Town of Mooresville
Information Technology Division
Strategic Framework

Vision

To provide technology that improves town employees' productivity and to expand electronic services for citizens.

Mission

To enhance management, decision-making, and citizen services by maintaining high availability of quality technological services.

Performance Measures

% of system uptime	98%
# of employees hours spent in training per employee	100
% of helpdesk tickets cleared within 48 hours of submitting ticket	75%

Goals

Strategies

Quality Technology

To develop and maintain our network so that users have high availability.

1. Rotate and replace hardware and software as needed.
2. Maintain up-to-date network security.
3. Create disaster recovery plan that moves the Town toward effective disaster recovery and takes advantage of fiber connections.
4. Increase technology services (web and other) provided to Mooresville citizens (e.g. increased wireless services).
5. Identify opportunities to better utilize existing technologies.
6. Update existing email and Microsoft Office environment.

Quality Staff

To have sufficient well-trained staff capable of supporting the Town's technology needs with reduced dependence on external resources.

7. Participate in vendor provided training programs at user departments.
8. Attend training programs that will enhance Mooresville's self-sufficiency.
9. Maintain sufficient staff to meet the growing IT needs of the Town.

User Support

To understand and respond to user needs.

10. Utilize existing technology to develop and distribute specialized user training.
11. Continue regular ongoing communication with user departments and suggest potential technology solutions for their needs.
12. Create user department training programs using purchased software, community colleges, and other approaches.
13. Identify opportunities to utilize technology to help departments improve their operations.

SISP

To develop and implement a formal strategic information systems plan (SISP) documenting user needs and technology responses

14. Prioritize the Town's IT requirements.
15. Develop the SISP and initiate implementation.