



FY2024-2025

# Information Technology Division

Acting IT Manager Fernando Corona

# Mission and Vision

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Our mission is to provide exceptional end user support and maintain the infrastructure of the City of San Luis, ensuring that all city employees have the necessary tools and assistance to perform efficiently. Through proactive maintenance and responsive service, we aim to uphold the highest standards of reliability, security, and accessibility in our technology systems.



Our vision is to serve the City of San Luis by providing reliable, secure technology solutions that ensure uninterrupted service delivery

# Values

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**Service Excellence:** We are committed to providing outstanding service to all city employees, ensuring their technology needs are met promptly and effectively.



**Integrity:** We conduct ourselves with honesty and transparency, maintaining the trust of our colleagues and the community.



**Innovation:** We embrace creativity and new technologies to improve city operations and enhance the services we provide.



**Collaboration:** We work closely with city departments and external partners, fostering a spirit of teamwork and cooperation.



**Continuous Improvement:** We strive for excellence by constantly evaluating and enhancing our processes, services, and skills.



**Security:** We prioritize the security and privacy of city data and systems, implementing robust measures to protect against threats.

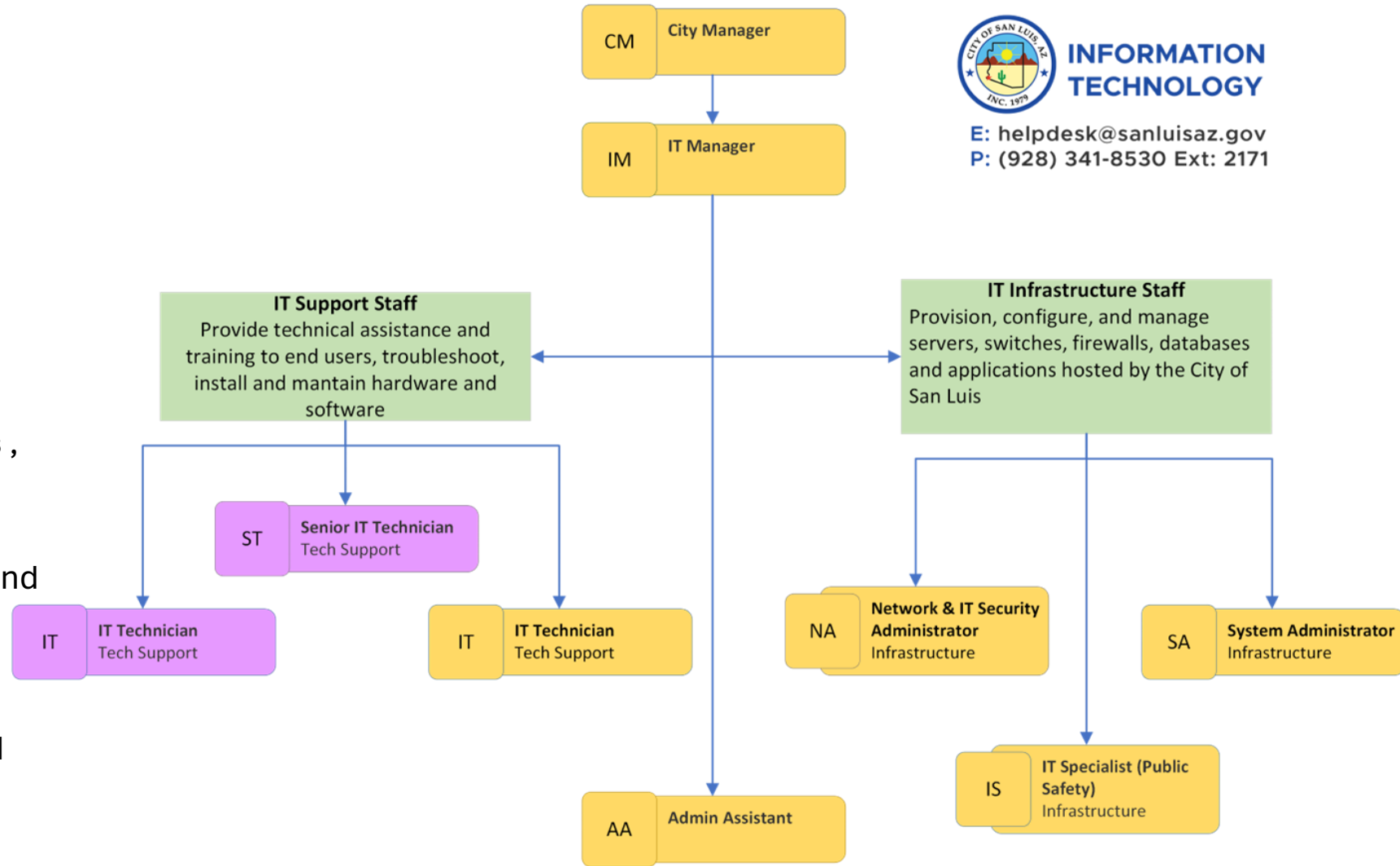
# Our Team

## Support Team

- Support over **280** employees
- Maintain **700+** endpoints (Desktops, Desk phones, Laptops, Cameras, Printers, MDC's, Cellphones and Tablets etc.)

