



1 Introduction

The Department of Technology Services (DTS) of Montgomery County is a fully integrated Information Technology Business Unit in which all County government departments and offices have access to information within a secure environment to perform government services. Due to de-centralization of the County government, however, each department or business unit was given the option to have an individual Information Technology Services (ITS) work unit with dedicated staff to address their independent and respective IT needs.

The most recent version of the Montgomery County Information Technology Strategic Plan (ITSP), (2006 – 2007) provides an overview of the current status of information technology services provided by DTS. This new Enterprise Technology Strategic Plan (ETSP), (2009 – 2012), will be an enterprise wide ITS initiative. The goal of this strategic plan is to drive Montgomery County's technology service solutions and business needs for departments through an enterprise process and create collaborative efforts through a centralized process, facilitated by the DTS.

Due to the of rapid advancements of information technology capabilities, the impact that information technology is having on today's business environment and the need for the business to strategize on technology choices, Montgomery County has recognized the need to assess its use of information technology. The assessment will allow MCG to better



manage its information technology inventory, technology costs, and to manage its business with a definitive IT direction and long-term strategy.

As of September 2006, the Information Technology Strategic Plan (ITSP) set the direction for DTS by looking at the business demand, selecting and documenting the strategic direction, and determining how limited resources (primarily funding and personnel) can achieve the plan. This current plan ETSP will outline a future oriented technology program that directly supports Montgomery County's missions, goals and objectives. Additionally, the ETSP will tactically and strategically guide Montgomery County Government (MCG) to a more proactive "enterprise" approach to implement and manage IT solutions that will provide a more global benefit to Montgomery County as a whole.

This Strategic Plan is a "living document" meaning as we progress and reach our goals the plan will be updated accordingly. It represents MCG's current statement of direction on technology issues and should be used as a starting point for all new IT acquisitions or development projects. As the standard for IT services is established through a governance process, the approach enables the DTS to define, develop and maintain a portfolio of technology solutions that can be effectively supported to meet business expectations, given the availability of human and fiscal resources.

Through continuous input from the business units, ongoing data collection, and regular "report card" updates, this Enterprise Technology Strategic Plan will remain current. MCG will continue to use this document as a motivating factor to strategically move forward.

Why an Enterprise Technology Strategic Plan?

From inception, MCG has transformed the way it serves its citizens. This ETSP transitions our current methods to a comprehensive "themed" business approach. This is intended to demonstrate the partnership between all of Montgomery County's Business Units and DTS, with the ultimate goal being to improve customer service delivery through overall strategic forward thinking.