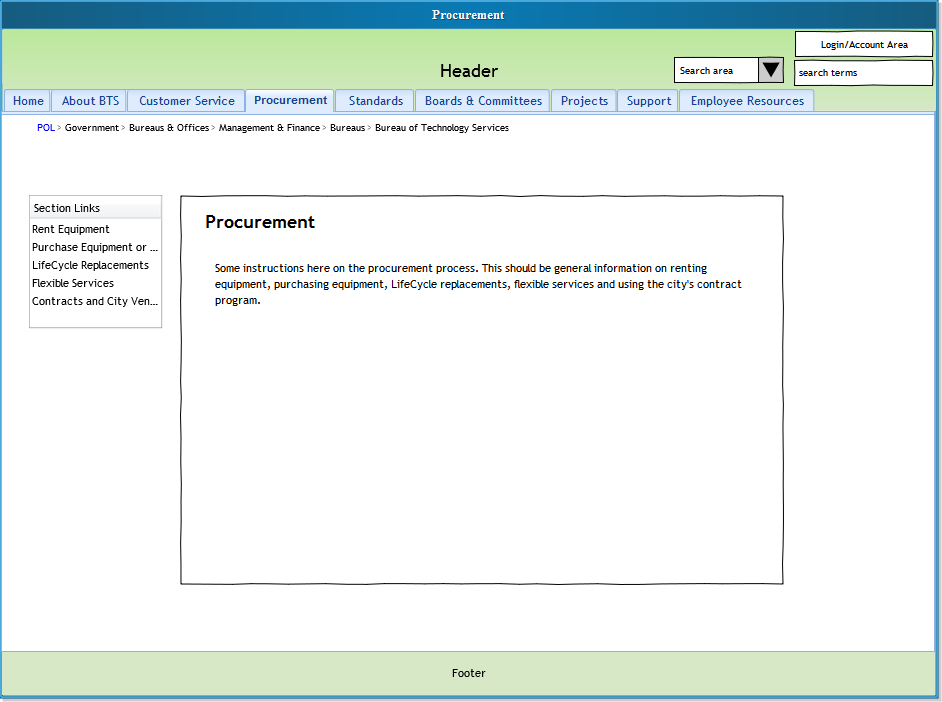
* Understand customers' business and key challenges;
* Identify, define and gather customer business requirements when new technology solutions are required;
* On behalf of the customer, represent and communicate the customer business requirements via the internal project request process;
* Collaboratively develop technology work plans in coordination with the annual budget process;
* Provide transparent and two-way communication and information sharing between BTS and its customers; and
* Develop meaningful Bureau Specific Service Level Agreements.

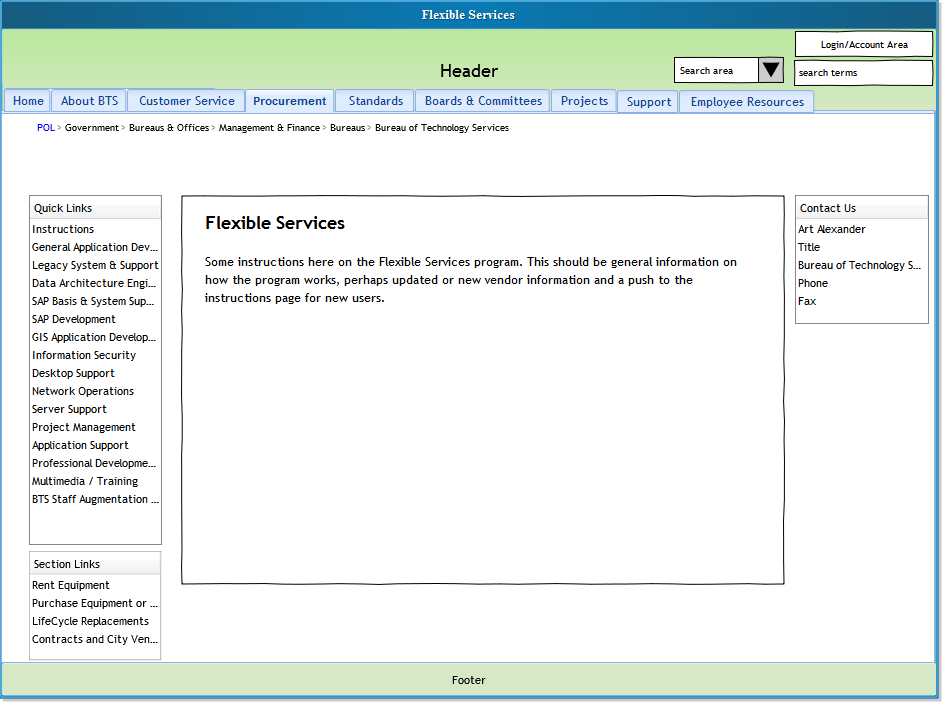
##### Goals

The Customer Relations program supports the City goal to deliver efficient, effective and accountable municipal services as well as the Office of Management and