

City of Santa Fe ITT Department
30 Day Assessment (Renée Martínez)

People	Processes and Services	Technology
Strengths	Strengths	Strengths
- Responsive to Leadership	- End User Support Service Levels	- Office Productivity Technology is Up To Date
- Motivated by Meeting City Department and Constituent Needs	- Staff are Responsive to Critical Service Issues	- Mobile Device Management Tool Selection
		- Broad Range of Business Applications supporting Departments
Weaknesses	Weaknesses	Weaknesses
- No Career Paths in Place	- No Formal Project Management	- Data Center Infrastructure
- No Formal Accountability Systems in Place	- No Formal Performance Management	- Cloud, Mobile and Social Competencies
- Inadequate Staffing in Critical Areas	- No Formal Resource-Capacity Management	- Technology Refresh is Out of Cycle
- Morale is Low due to Poor ITT Image	- No Formal Planning Process	
- Morale is Low due to Employee Conflicts	- Limited Budget & Spending Visibility	
	- Limited Compliance in High Risk Areas	
Opportunities	Opportunities	Opportunities
- Reorganize IT for Improved Service Delivery	- Establish a Performance Management Program	- Use of cloud services to reduce cycle time for projects and R&D
- Revise Job Classification System to Provide Career Paths	- Improve Project Management Competencies	- Outsource data center ops to address IT compliance and staffing issues
- Create Opportunities for Innovation & Learning	- Establish an IT Governance Process	- Partner with Departments on Large IT Projects throughout lifecycle
- Implement a Targeted Training Program to Address Skill and Competency Gaps	- Consolidate IT Budgets into a Central City IT Budget	
Threats	Threats	Threats
- Knowledge Management, Pending Retirements	- Low Process Maturity impacts Quality and Visibility of Services	- Departments are circumventing ITT on projects and technology selection
- Quick Adaptation to New Technology		- Risks of core system outages are high due to network and data center deficiencies

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