CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

INFORMATION TECHNOLOGY

OVERVIEW

The Information Technology Department is committed to customer service, providing quality information technology, a secure network environment and software development to help and support City department in achieving their goals.

FY 2026/27

SAFE, CLEAN & BEAUTIFUL

- Improve Information System Security and helping protect and improve Information Technology Security Systems.
- Improve cybersecurity through training and service implementations
- Complete regular security sweeps of all technology in the organization
- Complete field audits of security controls (physical and logical)
- Support and manage key-card (FOB) access control system
- Replace/install/expand video surveillance system
- Support endpoint security controls (Virus/Malware)
- Continue to leverage key partners and resources for security improvement
- Develop security system replacement schedule
- Security hardening of City Hall

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Improve process and tracking of land development
- Improve workflow of citizen concerns
- Improve availability and scalability of in-house developed applications
- Enhance application integration to enable seamless workflows
- Broaden cross-municipality application development to enable greater collaboration and efficiency

HIGH-QUALITY INFRASTRUCTURE & FACILITIES

- Expand fiber optic infrastructure citywide
- Enhance and develop mobile device replacement schedule
- Consolidate technology budget for mobile device hardware
- Improve system availability and scalability through Cloud resources
- Upgrade Network Infrastructure
- Consolidate Enterprise Systems management to maintain software patches and upgrades
- Modernize communications infrastructure by replacing outdated network equipment and implementing a resilient,fault tolerant network architecture

Currently 200 miles of trunk fiber installed with more than ten linear fiber miles anticipated for FY 2026/27.

ENGAGED & CONNECTED CITY

- Increase use of existing technology
- Develop technology purchasing intake process
- Work with the Human Resources Training and Development Coordinator to improve employee productivity through education
- Expand our use of data and analysis to support innovation and process improvement
- Research emerging technologies that could improve collaboration
- Identify strategic data to be used for informational dashboards
- Continue to evaluate and integrate A.I. (Artificial Intelligence) technologies
- Continue to provide excellent internal customer service. According to the 2024 National Employee Survey, 80% of employees rated Information Technology services overall as excellent or good, higher than national benchmarks

PERFORMANCE MEASURES AND SCORECARD

INFORMATION TECHNOLOGY

Workload Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	Number of support requests	10,687	9,754	9,154	11,000	10,156	11,500
7	Number of supported systems (i.e., devices)	2,615	2,711	3,096	3,300	4,930	5,000

Efficiency Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	Service request time to complete	.93	< 1 hour	.92	<1 hour	0.91	<1 hour

Effectiveness Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	Information Technology services**	>93%	>90%	>90%	>90%	90%	>90%
7	Service request satisfaction**	100%	>90%	100%	>90%	90%	90%
7	*The National Employee Survey™ (NES™): Percentage of respondents rating Information Technology Services overall as excellent or good, strongly or somewhat agree	80% ↑	82% ↑	80% ↔	>85%	N/A	85%

*NES - Percent of respondents rating serve as excellent or good from the annual National Employee Survey™ for Port St. Lucie. The following symbols are provided to show the relationship to the National Benchmark. The NES Survey Results will be updated in FY 2027 once released.

** IT End User Satisfaction Survey

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower