

**Name:** Tech Essentials Program Expansion

**Completed:** Fiscal Year 2024/2025

**Goal Alignment:**

**DYNAMIC** - Create a dynamic workforce that is well-trained, self-reliant, responsive, and adaptable.

**INNOVATIVE** - Transform the City's service delivery through new and creative solutions.

**DIGITAL** - Expand access to city services to anyone, at any time, from anywhere (responsive, touchless, accessible, and mobile).

**Summary:**

Feedback from the last two annual Information Technology Department Satisfaction Surveys has highlighted the need for ongoing training in various systems and software. Employees noted that regular training opportunities would improve their proficiency and overall performance.

In 2024, the department launched Tech Essential Workshops, which are concise 30-minute sessions designed to equip employees with practical skills they can immediately use in their work. The goal was simple: learn something useful and apply it right away, with no fluff.

Due to strong employee engagement and positive feedback, the program quickly expanded to two to three sessions per month, including skill-building on popular Microsoft applications. The department also partnered with subject matter experts across the city to deliver training on business software, further broadening the program's success.

To complement the workshops, the department continues publishing Tech Essentials Newsletters, which offer quick productivity tips, simple guides, and updates on everyday technology tools.

**Benefits:**

- **Increased Proficiency:** Ongoing training strengthens employees' skills in key systems and software.
- **Improved Performance:** New knowledge can be immediately applied to daily tasks, improving efficiency.
- **Engagement and Empowerment:** Short, focused sessions keep employees engaged and give them tools to succeed.
- **Practical Knowledge:** Workshops prioritize real-world, useful content without unnecessary detail.
- **Ease of Learning:** Clear, step-by-step guides make adopting new technology straightforward.