

# IT Staff Meeting

March 2017

- Welcome
- House Keeping - All
- Pathways to Employment - Elizabeth
- IT Roadmap: Where is the industry going and how will that affect us? - Pat
- Microsoft Teams - Heather
- Questions - All
- Good of the Order - All



# IT ROADMAP

SHIFT HAPPENS...

# “TEKTONICS”

What are the driving forces changing IT and how do they affect the City of Gresham?

There are 5 factors that will drive our endeavors...



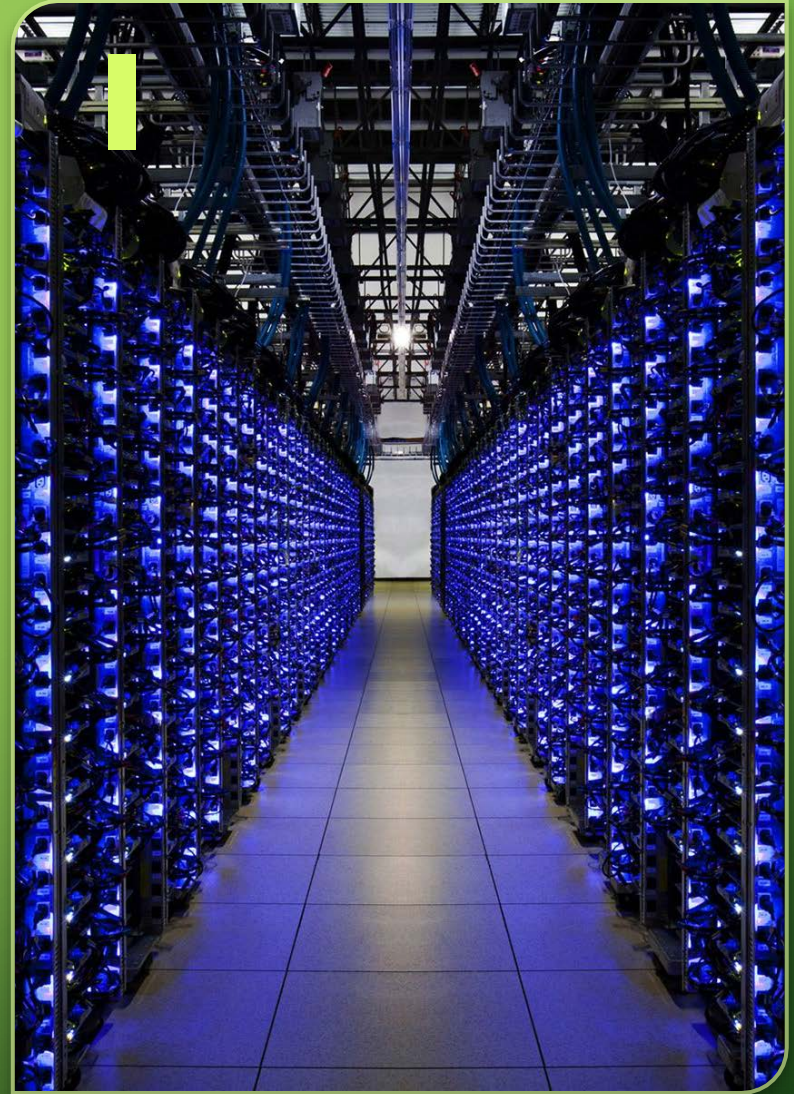


# CONSTANT INCREASE IN DEMAND

Yearly industry numbers...

- Server Loads = 10%
- Network Bandwidth = 35%
- Data Storage = 50%

*Our own storage has increased from 7 to 28 Terabytes since 2010 and that is a 300% increase.*



# SOFTWARE DEFINED INFRASTRUCTURE

1:1 on Premise to...

Virtualization to...

