



INFORMATION TECHNOLOGY DEPARTMENT

The Information Technology (IT) Department provides technology services to support City departments and the community through online platforms. The department's primary objective is to deliver business-driven, efficient, quality technology solutions and services for the City of Santa Cruz staff and the public.



Focus Areas:

- ✔ Infrastructure
- ✔ Business Services, including Geographic Information Services (GIS)
- ✔ Communications
- ✔ Relationship Management
- ✔ Workplace Services
- ✔ Administration Services

Contact Us:

☎ 831-420-5090

📍 809 Center St., Room 8, Santa Cruz

🌐 www.santacruzca.gov/Government/City-Departments/Information-Technology

Santa Cruz GIS:

For Applications, Data, and Maps, visit:

🌐 <https://data1-cruzgis.opendata.arcgis.com>

Core Services

- Develop and sustain strategic partnerships with departments and employees to improve process through efficient and easy to use IT business systems
- Develop and support the technical architecture and infrastructure for IT operations citywide
- Assist with business process improvement by analyzing workflows, identifying inefficiencies, and implementing technology solutions that streamline operations and enhance service delivery
- Install and maintain City personal computers, laptops, mobile devices, and VoIP phones
- Administer the City's data network
- Provide Help Desk support and administer internal City systems
- Perform project management for large, multi-year and small technology projects
- Develop and support the City's Geographic Information System
- Implement and operate the City's security access and control systems
- Support various public information channels and portals including the City's website, agenda management portal, and payment platforms

FY 2026 Accomplishments

FY 2026 Accomplishments	<i>Fiscal Sustainability and Transparency</i>	<i>Strong Businesses and Vibrant Downtown</i>	<i>Housing</i>	<i>Homelessness Response</i>	<i>Public Safety and Community Well-Being</i>	<i>Natural and Built Infrastructure</i>	<i>Thriving Organization</i>
Implemented new IT work order management system to streamline operational workflows 🌲							X
Supported the ongoing implementation of major Citywide software solutions, including Workday (Enterprise Resource Planning), SpryPoint (Utility Billing), Teller (Cash Receipting), and Tyler EPL (Land Management, Permitting, Licensing, and Code Compliance) 🌲	X	X	X		X		X
Continued Conference Room Revitalization project to modernize collaboration spaces 🌲	X					X	X
Advanced digital ADA compliance initiatives and strengthened cybersecurity resilience ⚖️	X				X		X
Completed 5300 Help Desk work Orders 🌲							X

FY 2026 Accomplishments	<i>Fiscal Sustainability and Transparency</i>	<i>Strong Businesses and Vibrant Downtown</i>	<i>Housing</i>	<i>Homelessness Response</i>	<i>Public Safety and Community Well-Being</i>	<i>Natural and Built Infrastructure</i>	<i>Thriving Organization</i>
Assisted with the redesign and relaunch of the City of Santa Cruz public webpage to improve accessibility and user experience 🏛️		X			X		X
Started a project to integrate Fleet management into the City's asset management system 🌲	X					X	X
Upgraded the City's telecommunications infrastructure with a VoIP system 🌲						X	X

FY 2027 Goals

FY 2027 Goals	<i>Fiscal Sustainability and Transparency</i>	<i>Strong Businesses and Vibrant Downtown</i>	<i>Housing</i>	<i>Homelessness Response</i>	<i>Public Safety and Community Well-Being</i>	<i>Natural and Built Infrastructure</i>	<i>Thriving Organization</i>
Complete the ongoing implementation of major Citywide software solutions, including Workday (Enterprise Resource Planning), SpryPoint (Utility Billing), Teller (Cash Receipting), and Tyler EPL (Land Management, Permitting, Licensing, and Code Compliance) 🌲	X	X	X		X		X
Complete the project to integrate Fleet management into the City's asset management system 🌲	X					X	X
Improve WiFi capabilities at the City's Corporate Yard 🌲						X	
Continue the rollout of and maintenance of the City's physical access security with improvements at the City's Corporate Yard 🌲					X	X	X
Establish a secondary disaster recovery site to strengthen the City's digital resilience and business continuity capabilities ❤️					X	X	X
Launch a project to consolidate the City's facility maintenance functions within the enterprise asset management system 🌲						X	X

FY 2027 Goals	<i>Fiscal Sustainability and Transparency</i>	<i>Strong Businesses and Vibrant Downtown</i>	<i>Housing</i>	<i>Homelessness Response</i>	<i>Public Safety and Community Well-Being</i>	<i>Natural and Built Infrastructure</i>	<i>Thriving Organization</i>
Continue to explore opportunities to leverage artificial intelligence for improved service delivery in ways that are ethical, transparent, and accountable to the public	X				X		X

