



**Town of Westfield**  
**Department of Information Technology (DoIT)**

**Enterprise Objectives:**

- **Develop a Strategic Plan:** Increase enterprise efficiency by developing a strategic roadmap for guiding the evolution of the Town's information services and ensuring continuous improvement.
- **Create Policies, Standards and Procedures:** Manage risk, reduce costs and streamline operations through consistent published practices that define the benchmark by which the network performance can be measured.
- **Implement a Consolidated Server Framework:** Decrease administration costs and attain an estimated 20 to 30 percent improvement in the time it takes to manage the IT infrastructure by consolidating servers and services of the Town into one centralized managed and closely monitored facility allowing the IT department to focus on projects that help support business growth.
- **Security, Intrusion, Threat and Risk Management:** Reduce annual loss expectancy by establishing network, computer and physical security practices that proactively protect IT investments from threat vulnerabilities. Establish protocols for incident response isolating damage from attacks and guiding recovery procedures that minimize downtime of mission-critical systems.
- **Standardization, Procurement & Acquisitions Investment Program:** Decrease total cost of ownership by realizing an estimated 20 to 30 percent reduction in annual administration costs by standardizing operating systems, application software, and hardware equipment. Develop a procurement program that takes advantage of low cost purchasing of computer hardware and software directly from the manufacturer.
- **Co-ordination and Prioritization of Projects:** Show a marked increase in annual savings by implementing a collaborative enterprise methodology for evaluating investments that reduce costs associated with redundancy and excess capacity while ensuring that projects are aligned with business objectives. Focus is on cost-benefit analysis for evaluating potential value-added results from planning, organizing, and controlling IT investments.
- **Software License Management & Deployment:** Reduce liability from illegal use of software while realizing a reduction in operational costs and exposure to threat vulnerabilities caused by inconsistent and misconfigured computers.
- **Standardized Systems Monitoring and Management:** Significantly reduce cost inefficiencies of network administration by pinpointing bottlenecks, standardizing enterprise infrastructure management policies and utilizing new features of operating systems, storage platforms and management tool that reduce downtime allowing end-users to stay productive.
- **Create IT Department, CIO and Budget:** Develop a formal authoritative structure and operational budget for leading business-aligned IT initiatives that proactively respond to today's budget conscious government environment where information *as an asset* is delivered on-demand whenever and wherever required.
- **Increase Constituent Services:** Both citizens and businesses will experience greater ease of access to information and services as a result of increased standardization and information sharing such as through the newly redesigned Town of Westfield web portal.
- **Disaster Recovery and Succession Program:** Reduce downtime of mission-critical systems through timely and complete response to incidents. Develop a program for cross-training of technical skills that minimizes downtime resulting from succession.