Finance goal to maximize the cost-effective use of technology.

# Procurement

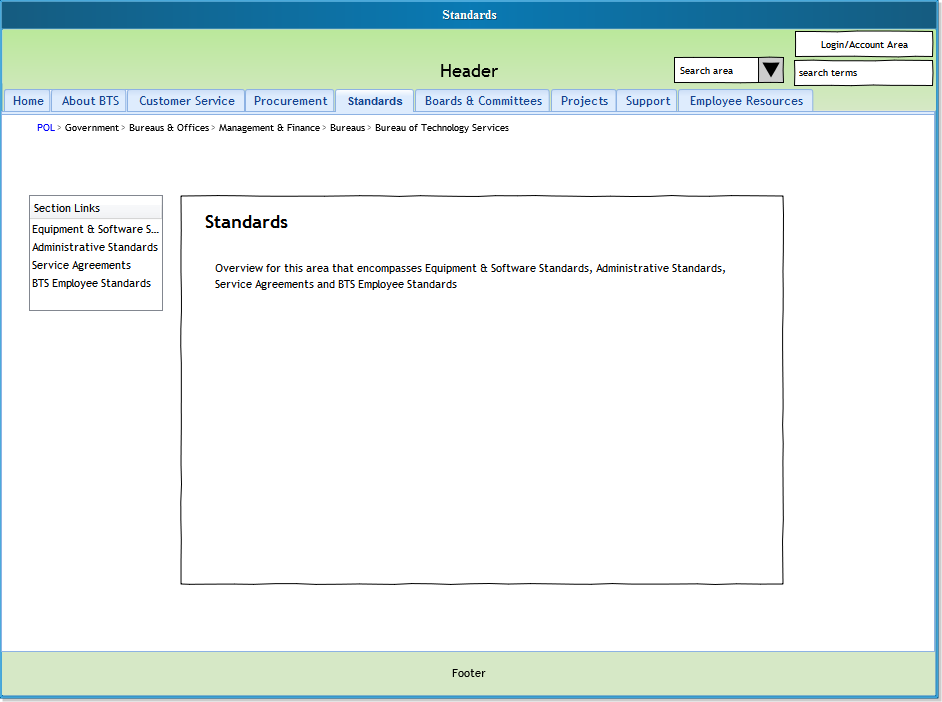
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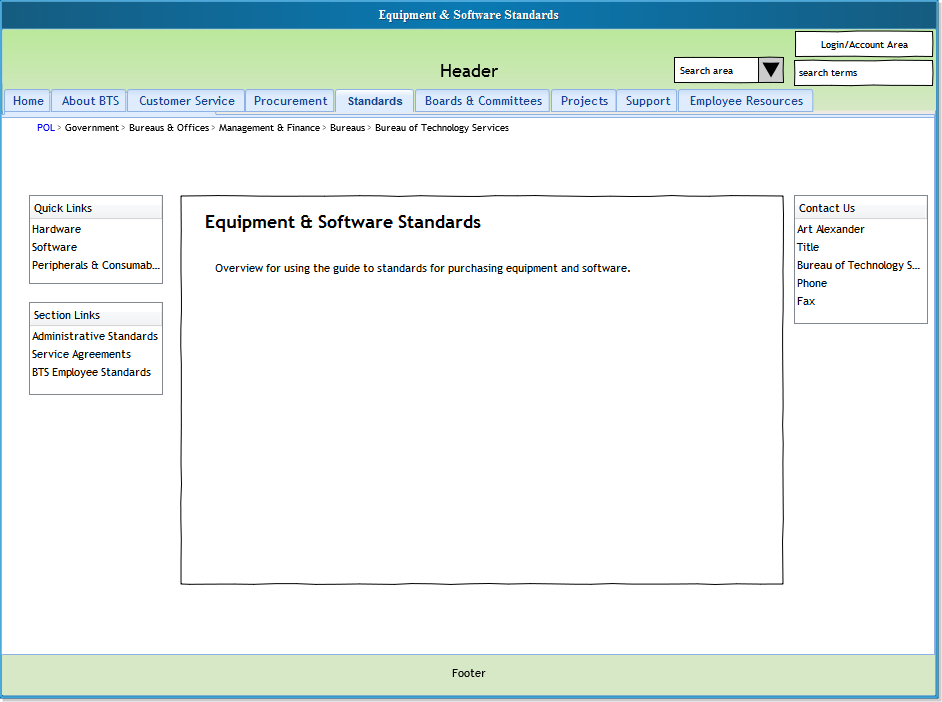


