

**TC Strategic Plan
Strategy-to-Action Grid for Infrastructure SubCommittee**

TC Mission and Purposes as approved 2/15/2005		Infrastructure items reference Strategic Plan as approved 2/15/05		Task Recommendations	Champions TBD	Timing	
Mission	Purposes	Implementation Strategies	Tactics				
Provide the Town Council and staff with strategic direction, guidance and recommendations ...	Provide strategic, budgetary and policy guidance on information and communication technologies in areas such as planning, acquisition, efficiency, management, and policies.	Infrastructure(2a): Consult with the Town Operations Center Advisory board and the IT Manager on the design of an overarching system architecture and technology deployment plan for the new Town Operations Center, recognizing that operations have been and are becoming more technology based.	Infrastructure (3): Establish an annual review process to aide the Mayor and Council in determining the effectiveness of Town technology expenditures, initiatives and operations.	Either (a) gain TOC Advisory Board Seat for CTC-I member (Steve Irving), or; (b) establish mutual liasion relationship between the CTC and TOC advisory boards. Advocate similar approach for other major Town projects (i.e. Lots 2 & 5, road construction, etc.).			
			Infrastructure (2ai): Focus on improving effectiveness, lowering costs and effectively integrating with existing and future Town, County and State systems.	Form a more participatory relationship with Town Council with the assistance of Mark Kleinschmidt			
			Infrastructure (2b, part 1): Recommend and participate in a review of the Town's existing emergency operations and continuity plans.	Infrastructure (2b, part 2): Advise on the need for and elements of improvement and change, including the integration with a technology contingency plan for the Town Operations Center.	Recommend additional EXPENSE categories (see Expense Category worksheet) and review Town technology expenditures quarterly.		
	Provide advice, consultations, and technical information in order to maintain awareness of information and communication technology innovations and clarify options when making technology acquisition or deployment decisions.	Infrastructure (2c): Investigate the existing data security methods and policy framework to provide suggestions for improvement.	Infrastructure (2fi): Advise as required on specific elements of the infrastructure.	Infrastructure (2b, part 2): Advise on the need for and elements of improvement and change, including the integration with a technology contingency plan for the Town Operations Center.	Recommend Town staff prepare RFP for consultant to design updated contingency plans.		
				Infrastructure (2fi): Advise as required on specific elements of the infrastructure.	Recommend a line item for technology in the TOC construction budget		
				Infrastructure (2fi): Advise as required on specific elements of the infrastructure.	Evaluate and consider all expenditures on emergency ops until consultant review and recommendations are received		
	Provide support to the Information Technology Director.	Infrastructure (2c): Investigate the existing data security methods and policy framework to provide suggestions for improvement.	Infrastructure (2fi): Advise as required on specific elements of the infrastructure.	Infrastructure (2fi): Advise as required on specific elements of the infrastructure.	Recommend Town staff prepare RFP for consultant to design updated data security plans.		
				Infrastructure (2fi): Advise as required on specific elements of the infrastructure.	Recommend a line item for security technology in the TOC construction budget		
				Infrastructure (2fi): Advise as required on specific elements of the infrastructure.	Evaluate and consider all expenditures on data security until consultant review and recommendations are received		
	... on the use of information and communication technology ...	Promote interdepartmental communication and a common understanding of technology among Town departments, boards, and committees.	Infrastructure (2f): Provide support in the accomplishment of goals, including effective monitoring of Town network infrastructure for capacity, survivability, efficiency and scalability.	Infrastructure (2g): Provide consultation and review of new, existing and renewal contracts with technology vendors and providers.	Recommend Town staff prepare RFP for consultant to design updated network infrastructure plans.		
Infrastructure (2g): Provide consultation and review of new, existing and renewal contracts with technology vendors and providers.				Recommend deferral of all computer hardware replacements and upgrades for 1 year in order to thoroughly examine purchasing practices, replacement cycles and alternatives for future fulfillment of hardware, software, financing.			
Infrastructure (2h): Provide consultation and review of other basic technology policies (such as email, privacy, web standards, etc. and advise as requested.				Recommend the development of a pilot project for the use of open source software to replace existing licensed software operating systems and applications.			
Infrastructure (2h): Provide consultation and review of other basic technology policies (such as email, privacy, web standards, etc. and advise as requested.				Recommend RFP for consultant review of virus defense, e mail retention policies, backup and recovery processes and standardized disk images. Overall effect should be increased user satisfaction and lower IT help calls (IT Director reports at least 70% of all calls are related to this).			
... to improve the effectiveness and efficiency of Town services, business climate, and quality of life in Chapel Hill	Identify strategic technology investment opportunities.	Infrastructure (2e): Review the feasibility of developing a plan for the design of a fiber mesh network for Town Operations connectivity, that also supports elements of the CHCCS and Library networking needs and simultaneously creates the network backbone for a Town-wide wireless network.	Infrastructure (2ei): Following the lead of other North Carolina towns and cities, include the network backbone installation within the underground and aerial pathways required for the traffic signaling system replacement project.	Recommend Town staff prepare RFP for consultant to pre-engineer the network for optimal coverage, and as a basis for developing the business case for a ubiquitous Town network.			
	Recommend and advocate implementation of digital government initiatives that make government information and services more accessible to citizens, and attract business and private investment.						