



Tom Barrett
Mayor, City of Milwaukee

February 14, 2013

Dear Department Heads:

Given the severe fiscal challenges facing the City of Milwaukee, the need for a more efficient and enterprise focused approach to Information Technology management and acquisitions has never been more critical. We have directed Chief Information Officer, Nancy Olson, to coordinate information technology across departments looking for opportunities to share resources or reduce costs. The information needs outlined below will ensure more efficient IT management and enable the City to more strategically coordinate IT projects and initiatives from an enterprise perspective.

Ms. Olson will be working with the Legislative Reference Bureau, the Department of Administration, and the Department of Employee Relations on several fronts. All departments may expect reviews by her and her staff of IT related procurements including professional services contracts and IT systems and equipment. The Information and Technology Management Division will also be playing a more active role in reviewing budget requests for IT services by aligning projects and resources around a strategy to ensure risk management, resource allocation, compliance, value delivery to the departments and performance measurement. A revised IT Profile form will be sent to you in the coming weeks. Please pay careful attention to this document and complete it as comprehensively as possible. IT staff and their functions in your respective departments will also be assessed.

In addition, in 2013-14 the Information Technology and Management Division will document service level commitments for the technology work they provide citywide to departments. These will articulate clear accountabilities for project management responsibilities, response time goals, and other service level obligations ITMD is establishing for the citywide IT services they provide to departments. These will also allow for better performance reporting and management moving forward.

Several communications will be forthcoming from the CIO regarding departmental information technology services. We expect you will respond promptly to any requests for access or information about your Department's IT structures and systems.

I appreciate your cooperation and assistance as we begin this review process.

Sincerely,

Handwritten signature of Tom Barrett in black ink.

Tom Barrett
Mayor

Handwritten signature of Michael J. Murphy in black ink.

Michael Murphy
Alderman, 10th District