DEPARTMENT OF INFORMATION TECHNOLOGY

The department of Information Technology is responsible for all information technology policy and management. These duties include providing administrative overview, guidance, and foundation in the areas of planning, recommending, installing and supporting all computing and telecommunication technology resources utilized in City of Rio Rancho municipal functions.
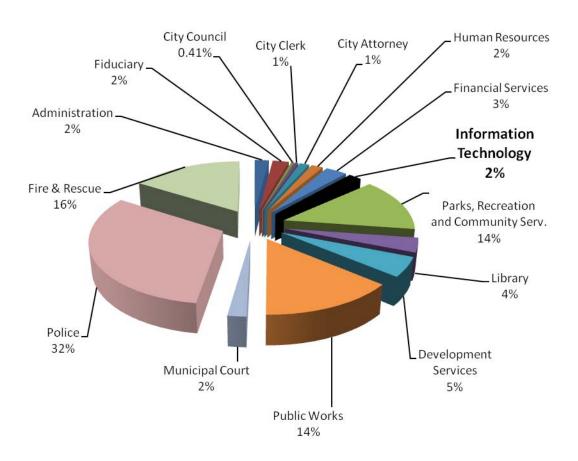
Our continuing mission is to apply the following S principals to all IT activities:

Secure
Stable
Scalable
Standardized
Straightforward
Sustainable
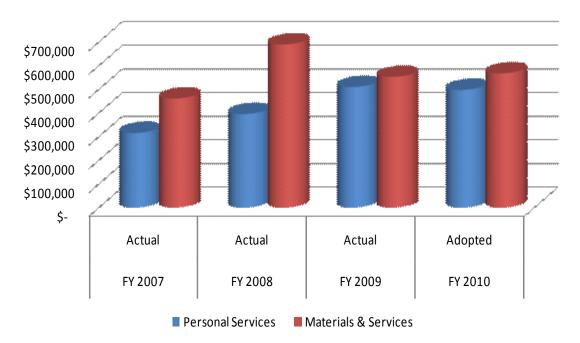Strategic

The Information Technology Department provides:

- Administration & Management – Manage all operations of voice and data networks to ensure a high level of data integrity and systems availability.
- Support Services – Support all aspects of departmental business functions throughout the city, while maintaining a high level of customer service.
- Applications – Implement, deploy and maintain network enabled information applications to maximize external communications and streamline core internal business processes.
- Implementation/Deployment – Perform technical assignments related to network and telecommunications systems citywide to include installation and support of all resources and activities.

GENERAL FUND
FISCAL YEAR 2010
INFORMATION TECHNOLOGY DEPARTMENT
TOTAL BUDGET 1,064,278

City Council
0.41%

City Clerk
1%

City Attorney
1%

Human Resources
2%

Fiduciary
2%

Financial Services
3%

Administration
2%

**Information
Technology
2%**

Fire & Rescue
16%

Parks, Recreation
and Community Serv.
14%

Library
4%

Police
32%

Development
Services
5%

Municipal Court
2%

Public Works
14%

INFORMATION TECHNOLOGY Cost Center 101-3020 Expenditures					
	FY 2007 Actual	FY 2008 Actual	FY 2009 Actual	FY 2010 Adopted	% Change
Personal Services	$ 315,119	$ 395,036	$ 509,493	$ 497,131	-2%
Materials & Services	460,514	689,324	552,114	567,147	3%
Total	$ 775,633	$ 1,084,360	$ 1,061,607	$ 1,064,278	0%
Positions Approved*	6	7	7	7	0%

*Full Time Equivalence

Operational Performance Indicators:

Performance Indicator **To achieve a level of 99.7% uptime for City's network**	FY 2008 Actual	FY 2009 Actual	FY 2010 Target
Voicemail	100%	99.85%	99.90%
Phones	99.40%	99.90%	99.90%
Incoming Internet Email/Internet Access	99.20%	99.90%	99.90%
All other Network Functions	99%	100%	100%

The network functions are available to all users on the network (a function is considered "down" when one location is down, even if all other locations are unaffected)

Gartner Study - IT Support Staff Recommended Ratio: 83:1	FY 2008 Actual	FY 2009 Actual	FY 2010 Target
City of Rio Rancho IT staffing ratios:			
Users to IT staff ratio	127:1	117:1	117:1
Desktops/Portables to IT staff ratio	131:1	120:1	120:1
Telephones to IT staff ratio	115:1	112:1	112:1
Servers to IT staff ratio	14:1	12:1	10:1
Infrastructure to IT staff ratio	348:1	334:1	320:1

City of Rio Rancho IT staff is consistently striving to promote innovation and quality in service. The department's future performance measures will include system availability, production, process, accuracy and customer service levels.