The Town of Blacksburg is making the necessary investments in information technology and software, which through careful planning and technical execution will provide its citizens with a return on investment in the form of improved municipal services.

The primary functions of the Technology Department are:

- Delivering a reliable technology infrastructure
- Providing excellent customer service
- Maintain and improve current information technology systems

The following Mission Statement, Operational Values, and Fundamental IT Standards have been defined to provide focus and direction to the Technology Department and to our Information Technology partners. This helps us define expectations, manage the current IT environment, and to plan for the future.

Mission Statement

The role of the Technology Department is to ensure a reliable and secure information technology foundation so the town can provide its primary duties of public safety and public services. Our areas of focus are:

- Reliable, efficient, and secure technology operations
- E-Government initiatives
- Community outreach

Operational Values

The Technology Department contributes to an efficient and productive town government through the use of modern information technologies to promote reliable government operations, effective communications, inform the community, and improve and promote quality of life and public safety.

The Technology Department will deliver quality and innovative solutions to provide citizens, the business community, visitors, and town staff with convenient and secure access to appropriate information and services.

To help us focus on our mission and accomplish our goals we are guided by the following operational values:

1. Provide excellent customer service.
2. Deliver timely and effective responses to customer requirements through teamwork.
3. Provide vision, leadership, and a framework for evaluating emerging technologies and implementing proven information technology solutions.
4. Provide the Blacksburg community with convenient, yet secure access to appropriate information and services through technology.
5. Work with the various town agencies to improve business operations by:
    - Thoroughly understanding business needs of the agency
    - Planning, implementing and managing the best information technology solutions available

6. Guarantee a reliable communication and computer infrastructure foundation on which to efficiently conduct town business operations today and in the future.
7. Take necessary and reasonable steps to ensure accuracy and completeness of the data we maintain and to protect the security of all data maintained.
8. Effectively communicate information about plans, projects, and achievements to town staff and stakeholders.
9. Develop and maintain technically skilled staff that is competent in current and emerging information technology.
10. Develop and foster a user community that understands and can employ modern technologies to maximize business benefits.
11. Ensure effective technical and fiscal management of the Department's operations, resources, technology projects and contracts. Leverage state contracts for purchasing at every opportunity.

Fundamental IT Standards

We will accomplish this mission and these values by adhering to the following Information Technology (IT) Fundamental Standards:

1. Business needs drive IT solutions. Strategic partnerships will be established so that the benefits of IT are leveraged to maximize the productivity of staff and improve customer services.
2. Approach IT undertakings as a partnership between the Technology Department and the other agencies.
3. Evaluate business processes for redesign opportunities before automating them. Use new technologies to make new business methods a reality.
4. Where practical, foster and build standard functional commonality across organizational boundaries.
5. Implement contemporary, but proven, technologies. IT investment decisions will be based upon their overall value to the organization. This includes: consideration of return on investment; total cost of ownership; and evaluation and refinement of business process before new systems are acquired or major system enhancements are undertaken.
6. Manage IT as an investment by:
    - Analyze project and infrastructure requirements through a multi-year planning and funding strategies.
    - Limit resources dedicated to "legacy systems" (hardware and software approaching the end of its useful life). Designate systems as "legacy" and schedule their replacement. This approach will help focus investments toward the future rather than the present of past.
    - Invest in education and training to ensure that all staff understand and can apply current and future technologies.
    - Appropriate funding to maintain our strategic investments in technology.
7. Hardware and software will adhere to open standards and minimize proprietary solutions. This approach will promote flexibility, cross-organization inter-operability, cost effectiveness, and mitigate the risk of dependence on individual vendors.
8. Emphasize the purchase and integration of top quality, commercial-off-the-shelf software (COTS) - with minimal customization - to speed the delivery of

new business applications. At times this will require redesigning some existing work processes to be compatible with COTS software packages.

9. Manage the enterprise network as a fundamental building block of the IT infrastructure. The network will connect modern workstations and servers; provide both internal and external connectivity; will be flexible, expandable, and maintainable; be fully integrated using open standards and capable of providing for the free movement of data, graphics, image, video, and voice.
10. Maintain a repository for common information objects (e.g., databases, files, records, methods, application inventories) that can be shared and reused.
11. Establish an Enterprise Data Architecture. Information, in all its forms, is an organization-wide strategic resource to be managed and shared across operational lines. Strive to capture data once in order to avoid cost, duplication of effort and potential for error and share the data whenever possible. Establish and use common data and common databases to the fullest extent.