



Update to Metropolitan's Information Technology Strategic Plan

Organization, Personnel and Technology Committee
Item 6b
September 22, 2015

IT Strategic Planning Approach

ASSESSMENT

Business Direction

Internal Assessment

External Assessment

Assessment Report

DEVELOPMENT

Data Requirements

Process Requirements

Facilities Requirements

People Requirements

Architecture

Alternative Strategies

Preferred Strategy

PLANNING

Detailed Strategy

Strategic Plan

Presentation

Board of
Directors

Member
Agencies

Key Issues Affecting Metropolitan

- **Historic Drought**
- **Physical and Cyber Security**
- **Aging Infrastructure & Reliability**
- **Increasing Regulation**
- **California Water Fix**
- **Environmental Issues**
- **Energy Costs**
- **Changing Workforce**

SWOT Analysis

	HELPFUL	HARMFUL
INTERNAL	<p>Strengths</p> <ul style="list-style-type: none">• Application Portfolio• Technical Infrastructure• Project Management	<p>Weaknesses</p> <ul style="list-style-type: none">• Service Culture• Process Knowledge• Customer Support
EXTERNAL	<p>Opportunities</p> <ul style="list-style-type: none">• Mobile Technology• Cloud Services• Data Analytics	<p>Threats</p> <ul style="list-style-type: none">• Cyber Security• Pace of Change• Changing Skill Needs

Focus on Customer Value

Simplify



**Reduce
Costs**



**Speed
Adoption**



The Road

Customer Centric
- Delivers Customer Value

Met IT Vision
IT Strategic Plan
Met IT employs progressive leadership and innovative technology to deliver outstanding customer value.

Business Centric
Delivers Reliable Business Solutions

IT Centric
- Delivers Basic IT Capabilities

IT Service Initiatives



