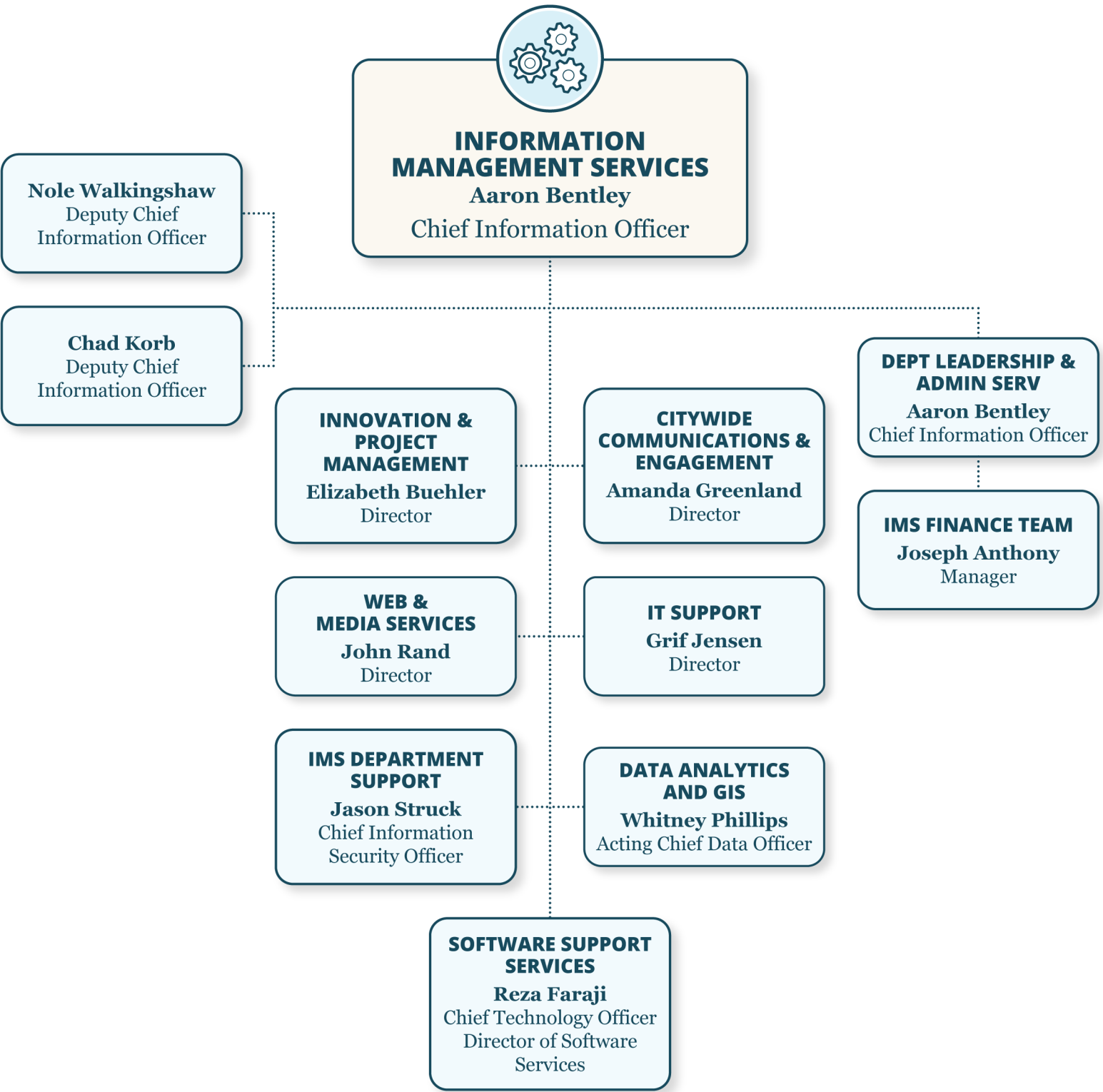


DEPARTMENT OF INFORMATION MANAGEMENT SERVICES

Organizational Structure Fiscal Year 2025-26



Information Management Services

DEPARTMENT VISION STATEMENT

Modernize municipal government through sustainable technology solutions.

DEPARTMENT MISSION STATEMENT

Our mission is to be a trustworthy and valued partner that delivers the right information to the right audience at the right time.

DEPARTMENT OVERVIEW

Salt Lake City's Information Management Services department assists Salt Lake City employees in providing essential city services through technology. The department has seven divisions:

Office of the CIO Division

The Chief Information Officer (CIO) serves as the visionary leader of the Information Management Services (IMS) department, guiding the administrative office in its mission to enhance and modernize municipal government. Collaborating closely with department and division heads across the City, the CIO is crucial in implementing technology solutions that bridge the gap between the City and its residents, fostering greater engagement and improving public services. Two deputy directors, Nole Walkingshaw and Chad Korb, support the CIO and actively assist in driving innovation and efficiency in the department's initiatives.