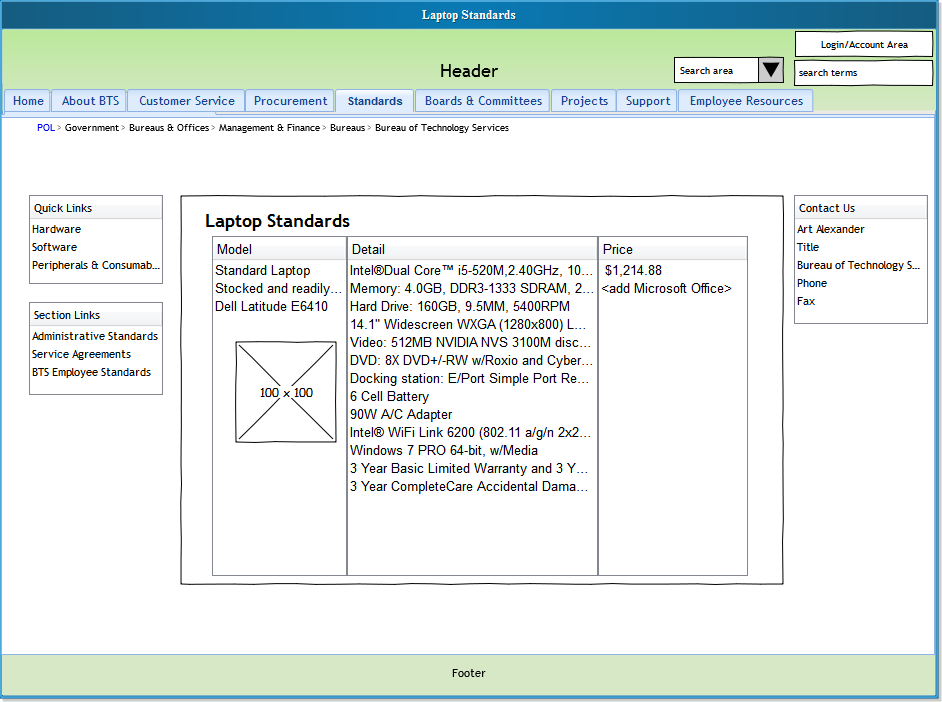


# Standards

Access: City, BTS

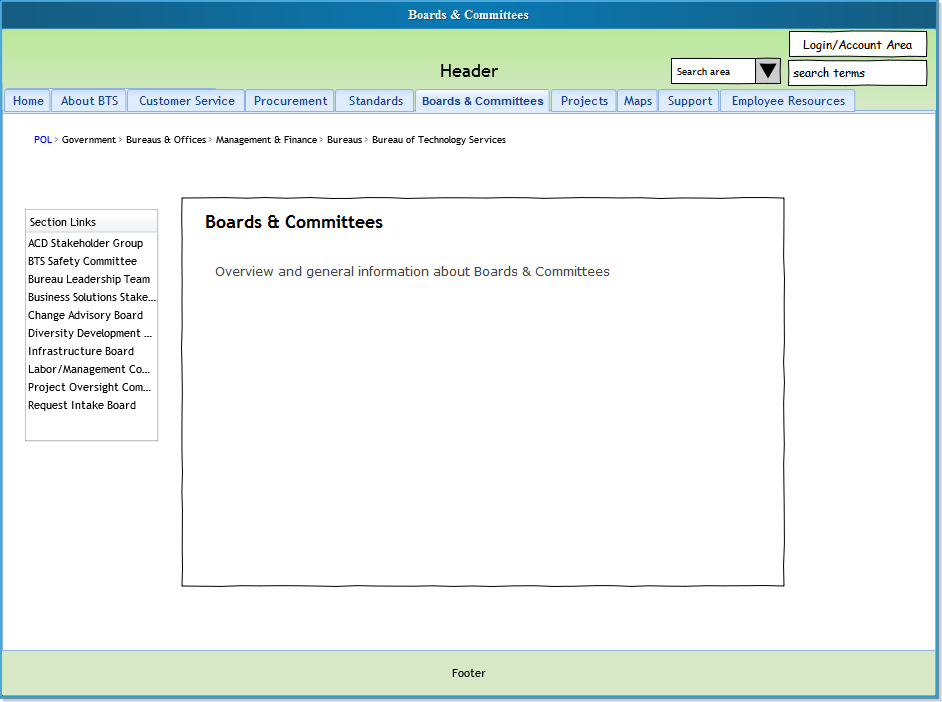


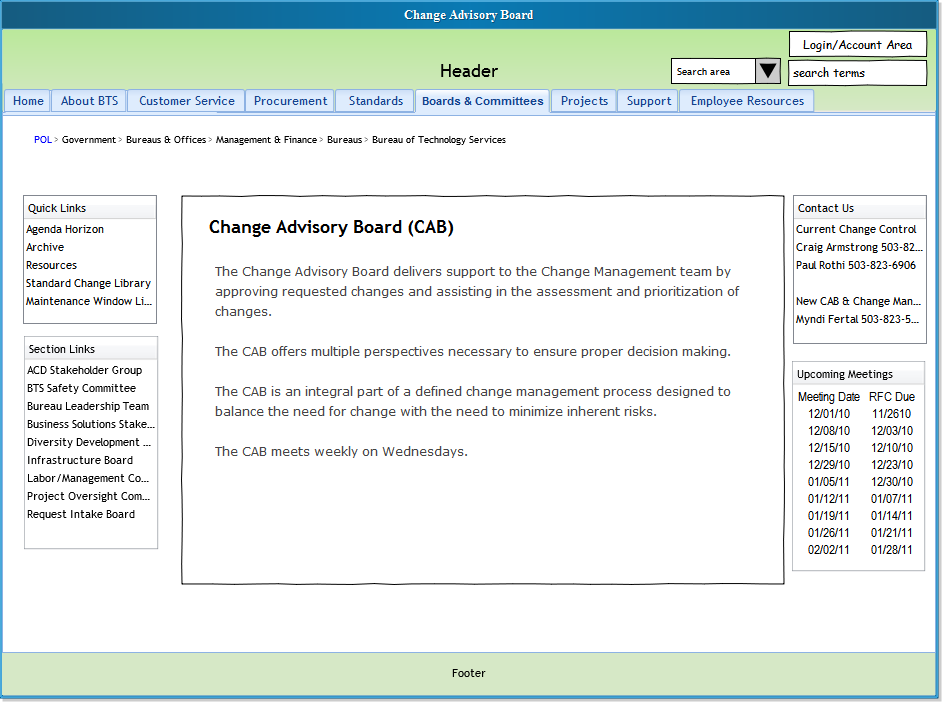




