

ITMD has also helped to reduce costs to taxpayers, through innovative efforts such as the "Web Partners" program and relocation of maintenance and support for the City's financial and human resource systems.

We continue to work on new capabilities which will provide better services to citizens and City employees alike. In the near future you will hear more about exciting initiatives such as the Citywide service request web portal and "My Milwaukee Home."

Together we have made great progress in meeting the important technological issues that confront Milwaukee. Significant challenges remain. We will succeed so long as we do not allow technology to become "the goal." Technology is not an "end", it represents a means. It is simply a tool – a powerful tool, but just one of many – by which the City can achieve its true goal: to become increasingly responsive to the needs of our community.

To use technology effectively to achieve the City's goals we must:

- Consolidate the City's technology infrastructure to improve coordination and efficiency, while freeing departments to focus on their critical missions.
- Standardize hardware, software and service components to save money, ensure interoperability and support.
- Standardize e-government technologies to allow citizens to more easily conduct business through the City's web site.
- Improve telecommunications planning to enhance the City's economic development prospects.
- Improve citywide information management to provide better information for decision-making and a better-informed citizenry.
- Finally, we must develop better systems security and disaster recovery procedures in the event of emergencies.

I look forward to working with the Mayor and Common Council, the new Director of Administration and other department heads, to develop collaborative solutions to reduce bureaucracy and more efficiently serve citizens of the City of Milwaukee. Thank you and I would be glad to answer any questions.