

CITY OF SANTA FE
INFORMATION & TECHNOLOGY

IT Strategy – FY26 Overview

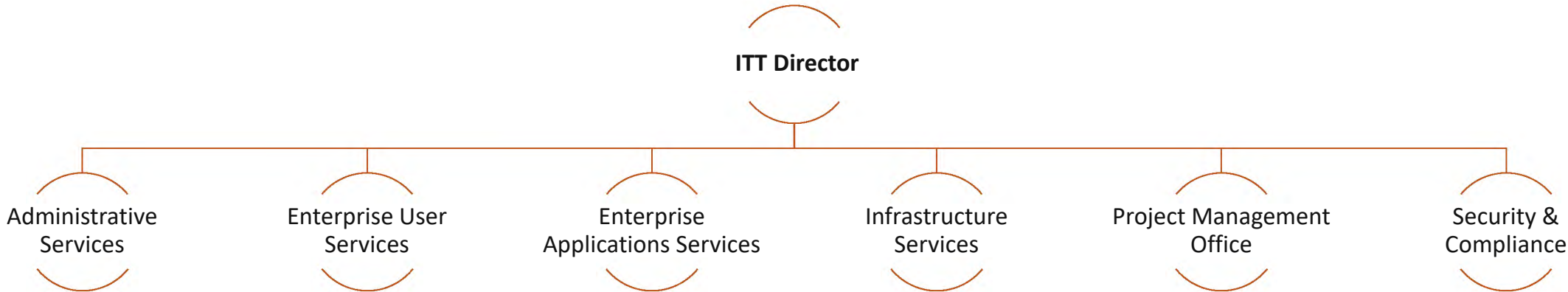
A Secure, Resilient, and Service-Centric IT Environment

The FY26 budget supports foundational investments in cybersecurity, infrastructure modernization, service delivery, and early-stage AI exploration. These initiatives are designed to improve operational efficiency, ensure continuity, and deliver responsive digital services to both city employees and the constituents they serve.



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About Us





Cybersecurity & Compliance

- **Security Risk Assessments** and adoption of national frameworks (NIST, ISO).
- **Multi-Factor Authentication (MFA)** across critical systems to reduce phishing and credential attacks.
- **SIEM and EDR upgrades** for real-time threat detection and response.
- **Automated patching and vulnerability scanning** to reduce manual workloads.
- **Cybersecurity training** for staff with ongoing phishing simulations.
- **Zero Trust Architecture and Incident Response Plan (IRP)** enhancements.
- **Encryption and Data Loss Prevention (DLP)** policies to protect sensitive data.

Infrastructure Modernization: Foundation for Digital Services

- **Dell VxRail Upgrade**
Migrating to hyper-converged infrastructure to enhance performance, reduce outages, and lower power and management costs.
- **Commvault Backup Implementation**
Centralized cloud backups for Microsoft 365 and city data to improve recovery time and ransomware resilience.
- **Avaya Phone System Migration (Release 10)**
Enables future integration with Microsoft Teams and enhances communication resiliency.
- **Ongoing Network Upgrades**
Replacing outdated switches/firewalls, increasing bandwidth and implementing cloud-managed routing and failover strategies.
- **Public Safety Radio Migration to P25 System**
Enhances interoperability with state/federal agencies and improves emergency response coordination.
- **Facility Security Upgrades**
Continued deployment of access control systems and surveillance cameras in priority city buildings.



AI and Business Automation: Laying the Groundwork

- **AI Use Case Definition and Prioritization**
Early-stage work is underway to identify high-impact, low-risk areas (e.g., administrative production, help desk automation, document processing,).
- **Business Process Automation (BPA)**
Leveraging tools like MUNIS and Power Automate to streamline manual workflows—approvals, forms, reporting.
- **Application Modernization & Cloud Migration**
Beginning transitions for core legacy systems (e.g., Procurement, HR, Utility Billing) to scalable, secure cloud platforms.



End-User Services: Service-Centric IT



- **IT Service Management (ITSM) Upgrade**
Modern ticketing system with SLA tracking, automation, and reporting dashboards.
- **IT Asset Management (ITAM) Deployment**
Real-time tracking of hardware and software to optimize costs and compliance.
- **Device Refresh Program**
Replacing aging equipment with energy-efficient, secure laptops and workstations to reduce support tickets and increase productivity.

