

Information Technology Division Update

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10/14/2025

Fiscal Year 2025-26



Agenda

- Technology Vision
- FY2024/25 At-A-Glance
- FY2024/25 Accomplishments
- Citywide Strategic Technology Work Plan
- Challenges and Opportunities
- Artificial Intelligence
- Looking Ahead

Technology Vision



TECHNOLOGICAL PROFICIENCY

Meet the technological risks, service demands, and operational needs now and in the future.



AGILE & RESPONSIVE

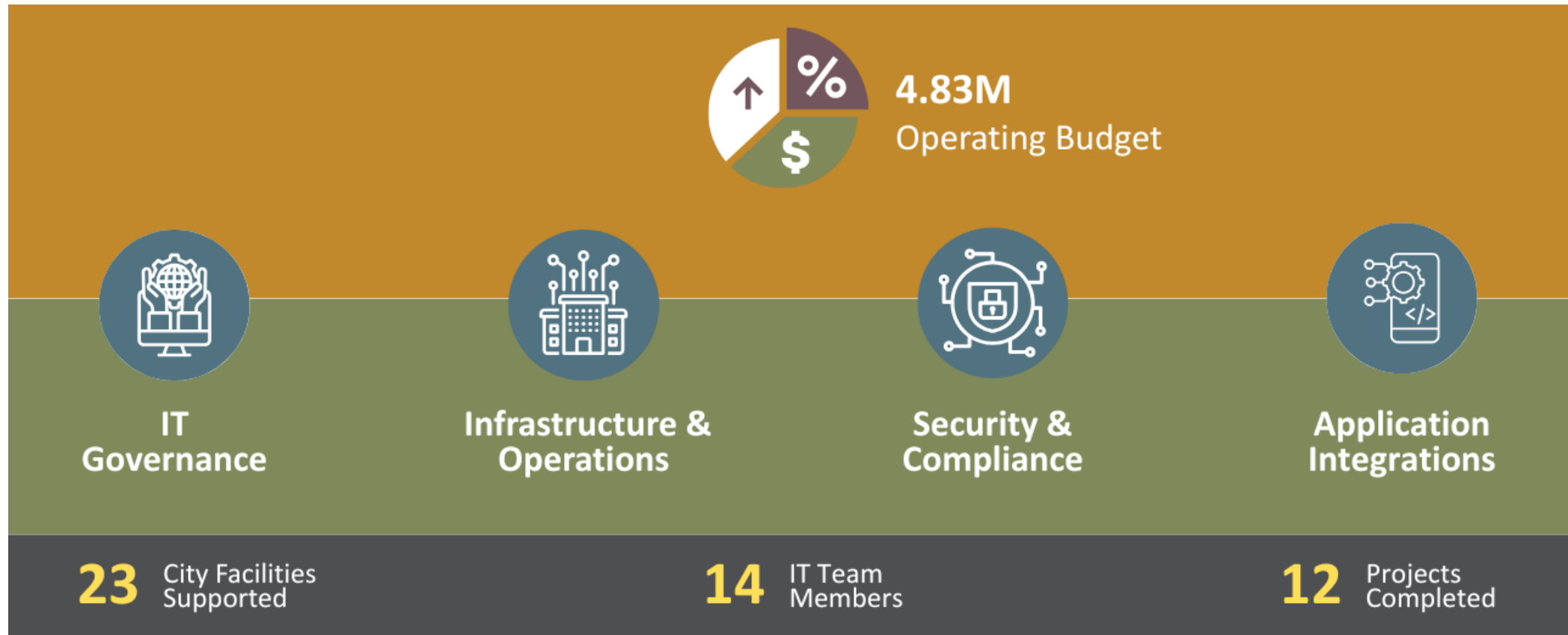
Adopt an agile methodology that promotes teamwork and fosters a dynamic technology workforce.



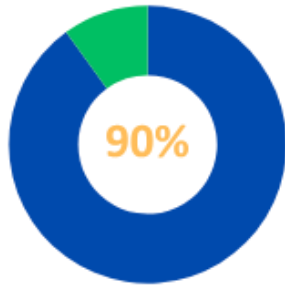
INNOVATION

Support innovative ideas and solutions that improve service delivery through technology innovation.

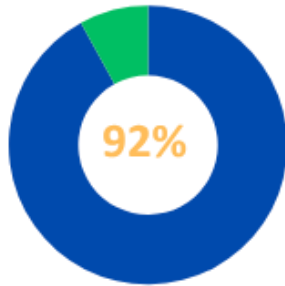
A Year of Technology At-A-Glance



FY 2024/25 Accomplishments



Customer satisfaction
on ease of incident
resolution



Overall customer
experience satisfaction
on incident requests



196+

Software applications
supported citywide



3,775

Total service &
incident requests



2,980

Calls handled by
IT Help Desk

- Salinas.Gov Transition
- AI & Technology Use Policies
- ID Badge Roll-Out
- Infrastructure Improvements
- Cybersecurity Initiatives
- Technology Governance
- Customer Facing Software Platform Implementations

FY 2025/26 IT Work Plan



ANNUAL TECHNOLOGY WORK PLAN

- 1) Strategic Alignment
- 2) Interdepartmental Collaboration
- 3) Resource Management
- 4) Risk Management
- 5) Performance Management

Calendar 2025		
In-Progress	Sept.	Oct. – Dec.
Real Time Information Center	Employee Scheduling Software	□□□□□→
Tablet Command Mobile Data Platform	Airport Gate Security Upgrades	□□□□□→
Hebbron Family Center Technology	Mobile Command Vehicle Technology	□□□□□→
	Solar App+	□□□□□→
	dotGov – Phase 2	□□□□□→
	Employee ID Access Cards	
	Fire Station Alerting System (Phase 1)	

24 Projects Committed

8 Projects Started

2 Projects Completed

Cybersecurity Updates



The number of Safeguards an enterprise is expected to implement increases based on which group the enterprise falls into.