The Financial Services Team is essential for procurement and asset management. It oversees vital business and supply chain operations within IMS and manages technology resources across the City. This dedicated team ensures that daily operations such as accounts payable, budgeting, office management, procurement, and the responsible disposal of IT hardware and software assets run smoothly, maintaining the technological backbone that supports the City's functions.

The Enterprise Project Management Team collaborates with various City departments, guiding them through complex IT systems and projects. By developing detailed project plans and allocating necessary resources, this team ensures the successful execution and management of initiatives, overseeing each project's lifecycle to deliver efficient and effective solutions that benefit the entire City.

Data Analytics & Geographic Information Systems (GIS) Division

Led by the Chief Data Officer, this team oversees the strategic management and implementation of Data Governance, Data Analytics, Enterprise Geographic Information Systems (GIS), and Data Privacy. Their work ensures data is accurate, secure, responsibly used, and accessible. This enables the city to make informed, data-driven decisions while upholding public trust.

Infrastructure Technology & Security Division

Under the leadership of the Chief Information Security Officer, the Infrastructure Technology and Security Division oversees the city's entire IT infrastructure. This division comprises three key teams: Cybersecurity, Network Engineering, and Systems Engineering. Together, they ensure that all network users and systems within the City maintain secure and reliable access to critical data.

The division's core responsibilities include managing network and security infrastructure across over 50 sites and two data centers, maintaining internet connectivity, supporting unified communications and remote work platforms, and overseeing cloud infrastructure and enterprise backup systems. Additionally, the division handles wired and wireless communications and a wide range of third-party applications supporting City operations.

Web & Media Services Division

Salt Lake City Web and Media Services is the in-house enterprise-wide team responsible for digital content governance, graphic design, media content, A/V infrastructure, and broadcasting. This team plays a crucial role in managing SLC TV, which broadcasts city events, including city council meetings and special announcements. Our goal is to provide a centralized citywide service accessible to every department and division, ensuring consistent communication and engagement with the community.

Communications and Engagement Division

Citywide Communications and Engagement is an internal enterprise service team that provides, manages, and leverages communication products, resources, content, and projects to support Salt Lake City's goals. The team works across a spectrum of areas, including media relations, strategic communication, public engagement, social media, and project management. Their work drives effective, efficient, and strategic internal and external communication for all City departments by clarifying information, increasing transparency, fostering engagement, and building trust.

The Public Affairs Lab (formerly the Civic Engagement Team) serves City staff across multiple divisions and departments as an internal consultant on engagement and communications, providing strategy, resources, and support in all stages of public interaction. This team aims to empower City staff to engage the public across all channels to reach new audiences, expand digital engagement, and increase resident satisfaction. This team works to develop and maintain a

structured and scalable workflow with clear goals that align with Mayoral priorities, enable transparency across departments, use data to measure effectiveness, and communicate the impact of decisions with key stakeholders.

The communications side of this team is responsible for managing social media accounts representing the Salt Lake City Government. @SLCgov Social Media channels serve as a digital way to inform, engage, and respond to SLC residents. We share new ideas in varied spaces, with different viewpoints reflecting the City's and community's voices. Through our content, we seek to portray the authentic experiences of those living and working in Salt Lake City, particularly those that reinforce the administration's goals. This content should be reliable, relevant, and accessible across platforms and reflective of the demographic and geographic diversity of our city.

Software Services Division

Led by the Chief Technology Officer (CTO), the Software Services team is responsible for designing, developing, integrating, and maintaining procured and internally developed software solutions for the City. This includes managing City databases and delivering custom reporting tools.

The team partners with departments to reduce the software footprint and promote standardized enterprise solutions. The application portfolio includes nearly 200 systems, adopting enterprise platforms, such as Salesforce and other low-code solutions, which has helped slow growth and consolidate several outdated applications into centralized systems. These technologies are enabling faster development cycles and increased agility across departments.

Ongoing initiatives include modernizing legacy systems and transitioning enterprise and departmental applications to the cloud, with a growing focus on leveraging low-code platforms to streamline service delivery and enhance efficiency.

Innovations & Project Management Division

The Innovation and Project Management Division implements special projects, directs organizational change management, and provides enterprise IT project management, policy, technical guidance, and outreach for internal and city-wide initiatives. The division aims to drive local innovation and transform technology throughout the IMS and City departments. Focused on streamlining and executing major projects, the team works to simplify the City's internal and public-facing processes. The team leads in creating a culture of innovation in city government by modernizing Salt Lake City's business processes, standardizing its approach to project management, enhancing public transparency, streamlining inefficiencies, and promoting data-driven decisions.

