






# DIGITAL STRATEGY UPDATE 2024-2025

**VISION:** Through the use of technology, we ENGAGE, EMPOWER, AND IMPROVE the lives of the citizens of Sacramento. Build trusted partnerships and deliver innovative and effective IT solutions to meet the needs of our communities.

| GOAL   | KEY INITIATIVES   | 24Q1 | 24Q2 | 24Q3 | 24Q4 | 25Q1 | 25Q2 | 25Q3 | 25Q4 |  |
|--|---|------|------|------|------|------|------|------|------|--|
| <br><b>Digital</b>    | <ul style="list-style-type: none"> <li>Implement transparency throughout 311 customer service</li> <li>Expand self-service options for internal and external customers</li> <li>Enable a texting channel for customer service requests</li> <li>Expand the use of a citizen single identity and website personalization</li> <li>Implement a full-featured City of Sacramento mobile app</li> <li>Expand mobile access for field crews</li> </ul>   |      |      |      |      |      |      |      |      |  |
| <br><b>Innovative</b> | <ul style="list-style-type: none"> <li>Utilize Generative AI capabilities to optimize business processes</li> <li>Develop a citywide strategy to promote data-driven decision-making</li> <li>Utilize GIS solutions to improve business processes</li> <li>Modernize contact centers</li> <li>Implement a construction lifecycle management solution</li> <li>Automate citywide special events permitting</li> </ul>  |      |      |      |      |      |      |      |      |  |
| <br><b>Resilient</b>  | <ul style="list-style-type: none"> <li>Modernize legacy systems</li> <li>Develop a new budgeting and operating model</li> <li>Expand software asset management practices</li> <li>Update the business continuity and disaster recovery plan</li> <li>Implement the mandated “.gov” domain migration</li> <li>Modernize IT procurement to improve cost optimization and terms</li> <li>Develop and adopt a citywide AI policy</li> <li>Enforce data management and data retention policy</li> <li>Integrate information security (DevSecOps) into project lifecycle</li> </ul> |      |      |      |      |      |      |      |      |  |
| <br><b>Dynamic</b>  | <ul style="list-style-type: none"> <li>Expand technology and cybersecurity user training programs</li> <li>Conduct an IT department skills assessment</li> <li>Promote leadership opportunities for Women in Technology</li> <li>Expand the Race and Gender Equity Action Plan outreach program</li> <li>Continue the mentorship program and IT Leadership Academy</li> <li>Modernize the IT classification structure</li> </ul>  |      |      |      |      |      |      |      |      |  |
| <br><b>Partner</b>  | <ul style="list-style-type: none"> <li>Partner with vendors to evaluate AI technologies</li> <li>Engage CBOs to promote digital literacy training</li> <li>Launch a digital equity microsite for the community</li> <li>Engage local colleges to build new employee pipelines</li> <li>Partner with camera vendors to pilot a field observation devices</li> <li>Expand broadband to the underserved community</li> <li>Develop a cybersecurity regional partnership</li> </ul>   |      |      |      |      |      |      |      |      |  |

**DIGITAL** - Expand access to city services to anyone, at any time, from anywhere (responsive, touchless, accessible, and mobile). **INNOVATIVE** - Transform the City’s service delivery through new and creative solutions. **RESILIENT** - Deliver viable IT solutions that are dynamic, scalable, and maintainable. **DYNAMIC** - Create a dynamic workforce that is well-trained, self-reliant, responsive, and adaptable. **PARTNER** - Create a citywide community of partnerships with citizens, businesses, communities, higher education, and a wide array of stakeholders.