Boards & Committees

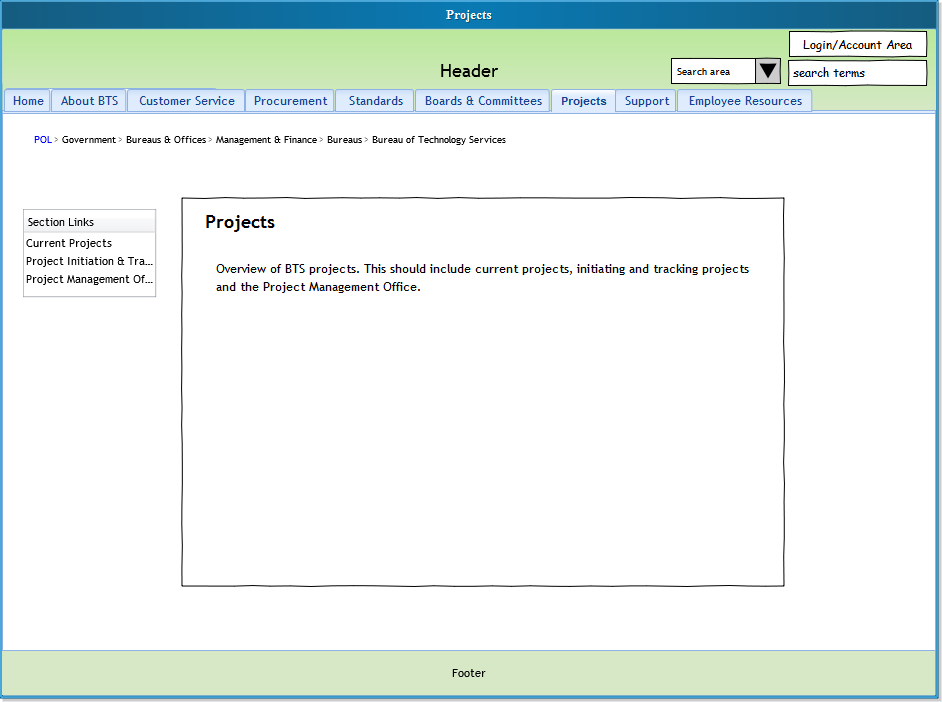
Access: City, BTS

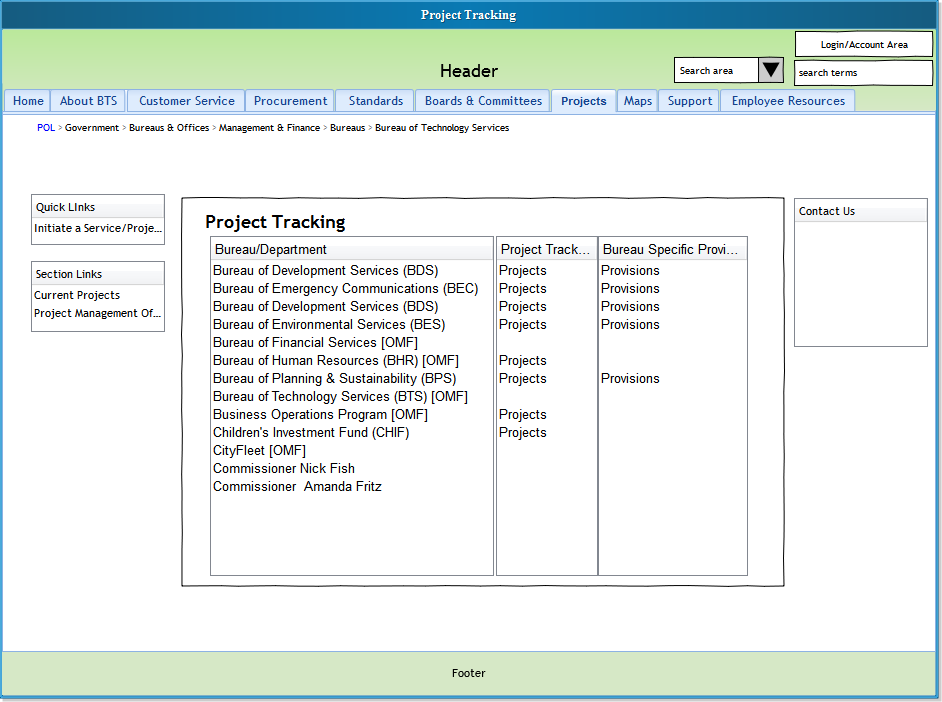




Projects

