



2 Mission

2.1 County Business Mission Objectives

The Department of Technology Services (DTS) must direct its efforts toward the satisfaction of Montgomery County Government (MCG) County Executive's Mission Statement. The purpose of the Enterprise Technology Strategic Plan is to provide a means of responding to both business and technical direction by focusing on the internal efforts of DTS, and by aligning both DTS and departmental IT resources and long term implementation initiatives with the Mission of the County Executive. With this mission in mind, ETSP goals will be declared to ensure that Countywide Technology Support is aligned with the County Executive's Mission.

County Executive's Mission Statement

WE pursue the common good by working for and with Montgomery County's diverse community members to provide:

- ***A Responsive and Accountable County Government***
- ***Affordable Housing in an Inclusive Community***
- ***An Effective and Efficient Transportation Network***
- ***Children Prepared to Live and Learn***

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- ***Healthy and Sustainable Communities***
 - ***Safe Streets and Secure Neighborhoods***
 - ***A Strong and Vibrant Economy***
 - ***Vital Living for All of Our Residents***

AS dedicated public servants, the employees of the Montgomery County Government strive to embody in our work these essential values:

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|------------------------|-------------------------------------|--------------------------|
| • Collaboration | • Competence | • Fiscal Prudence |
| • Inclusiveness | • Innovation | • Integrity |
| • Knowledge | • Respect for the Individual | • Transparency |

2.2 Technology Mission

Montgomery County will utilize IT to:

- Enable our employees to provide quality services to our citizens and businesses
- Deliver information and services to community residents
- Increase the productivity of government and citizens

Background

An Information Technology Strategic Plan is a road map. It represents MCG's current statement of direction on information technology issues and is used as a starting point for all IT acquisitions and IT development projects.

The Enterprise Technology Strategic Plan (ETSP) is intended to present the collective enterprise's statement of policy toward IT, the IT organizations' vision, directional statements and broad decision guidelines. It provides the guidelines through which IT projects are selected, planned, executed, and measured. MCG's technology and business leadership must further develop a plan for the adoption of enterprise technology architecture. DTS must continuously review and revise business and technology details in order to implement the strategic initiatives outlined in this ETSP.

The ETSP is a "living document," which will be reviewed at least once per year and updated in conjunction with the MCG's Mission and Business Strategy. Each version of the Technology Strategic Plan will be distributed widely so that it may be effectively used as a planning and communication tool.

Some specific uses for this Enterprise Technology Strategic Plan include the following:

- Describe the opportunities and benefits for leveraging common technology investment
- Describe support operation services implications for technology
- Provide a framework for cost containment and cost reduction activities
- Provide support for tactical (0–2 years) decisions
- Build a direction for strategic (2–5 years) decisions