## Infrastructure Team

- Maintain network of over **46** switches , **38** Wi-Fi access points, **2** firewalls distributed across 18 buildings
- Monitor and Maintain Anti-Malware and network monitoring solutions
- Backup and maintain **20** Servers. Hosting services such as Financial ERP, Video Surveillance, Storage, and public safety call recording solution etc.



# FY2024 Accomplishments

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**Upgraded end of life  
Wi-Fi system**



**Upgraded New World  
Time and Attendance  
system**



**Deployed endpoints  
and network  
infrastructure in 4 new  
buildings**



**Upgraded Server  
Infrastructure**



**Added two video feeds  
displaying live  
outbound traffic to  
Mexico**

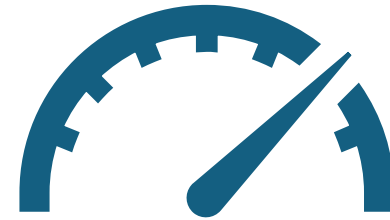


# FY2025 IT Support Objectives

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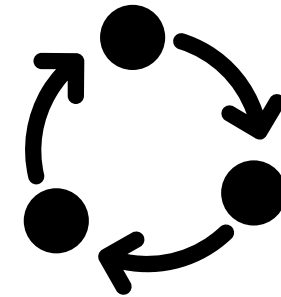
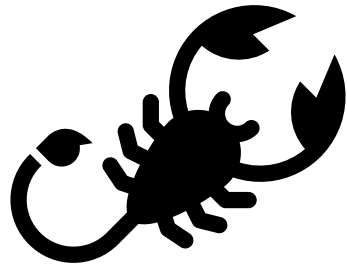
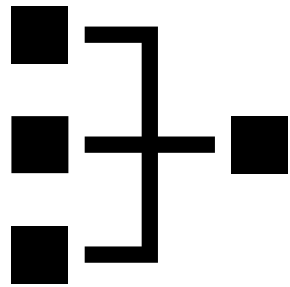


**Improve First Call Resolution Rate:** Enhance the efficiency of the IT support team by aiming to resolve a higher percentage of issues during the initial contact with the user, reducing the need for escalations and improving user satisfaction.



**Reduce Average Resolution Time:** Implement strategies to streamline processes, enhance technical skills, and leverage tools to decrease the average time taken to resolve IT issues, ensuring quick and effective support for all users.

# FY2025 Infrastructure Objectives



- Upgrade network infrastructure to help ensure service availability and mitigate vulnerabilities.
- Consolidate services and infrastructure to help reduce cost and minimize attack surface.
- Continue promoting Cyber Security Awareness through end-user training.
- Partner with every department to identify areas where technology can streamline processes and improve efficiency.



Thank you

