

## **BTS-1.01 - Bureau Of Technology Services Vision, Mission, Values, Duties & Authority Of The Chief Technology Officer**

### **BUREAU OF TECHNOLOGY SERVICES VISION, MISSION, VALUES, DUTIES & AUTHORITY OF THE CHIEF TECHNOLOGY OFFICER**

*Administrative Rule Adopted by Council*

ARC-BTS-1.01

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#### **BTS Vision Statement**

The Bureau of Technology Services (BTS) will enable the delivery of the right information to the right people in the right timeframe using the right resources at the lowest possible cost.

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#### **BTS Mission Statement**

The Bureau of Technology Services is responsible for providing Information Technology (IT) solutions that best meet the business needs of City government, service to citizens and cost-effective 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 Technology Services is also responsible for effective management of the City's IT assets and resources and exercises procurement oversight with the Bureau of Purchases.

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#### **BTS Values**

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

**Customer Focus:** BTS customers include City bureaus, other Office of Management and Finance corporate bureaus and external business partners. BTS 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, BTS will work in partnership with customers to implement the BTS Administrative Rules.

**Coordination & Partnerships:** As BTS 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. BTS is committed to regular, effective communication.

**Respect & Integrity:** BTS values and practices personal and organizational integrity, fiscal and operational accountability, sound management practices, and protection of the public trust.

**Knowledgeable, Dedicated Workforce:** BTS 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.

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#### **Responsibility and Authority of the Office of Management and Finance (OMF) - Bureau of Technology Services (BTS) and the Chief Information Officer (CTO)**

Ordinance No. 177852 and City Code 3.15 - establishes the Bureau of Technology Services as a bureau of OMF and defines the responsibility and authority of the Chief Technology Officer, effective September 3, 2003.

The Bureau of Technology Services shall be supervised by a Chief Technology Officer (CTO) and shall include such other employees as the Council may provide. BTS shall be responsible for the Information Technology Fund and the Communications Fund.

The Bureau of Technology Services shall:

1. Provide Information Technology strategic planning and consulting services, including budget preparation and analysis, system planning and procurement, resource allocation and project management for information technology projects.
2. Design, implement and manage all IT hardware and software including system security measures.
3. Manage all citywide radio, video, data communications, microwave, wireless communications and telephone systems and equipment owned by the City.
4. Design, implement and manage all citywide voice, video and data applications.

5. Manage end user IT support services, including Help Desk and Desktop Support services.
6. Manage the citywide Geographic Information System.
7. Provide all Internet and Intranet services to City bureaus, offices, boards and commissions.
8. In cooperation with the Bureau of Purchases, review and approve the purchase of all information technology software, hardware and professional consulting services, radio, video, data communication and telephone equipment.
9. Provide citywide communications and electronic consulting for system planning and procurement; written estimates to City bureaus to assist in budgeting; and project management on large systems.
10. Provide all telephone services to City bureaus; coordinate with telephone vendors; order new facilities and equipment for city-owned or leased systems; plan telephone systems, and resolve all telephone problems.

The Bureau of Technology Services will manage and standardize the City's Information Technology and Communications environment in support of the City's business processes.

The Bureau of Technology Services will implement the Technology Services Administrative Rules.

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### **Scope of Administrative Rules**

The City of Portland Bureau of Technology Services Administrative Rules is a resource document containing technology related rules.

Some administrative rules shall be promulgated with and administered in conjunction with other bureaus or offices such as the Office of Management and Finance, Bureau of Human Resources and the Portland Office of Emergency Management. Some rules are codified in the Administrative Rules for operational ease, but are administered wholly by other bureaus. The rules will clearly indicate who is responsible for administration.

The provisions of these BTS Administrative Rules apply to all employees of the City of Portland in addition to contractors, vendors, volunteers, and other parties which use and/or support the City's information and communications systems. In the event of a conflict between the Administrative Rules as they apply to employees and any applicable labor agreements, the latter shall govern.

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### **Violation of Rules**

These rules and procedures are to be read in conjunction with federal and state statutes and local ordinances, as applicable.

Violators of BTS Administrative Rules may be denied access to City computing and network resources and may be subject to other penalties and disciplinary action within and outside the City.

Violations will be handled in accordance with the City's established disciplinary procedures. The City may temporarily suspend, block or restrict access to computing resources and accounts, independent of such procedures, when it reasonably appears necessary to do so in order to protect the integrity, confidentiality, or availability of City computing and network resources or to protect the City from liability. The City will refer suspected violations of applicable law to appropriate law enforcement agencies.

In general:

- If violations of this policy initiated by careless or deliberate acts are discovered, the City will take appropriate actions to resolve the issue including disciplinary measures up to and including termination of employment.
- If violations of this policy are discovered that are illegal activities the City, in addition to taking disciplinary measures up to and including termination of employment, the appropriate law enforcement authorities will be notified.

The City reserves the right to pursue appropriate legal actions to recover any financial losses suffered as the result of any violation of these rules.

Note: Illegal reproduction and/or distribution of software and other intellectual property protected by U.S. copyright law is subject to civil damages and criminal punishment including fines and imprisonment.

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### **Exception to Rules**

Exceptions to the BTS Administrative Rules may be made on a case-by-case basis at the discretion of the CTO in consultation with appropriate BTS managerial staff. In each case, the Bureau must request the exception waiver, in writing, and include such items as the need for the exception, the scope and extent of the exception, the safeguards to be implemented to mitigate risks, specific timeframe for the exception, organization requesting the exception, and the approval from the Bureau Director requesting the exception.

The CTO has granted exceptions to the Bureau of Water Works & Bureau of Environmental Services SCADA Systems and the Office of Transportation Traffic Management System.

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**Severability Clause**

If any section, subsection, sentence, clause or phrase of the BTS Administrative Rules is found to be invalid by any court of competent jurisdiction, such decisions shall not affect the validity of the remaining portions of these Rules.

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**History**

Ordinance No. 179999 passed by Council March 15, 2006 and effective April 14, 2006.