Access: City, BTS, Custom



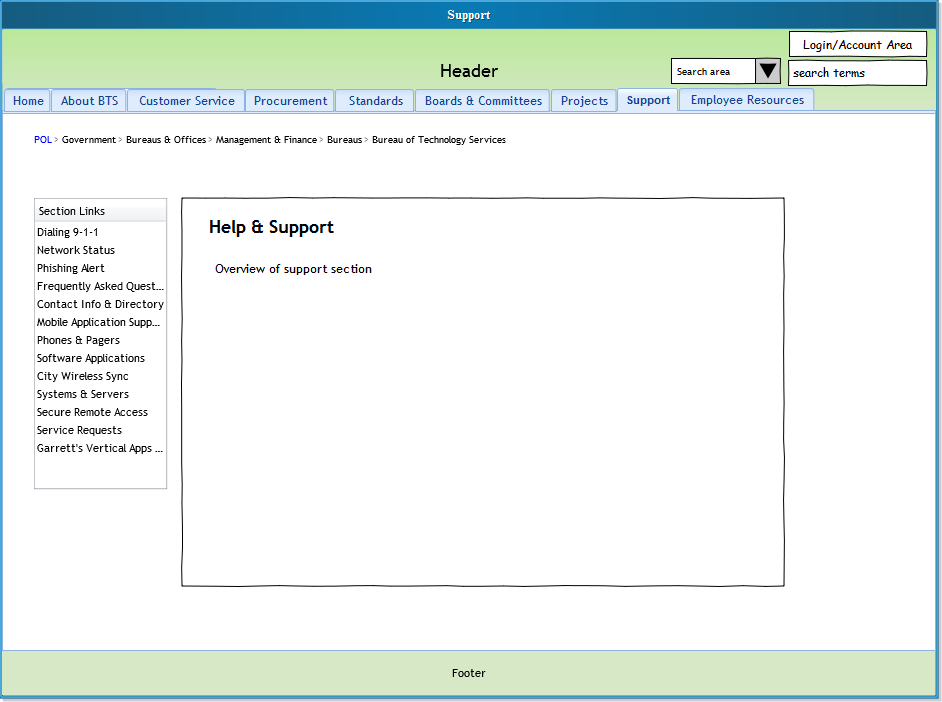


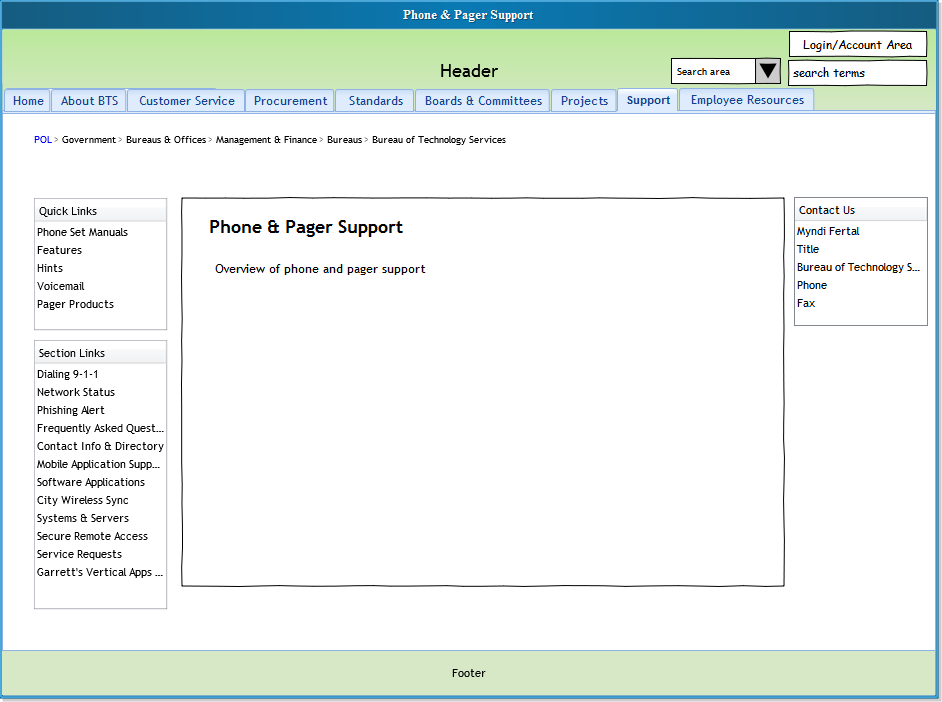
Links to bureau specific provisions