153
TOTAL SAFEGUARDS

IG3 assists enterprises with IT security experts to secure sensitive and confidential data. IG3 aims to prevent and/or lessen the impact of sophisticated attacks.

23
SAFEGUARDS

IG2 assists enterprises managing IT infrastructure of multiple departments with differing risk profiles. IG2 aims to help enterprises cope with increased operational complexity.

74
SAFEGUARDS

IG1 is the definition of essential cyber hygiene and represents a minimum standard of information security for all enterprises. IG1 assists enterprises with limited cybersecurity expertise thwart general, non-targeted attacks.

56
SAFEGUARDS

- CIS Controls Framework
- Awareness Training
- System Patch Management
- Hardware Life-Cycle Replacement
- Disaster Recovery & Incident Response Planning
- Technology Governance
- Private/Public Partnerships

Challenges and Opportunities

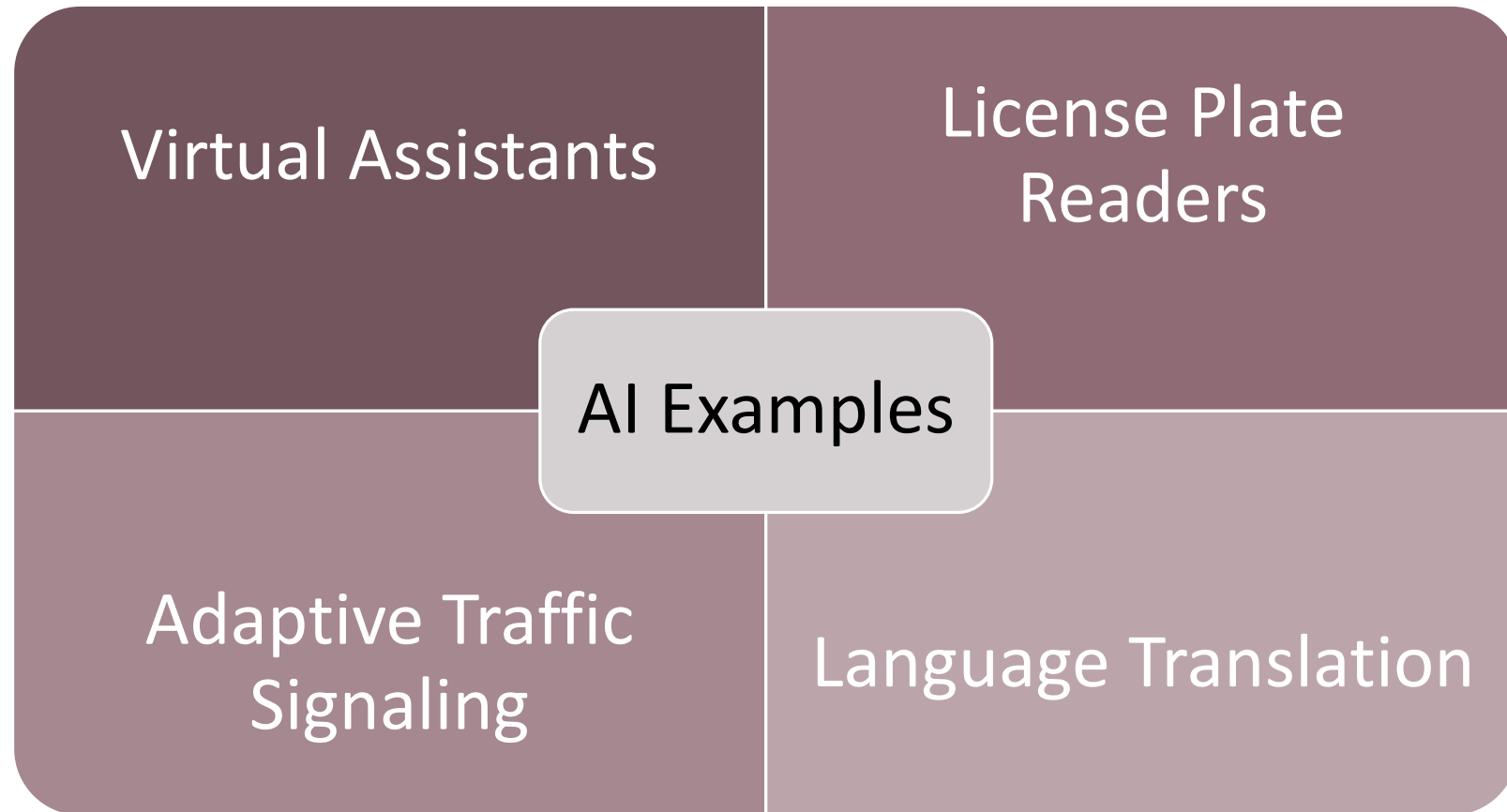


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- **Cybersecurity & Privacy**
 - **Risk Mitigation**
 - **Technology Governance**
 - **New Legislation**
 - **Incident Response**



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- **Innovation**
 - **Dynamic Workforce**
 - **Artificial Intelligence**
 - **Digital Literacy**
 - **Data Visualization**

Artificial Intelligence



Looking Ahead

