

BIT-1.01 - Preface to Information Technology Administrative Rules - [Printable Version](#)

PREFACE to INFORMATION TECHNOLOGY ADMINISTRATIVE RULES

Administrative Rule Adopted by Council

ARC-BIT-1.01

Section 1 - Preface

The Information Technology Administrative Rules are designed to support and achieve goals defined in the Council adopted BIT 5-Year IT Strategic Business Plan. Like the Plan, the Rules have been designed with significant customer collaboration. They are based on the premise that the City's business requirements are defined in partnership with our customers and that implementation of the Plan will be incremental. The IT Administrative Rules provide the foundation and framework for:

- safe and secure IT infrastructure
 - support for critical business processes
 - excellent and efficient service delivery, and
 - enhanced citizen access to government and services.
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Section 2 - Bureau of Information Technology Vision

Enable City government to deliver the right information to the right clients in the right timeframe using the right resources at the lowest possible cost.

Section 3- Bureau of Information Technology Mission

The Bureau of Information Technology is responsible for providing IT solutions that best meet the business needs of City government - service to citizens and efficient internal operations. The bureau provides efficient, secure infrastructure and software applications that enhance access to information reduce unnecessary duplication and support City Council's goals and objectives. The Bureau of Information Technology is also responsible for effective management of the City's IT assets and resources and exercises procurement oversight with the Bureau of Purchases.

Section 4- Bureau of Information Technology Values

BIT is guided by the following values:

Strategic Perspective

BIT serves the City best through strategic planning and the anticipation of issues outlined in the 5-Year IT Strategic Business Plan, the OMF 5Year Strategic Plan, and the long-term plans of our customers.

Customer Focus

BIT customers include City bureaus, other Office of Management and Finance corporate bureaus and external business partners. BIT will work with customers and partners to provide the best IT solutions and services to meet defined business requirements, balancing bureau-specific needs and corporate requirements with available resources. Just as the 5-Year IT Strategic Business Plan is designed to minimize disruption, BIT will work in partnership with customers to implement the IT Administrative Rule.

Coordination & Partnerships

As BIT strives to eliminate duplication of effort and expenditure, increase and ease access to information, and standardize wherever possible, we will actively pursue opportunities for collaboration and cooperation. BIT is committed to regular, effective communication.

Respect & Integrity

BIT values and practices personal and organizational integrity, fiscal and operational accountability, sound management practices, and protection of the public trust.

Knowledgeable, Dedicated Workforce

BIT considers our employees our greatest asset. We strive to maintain a safe and supportive workplace based on principles of accountability and service.

Sustainability

We value, encourage and follow business practices that respect the natural environment and further the City's goals for sustainability.

HISTORY

Ordinance No. 177048

Passed by Council November 6, 2002. Effective November 6, 2002.