

FY 19-20 I.S. Department Key Work Items

Key Work Item	Strategic Focus Area
1. Upgrade all I.S. supported PC's to Windows 10	Service Excellence
2. Implement the new Accela Code Enforcement solution	Livable Neighborhoods
3. Manage the Open Data Program, increasing the availability of data to the public and coordinate with OPA's Performance Management program. Data Portal and initial data sets available to the public.	Service Excellence
4. Connect WSPD District Stations and Special Operations Division facility to the City-owned IT fiber	Safe and Secure Community
5. Collaborate with Finance on the Electronic Payments, IVR, and Reconciliation project and develop a roadmap for the replacement of the Web Payment Reception applications	Service Excellence
6. As part of the City's Cybersecurity program, award a new Managed Security Services Provider contract in place.	Service Excellence
7. Replace the eWorks workflow platform and begin converting the internal business workflows	Service Excellence
8. Replace current obsolete Fire Department records management system	Safe and Secure Community
9. Implement a new Stormwater management and billing system	Service Excellence
10. Complete the security improvements related to the 2018 bond locations	Livable Neighborhoods
11. Implement new CRM system to enhance citizen engagement, data utilization, and reporting and GIS mapping functionality	Service Excellence
12. Implement the Sum Total open enrollment solution	Service Excellence
13. Complete the first phase of the downtown public safety camera project – Winston Square and Corpening Plaza	Safe and Secure Community
14. As part of the City's Cybersecurity program, conduct a Business Continuity assessment of key critical processes with recommendations	Service Excellence
15. Create a City of Winston-Salem mobile application for public use	Service Excellence
16. Implement the CivicPlus platform to support the City's website needs and communication strategies	Service Excellence

17. Collaborate with Utilities on the implementation of the Enterprise Integration Platform	Service Excellence
18. Partner with the HR Department to implement upgrades to the human resources information management system and revise processes and manuals to ensure uniformity and accuracy in system use and data entry	Service Excellence