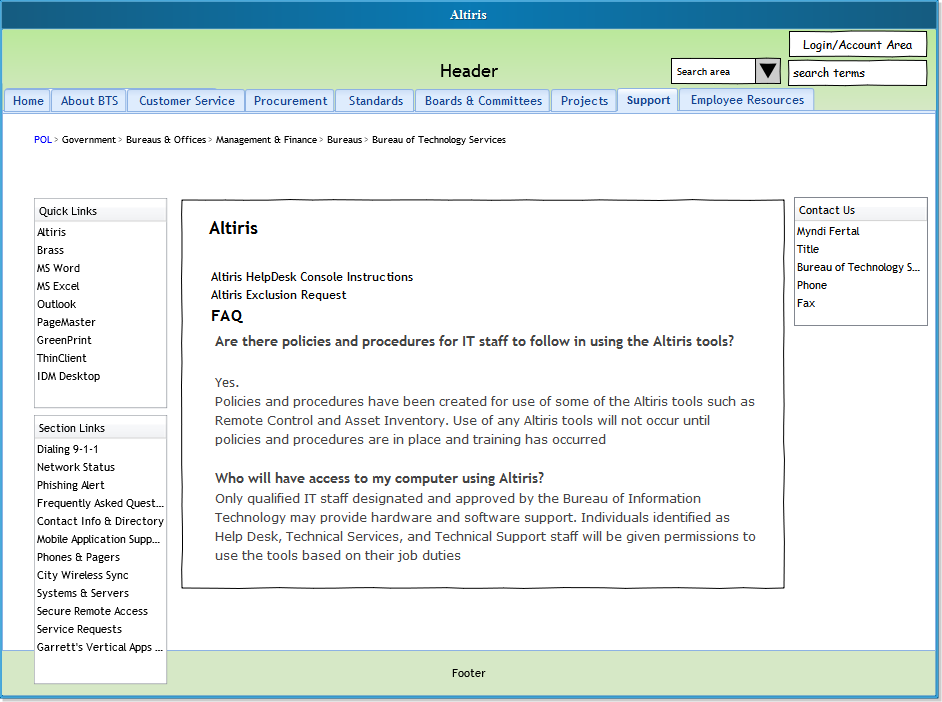
Links to list of current projects

Help & Support

Access: City, BTS







Employee Resources

Access: BTS