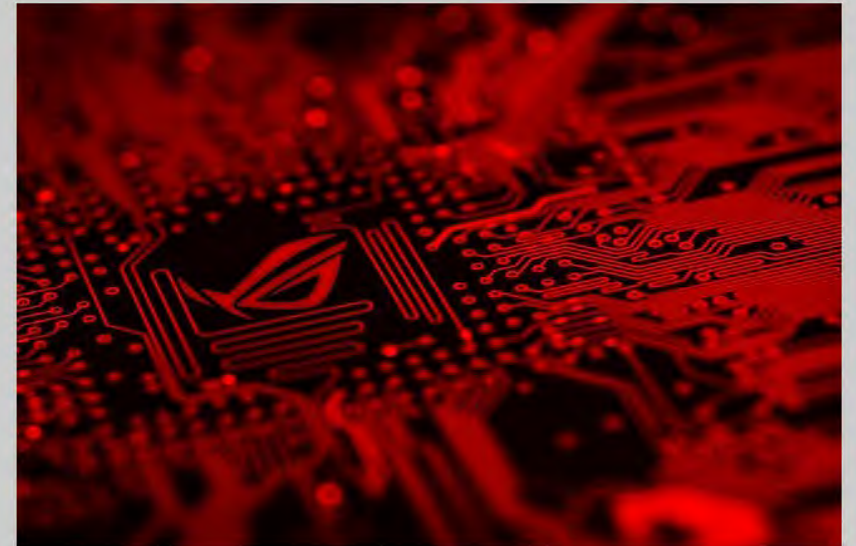
Enterprise Project Management: Governance & Accountability

- **Project Portfolio Management (PPM) Tool Optimization**
Standardizing project tracking, prioritization, and resource allocation.
- **Change Management & Risk Frameworks**
Improving end-user adoption and minimizing project disruptions through structured methodologies
- **Strategic KPI Tracking & Reporting Dashboards**
Real-time visibility into schedule, budget, and value delivery across departments.



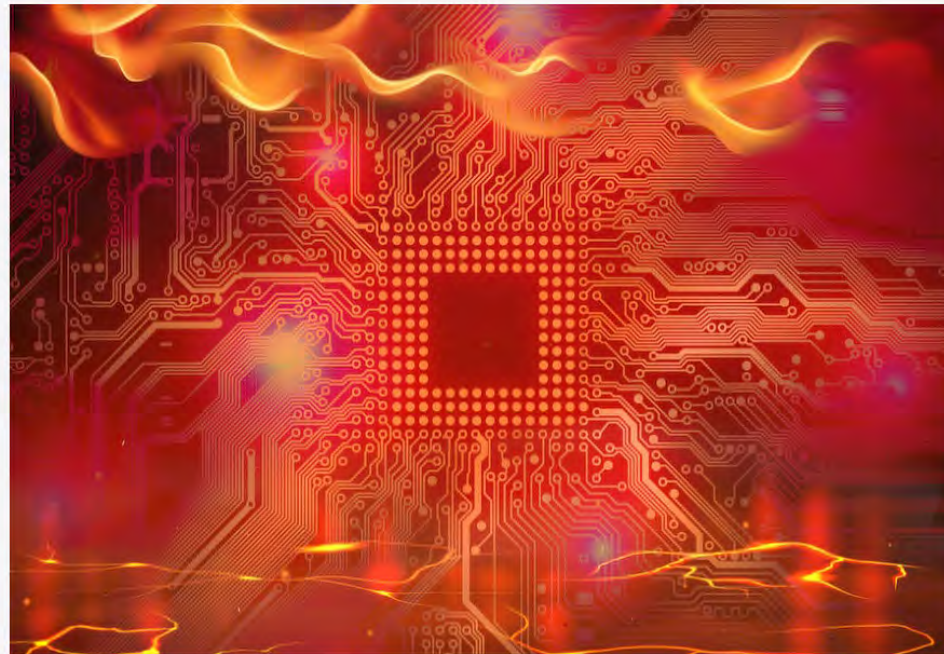
Key Budget Limitations & Risks

- **No funding for growing storage needs** (especially Public Safety and Legal archive expansion).
- **Rising demand for staff software licenses** (Adobe Pro, Zoom) not fully addressed.
- **No funding for additional resources** (end user support technicians, project managers)
- **Device provisioning and support for growing workforce** remains unfunded.
- **Increased costs** on electronics and infrastructure may impact project costs.
- **AI Governance and Data Strategy** remain unfunded, limiting full-scale implementation.



Closing: Delivering Secure, Scalable, and Smart Government

This year's budget lays the groundwork for a smarter, more secure, and service-focused City IT landscape.



Thank You



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