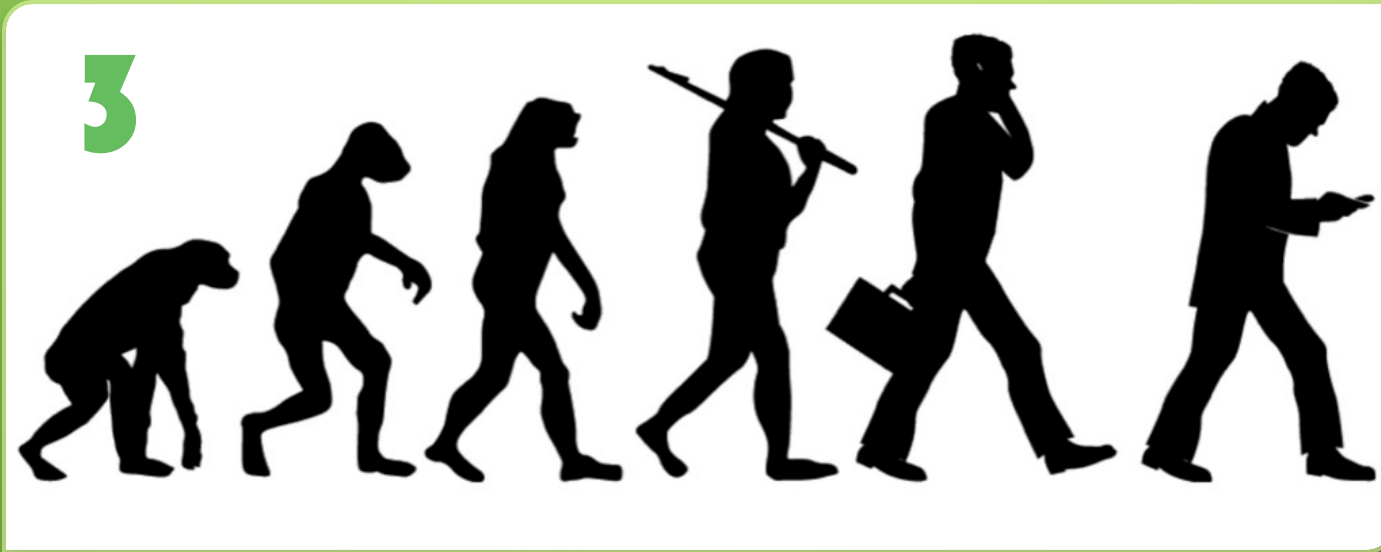
Cloud to...

Self Governing Systems

*We will see a reduction in the human element necessary to manage systems in favor of systems that make their own changes in real time...*







## SLOW BUT STEADY SYSTEM EVOLUTION

- Shift from acquiring systems based on a specific technology to acquiring systems based on the vendor's history, service delivery, integration, and support.
- This is a shift from best-of-breed to best-of-brand.
- Off the shelf freeing IT to concentrate on governance and the integration of systems into business the process.



## CHANGING IT DEPARTMENTS

- Traditional work will continue to shift to outside vendors
- IT is driven to be more strategic and skilled with a focus on custom integration
- Cloud continues to replace traditional on-prem resources
- There will be more focus on business support and collaboration



# CITY STAFF DEMOGRAPHICS ARE SHIFTING



- 30% of our workforce will be eligible to retire in the next six years
- 35% of our current employees are less than 40 years old
- In 2023, 65% of our workforce may be Millennials



# OUR NEW WORKFORCE

## WHO ARE THEY?

- Also known as “Gen Y”, Millennials are the first truly digital generation
- In many ways they actually invented the commercial modern internet and ushered in the digital age



# NEW WORKFORCE'S TECH EXPECTATIONS Y

- Self controlled mobile technology
- Expect to solve their own problems
- Will teach themselves
- Prefer web based & mobile apps
- Want personal tool choices
- Prefer IM/Text to communicate

## FUN FACT:

Generation Z has never known a world without Amazon or the Internet...



**SO WHAT DOES THIS ALL MEAN TO GRESHAM IT?**

*WHAT DO WE NEED TO DO? AND WHERE DO WE NEED TO GO?*



# CONTINUE OUR STRATEGIC RESPONSE

- Focus on simplified, cost-effective services
- Reduce, standardize, and avoid in-house development in favor of integration
- Use a greenfield approach instead of doctoring the old model
- Provide innovative web-based front ends
- Standardized back-end infrastructure technology
- Increase network bandwidth and speed

# ADOPT SOME NEW DIRECTIONS

- Adjust City policy to embrace Gen Y and Z
- Continue building a diverse team of highly skilled IT staff
- Build agile teams in parallel with “old-fashioned IT” as needed
- Decentralize business functions and centralize or outsource major parts of service delivery
- Continue moving toward Cloud based services and SaS
- Focus on a balance between agility and costs instead of on costs alone

# PREPARE OURSELVES

- Technicians and the Help Desk – Will become more coaches around software and system use and less break/fix
- System Analysts – Continue as integrators and take on more responsibility for test environments adopting Cloud strategy and tool sets to deliver solutions
- System Administrators - Continue developing architecture for our environment and continue to evolve skill sets toward cloud administration and virtual design
- IT Director – Advance the operating model for IT and increase collaboration across the organization



# HOW WILL WE DO THAT?

- Tools
- Time
- Training



QUESTIONS, COMMENTS, DISCUSSION?