Workload Indicators

Workload Indicators	Strategic Plan Focus Area	FY 2023 Actual	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimate	FY 2027 Goal
Network Availability 🌲	Thriving Organization	99.92%	99.97%	99.72%	99.95%	99.90%
Critical Server Availability 🌲	Thriving Organization	99.91%	99.99%	99.72%	99.95%	99.99%
Website Availability ⚖️	Public Safety and Community Well-Being	99.98%	99.99%	99.99%	99.99%	100%
Physical Servers Converted to Virtual Servers 🌲	Natural and Built Infrastructure	88%	90%	93%	95%	98%
Personal Computers Replaced 🌲	Thriving Organization	125	110	142	138	150

Performance Measures

Performance Measures	Strategic Plan Focus Area	FY 2023 Actual	FY 2024 Actual	FY 2025 Actual	FY 2026 Estimate	FY 2027 Goal
Help Desk Tickets Completed 🌲	Thriving Organization	6,030	6,000	5,600	5,300	5,500
GIS Website Visitors (external) 🏡	Public Safety and Community Well-Being	70,844	107,175	108,133	105,000	110,110
Overall Website Visitors 🏡	Public Safety and Community Well-Being	2.38M	2.95M	2.2M	1.9M	2.0M
Community Request for Service Portal (CRSP) Work Orders Submitted and Completed ⚖️	Public Safety and Community Well-Being	3,433	2,750	3,000	3,200	3,100



Staffing

Positions	FY 2024 Amended*	FY 2025 Amended*	FY 2026 Amended*	FY 2027 Adopted	FY 2027 Change
Administrative Assistant III	1.00	1.00	-	-	-
Assistant Director of Information Technology	1.00	1.00	1.00	1.00	-
Business Systems Analyst II	1.00	1.00	1.00	1.00	-
Business Systems Analyst III	2.00	4.00	4.00	4.00	-
Director of Information Technology	1.00	1.00	1.00	1.00	-
GIS Manager	-	1.00	1.00	1.00	-
GIS Analyst	-	-	1.00	1.00	-
Information Technology Manager	3.00	3.00	3.00	3.00	-
Information Technology Specialist I/II	2.00	2.00	2.00	2.00	-
Information Technology Specialist III	2.00	2.00	2.00	2.00	-
Network and Systems Administrator	4.00	5.00	5.00	5.00	-
Program Analyst I/II	-	1.00	1.00	1.00	-
Programmer Analyst I/II	3.00	3.00	3.00	3.00	-
Project Manager/Training Coordinator	2.00	2.00	2.00	2.00	-
SCADA Systems & Network Administrator	1.00	1.00	1.00	1.00	-
Systems Coordinator	1.00	-	-	-	-
Total	24.00	28.00	28.00	28.00	-

* "Amended" refers to the FTE count as of the adopted budget of the indicated fiscal year, plus any adjustments authorized by City Council within the course of the year



Budget Summary - Information Technology

	Fiscal Year 2025 Actuals*	Fiscal Year 2026			Fiscal Year 2027 Adopted*
		Adopted Budget*	Amended Budget*	Year-End Estimate*	
EXPENDITURES BY CHARACTER:					
Personnel Services	4,246,292	4,731,903	5,007,925	4,796,481	4,965,260
Services, Supplies, and Other Charges	2,687,580	2,734,004	2,884,030	2,887,038	2,985,938
Capital Outlay	118,321	120,000	128,000	120,000	120,000
Total Expenditures	7,052,192	7,585,907	8,019,955	7,803,519	8,071,198
EXPENDITURES BY ACTIVITY:					
IT Operations	1251 7,067,245	7,585,907	8,019,955	7,803,519	8,071,198
<i>Subtotal General Fund</i>	7,067,245	7,585,907	8,019,955	7,803,519	8,071,198
Total Expenditures	7,067,245	7,585,907	8,019,955	7,803,519	8,071,198
RESOURCES BY FUND:					
General Fund	101 6,372,962	7,108,726	7,108,726	7,108,726	7,835,566
Total Resources	6,372,962	7,108,726	7,108,726	7,108,726	7,835,566
NET GENERAL FUND COST:	(694,283)	(477,181)	(911,229)	(694,793)	(235,632)
TOTAL AUTHORIZED PERSONNEL:	<u>FY 2025</u> 28.00			<u>FY 2026</u> 28.00	<u>FY 2027</u> 28.00

*Sums may have discrepancies due to rounding

Organization Chart

