

Summary

The technology landscape in Chesterfield County is ever evolving and changing to meet the needs of a dynamic local government. Annual updates to this document are developed to document local factors. Needs and strategies are listed that are employed daily to meet the community of needs. All efforts in IST will be aligned to these strategies for the coming year, technology solutions adopted that are consistent with them, and metrics analyzed for impact.

Environmental

The technology strategic plan is influenced by a variety of environmental factors:

- **Hybrid Workforce** – The new normal of advantages and disadvantages of the hybrid workforce.
- **Threat Landscape** – Unprecedented increase in risks due to vulnerabilities and threat actors.
- **Talent Management** – The market for recruiting, the ability to retain, top performing IT talent.
- **Leadership Direction** – As expressed in budget priorities & Blueprint Chesterfield.
- **County Policy** - Chesterfield County Strategic Plan, Comprehensive Plan, and others.
- **Industry Trends** - Center for Digital Gov Survey results, NACo, Gartner, and others.

Common Needs

What themes, lines of synergy and common needs have emerged through the information gathering?

- **Align to Goals** - Our customers have business goals and plans. Above all else, we must deliver services that are not only quickly implemented, but allow them to meet their business objectives.
- **Project Execution** – Reliably plan and deliver complex technology projects.
- **Innovation** – Create an environment and culture where innovation is organic and helps achieve the priorities of the organization and the Board of Supervisors.
- **Management** – Technology assets are no different than buildings, roofs, roads. They require maintenance and ultimately replacement.
- **Secure Information** - The sacred trust the citizen, that we will keep their information safe and that the environment will be compliant with laws, regulations, and best practices for security.
- **Reduce Infrastructure Footprint and Costs** - Infrastructure is expensive, both to acquire and to manage. Being fiscally conservative compels us to minimize the footprint of this most expensive area.

Strategies

Seven approaches will we take to provide for the needs and where will we spend our energies.

1. **Talent** - Attract, retain, and develop staff, recognizing that people are our most important asset.
2. **Financial Stewardship** – Apply financial resources in an agile fashion, always planning.
3. **Manage and Mitigate Risk** - All types of technology risk, not just information security.
4. **Data Leverage** – Investments which enable us to use data in county policy and decision making.
5. **Cloud Centric Strategy** - Our computing should revolve around the cloud technology stack.
6. **Modernize Lagging Technology** – Treat assets as major maintenance items.
7. **Portfolio Management** – Consistently manage the portfolio of technology projects.