**Santa Clara Valley
Open Space Authority**

Information Technology Plan

Five Year

Strategic Overview

IT Responsibilities

Network

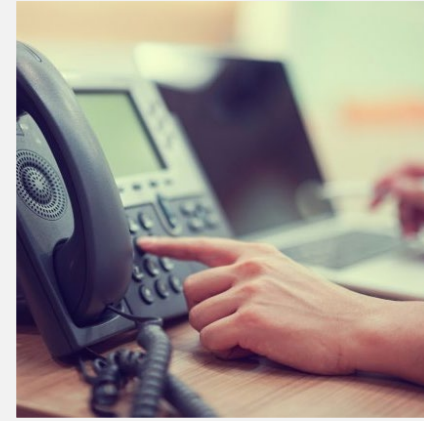Maintaining critical network equipment and infrastructure

User Support

Minimizing user frustration ☺

Cloud Services

Providing education and tools to staff

Telecom

Keeping staff connected

Data

Ensuring content are safe and current

Supporting Staff During the COVID-19 Pandemic

Useful Tools

○ Remote monitoring management software

○ Remote desktop manager

○ Microsoft Lists to share notes on issues tracker

Strategies & Objectives

Staying Ahead of Trouble

Reliability

Provide high quality IT products and services to Authority stakeholders

Innovation

Explore and invest in innovation ideas to help Authority staff to work efficiently and effectively

Security

Protect and safeguard the Authority's data and infrastructure

Project Ideas

for the next five years

Reliability	Innovation	Security
• Hardware replacement	• Collaboration platform (SharePoint or equivalent)	• Training videos and live sessions
• Helpdesk ticketing system	• Agency-wide file naming and management protocols	• Password manager
• Knowledgebase/wiki	• Automation tools	• Agency-wide deployment of device encryption
• IT business continuity / disaster recovery plan		• Email retention policies
• Failover options		• Security audits

Questions and Discussion