

IT Operational Domains Scorecard

Domain	Status	Description	Assessment
Cybersecurity	🟡	Assessed policies, incident response plans, and compliance posture.	The security posture for laptops and Microsoft 365 is strong and well-managed. However, security at the network level remains largely unknown and untested
Infrastructure	🟢	Evaluation of network, cloud, and on-premise environments for stability, scalability, and cost-effectiveness.	The current infrastructure is stable and reliable. Physical security at the facility is generally strong, though the absence of video surveillance represents a gap.
Service Management	🟢	Review helpdesk performance, ticket volumes and end-user satisfaction.	The bulk of ticket volume is generated due to CityWorks issues during the review period.
Business Applications	🟡	Evaluated performance and integration of critical systems.	There is little to no integration among core systems. The two most significant areas requiring attention are Capital Projects/Fixed Assets and Records Management.
Data and Reporting	🟡	Assess the accessibility, accuracy and timeliness of data for business users.	Gaps exist between the data that is available and what end-users are aware is available. The transition from the county resulted in the loss of several data sources that now need to be rebuilt. The volume of data requests exceeds the capacity to fulfill them, highlighting the need for a formal prioritization process. The greatest risk is that end-users are not maintaining or updating datasets that have been created to support specific requests.

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Governance and Compliance	🟡	Ensured proper documentation, audit trails and policy enforcement.	Regulatory requirements are a clear priority for the entire staff and are consistently demonstrated in practice. However, multiple attempts to create a comprehensive and complete set of policies appear to have stalled without full completion.
Vendor Management	🟢	Examine third party contracts, performance, RFPs/RFQs, and dependencies.	
Project and Portfolio Management	🔴	Review ongoing initiatives, project delivery performance, and prioritization practices.	There is minimal formal portfolio management and limited oversight of departmental software acquisitions. No comprehensive portfolio planning for software procurement was identified. Project task management across the organization is largely reactive rather than proactive. There is a good work-in-progress within ESRI Experience Builder for a potential dashboard.