



Town of Westfield
Department of Information Technology (DoIT)

Key Results Areas:

The Department of Information Technology is committed to efficient and effective use of information technology within the Town of Westfield. Five key result areas were identified to guide the Town's IT priorities over the next five years:

1. **Enterprise Architecture** – To achieve greater IT efficiency and effectiveness, the Department of Information Technology will lead the development of a Town-wide enterprise architecture methodology.
2. **Information Sharing** – The Department of Information technology will develop policies and strategies that advance a culture within the Town that recognizes information as a Town asset and promotes a technical architecture enabling secure cross departmental, local, county, state and federal entity information sharing and disaster recovery.
3. **Workforce Management** – The Department of Information Technology will work with all town departments to develop skills and implement technologies that increase productivity, accountability and workforce efficiency.
4. **Procurement** – The Department of Information Technology will provide to the town investment efficiencies and value through greater coordination of enterprise IT procurements.
5. **Constituent Service** – Constituents both citizen and business will experience greater ease of access to information and services when interacting with the Town of Westfield as a result of increased standardization and information sharing.