

**Officer:** Manager Information Services

**Strategy:** Information Services Strategy 2016-2020

**Purpose:** This strategy describes how the City intends to employ technology as part of its delivery of the City's Strategic Community Plan 2016-2026.

## Major objectives of this strategy

The Information Services unit vision is *'To Inform. To Enable. To Lead.'* Through this vision the City's approach to technology can be broken down into six Strategic Outcomes:

### 1. **Provide reliable, continual and high performing information services**

The City relies on its technology as part of the efficient delivery of our core services to the community. Ensuring our systems are maintained and continuously developed, protected from any dangers in the physical or virtual world whilst being made highly available to those who need it is one of our highest priorities.

### 2. **To communicate with and listen to our stakeholders**

Information Services understands the significance of clearly understanding the needs of our community through approved project managed and repeatable processes. Adopting a system of project delivery helps ensure we achieve our technological ambitions in a controlled and cost effective manner.

### 3. **To build the City's corporate information repository into a single Knowledge Management service**

The City understands the importance of carefully managed information of corporate value in whatever form it takes. Efforts are underway to review our systems and processes regarding efficient knowledge production, storage and retrieval in order to assist the City in making the right decisions using the credo *"The right information to the right person at the right time."*

### 4. **Develop new and innovative solutions while maintaining and upgrading existing processes and systems**

Though the City is not afraid to be a leader in areas of community technology, every step will be taken to ensure our plans and deployment of technology is highly considered, costed and benefits fully realised. In attempting to meet the expectations of a highly technologically-aware community, the coming months and years sees the City adopt greater innovations in community technology.

### 5. **Provide our community a range of secure and accessible services that engages and builds a strong customer-centric experience**

The City's continues to review and improve its key Customer Relationship systems in order to simplify and improve services that brings the community into contact with us. Major projects are planned for this period that enable greater engagement, vision and reporting of the information you exchange with us.

### 6. **Promote greater mobility and sustainability by using the cloud**

Though great emphasis is placed by organisations in wanting to move essential systems and data to the cloud, the City will ensure that such moves will be made in the full knowledge of our obligations to your rights of privacy and by not putting at risk system we all rely upon. The result will be efficiencies made via cloud adoption, improving mobility of access, improved resilience to infrequent breaks in service and saving through reduced technology assets held by the City.

Your contribution is important to us, so please let us hear your ideas and thoughts by emailing

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