






DIGITAL STRATEGY UPDATE 2026-2027

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

GOAL	KEY INITIATIVES	26Q1	26Q2	26Q3	26Q4	27Q1	27Q2	27Q3	27Q4
 Digital	<ul style="list-style-type: none"> Enhance equitable access to broadband through Last Mile Connectivity Ensure all digital services meet full ADA accessibility standards Integrate an SMS channel for customer service requests Launch an AI-powered mobile app for citywide engagement Expand AI virtual assistants for public and employee support Enable remote public attendance and participation in City meetings Provide AI-powered multilingual captions for public meetings 								
 Innovative	<ul style="list-style-type: none"> Implement a SaaS contact center and unified service platform Deploy an AI plan check system to accelerate and improve permit review Expand the 311 virtual agent capabilities for self-service Implement AI natural-language conversational IVR in all City call centers Expand Customer 360 to improve coordinated service delivery Evaluate MS Teams soft phone solution to modernize voice services 								
 Resilient	<ul style="list-style-type: none"> Optimize the city's network to support diverse, shared operational needs Implement low-code automated forms and workflow solutions Conduct analysis to guide modernization planning (ERP, CMMS, PLMS) Establish an Internal Service Fund model for transparent IT Services Secure IT lifecycle through DevSecOps and enhanced auditing controls Complete ".gov" domain migration for trusted digital services Expand enterprise data tools, cataloging, and dashboards Modernize legacy systems and business processes (Code, Special Event) Implement Azure domain controllers for cloud service authentication 								
 Dynamic	<ul style="list-style-type: none"> Launch ADA and AI literacy training programs citywide Expand cybersecurity, cloud, and data training programs Digitize onboarding and workforce tools for a modern workforce Launch a leadership acceleration program for future leaders Launch the IT Intern Connect program and continue speed mentoring Align RGEAP metrics to establish results-based accountability 								
 Partner	<ul style="list-style-type: none"> Strengthen regional partnerships to expand connectivity and digital equity Partner with departments to enhance data governance and transparency Collaborate with vendors, startups, and universities on AI initiatives Participate in regional and national networks to share best practices Engage local colleges to build pipelines and educate future technologists Partner with local agencies to empower Sacramentans with cyber literacy 								

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.