

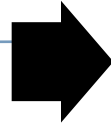
# Objectives

*What do we want to ultimately achieve?*



## Achieve IT Operational Service Excellence

Run IT like a service business providing reliable, scalable, and secure technology solutions aligned with “best-in-class” customer service



### Ensure IT Infrastructure Reliability & Security

Ensure the Reliability, Security, and Scalability of COA Systems & Infrastructure

### Enhance IT Customer Service Quality & Delivery

Improve our Service Desk and Project Management Service Quality & Delivery

### Improve IT Operational Efficiency & Effectiveness

Improve IT Efficiency thru Shared Service Adoption, Process Maturity, and System Standardization



## Drive Civic Enablement

Partner with city stakeholders to improve operational efficiency, enhance services to the community, and transform Atlanta into a ‘Smart City’



### Enable City Efficiency & Effectiveness

Align process re-engineering with technology automation and adoption to improve city operations efficiency & effectiveness

### Enhance City Services to the Community

Enable technologies to improve citizen and business service transparency, accessibility, and overall quality.

### Transform Atlanta into a “Smart City”

Enable technologies to enhance city performance, and engage more effectively and actively with our citizens & businesses

# Objective Areas

*What areas must we focus on to achieve our end objectives?*