



# Staff Report

## City Council

Item No. {{section.number}}.A

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**Meeting Date:** July 24, 2024

**From:** Jan DeGuzman, Chief Technology Officer

**Title:** IT Master Plan Update

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### **RECOMMENDATION:**

This is a presentation only, no formal action will be taken.

### **BACKGROUND:**

In August 2022, the City Council approved a contract with ClientFirst Technologies to conduct a city-wide technology assessment and produce a 5-year Information Technology Master Plan. The City went through an RFP process and selected ClientFirst Technology Consulting to perform the assessment and produce the plan. The purposes of creating a technology master plan are to:

- Align technology with the City's strategies and goals
- Identify and budget for project initiatives to
  - Improve constituent services
  - Increase department operational efficiency
  - Reduce risk
  - Improve cybersecurity posture
  - Align IT staffing to meet City goals
  - Provide an actionable multi-year roadmap
  - Create priorities, budget estimates, and timelines.

### **DISCUSSION:**

ClientFirst conducted an extensive, multi-phase review of the City's current technology environment, which started with the stakeholder team development and technology inventory. ClientFirst met with the IT team and all non-IT departments to assess their business operations needs, assessing strengths and weaknesses and defining strategies, goals and objectives. Individual interviews were also held with the Mayor and City Councilmembers to solicit their input. Following the assessment, ClientFirst helped the city develop preliminary initiatives and projects, made staffing recommendations and developed preliminary budget amounts for the initiatives and prioritizations. Throughout the process, there were meetings with the department stakeholder groups to ensure concurrence from the departments about their needs and priorities.

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ClientFirst compiled all of the information collected during the assessment and produced the IT Master Plan Initiative document. This document contains the current state of the City's Information Technology, IT resources/staffing reviews, departmental technology hardware/software assessments, feedback, and the recommended priorities to move the City of Cathedral City's technology initiatives forward over the next five years. Estimated budget needs have been presented that will need to be factored into ongoing budget discussions.

ClientFirst has finalized the IT Master Plan draft and is presenting the plan to the City Council for information and discussion.

### **FISCAL IMPACT:**

The contract for development of the IT Master Plan was approved for \$86,768. The cost to implement any of the plan recommendations will have to be included in the next biennial budget.

### **FIVE-YEAR STRATEGIC PLAN:**

Goal D - Innovation.

Objective: Cathedral City continually focusses on improving service delivery and customer experiences by successfully leveraging technology and creative initiatives to improve public services, public safety, and stimulate economic growth.

### **ATTACHMENTS:**

1. Council Presentation
2. Technology Master Plan
3. Technology Master Plan Budget
4. Technology Current State Assessment