Field Support Division

Led by the Director of Technology Services, the Field Support division is responsible for supporting a vast and diverse range of end-user software and hardware. The division must also ensure that user data and systems are secure and operating efficiently. This division, comprising Network Support Administrators and Field Support Staff, handles the installation and deployment of both new computers and those included in the City’s PC replacement program, as well as the maintenance of these devices, triage of technology-related issues, incident and request routing, escalation, and monitoring. Field Support also assists other IMS division field services, help desk services, and provides on-site support for all city employees.

DEPARTMENT OF INFORMATION MANAGEMENT SERVICES

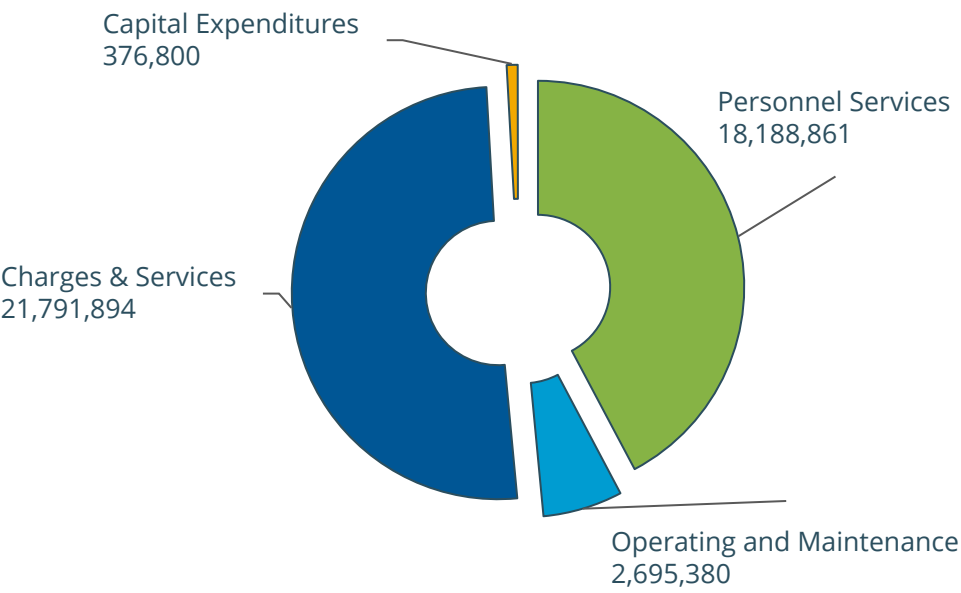
IMS Department Performance Measurements

Measure	2022 Actual	2023 Actual	2024 Actual	2025 Target	2026 Target
Citywide I.T. assets inventoried on an annual basis.	89%	82%	80%	100%	90%
Case Closed by staff within standard response thresholds based on priority, severity, and system.	91%	TBD	91%	99%	99%
Objective and Key Results (OKR) and Continuous Feedback and Recognition (CFR) Program implemented in department.	50%	70%	100%	100%	100%
Projects that followed agile project management methodology.	85%	90%	95%	100%	100%

DEPARTMENT OF INFORMATION MANAGEMENT SERVICES*Aaron Bentley, Chief Information Officer*

	FY 2023-24 Actuals	FY 2024-25 Adopted Budget	FY 2025-26 Recommended Budget	FY 2025-26 FTE
DEPARTMENT BUDGET				
Personnel Services	14,179,445	16,318,574	18,188,861	
Operating and Maintenance	3,814,681	3,244,366	2,695,380	
Charges & Services	13,609,380	20,586,542	21,791,894	
Capital Expenditures	—	376,800	376,800	
Improvements Expense	2,236,066	—	—	
Equipment Expense	16,356	—	—	
Total Information Management Services	33,855,928	40,526,282	43,052,934	
DIVISION BUDGETS				
Citywide Communications and Engagement	—	210,450	1,304,004	7.00
IT Support	4,112,618	4,614,343	1,819,138	13.00
Data Analytics & GIS	979,284	1,530,714	1,813,083	7.00
Innovation & Project Management	623,573	885,887	1,343,209	6.00
Web & Media Services	1,791,050	2,560,319	2,107,993	10.00
IMS Department Support	3,650,154	5,267,298	8,874,466	21.00
Dept Leadership & Admin Services	11,474,661	10,081,928	9,927,680	11.00
Software Support Services	11,224,587	15,375,343	15,863,362	29.00
Total Information Management Services	33,855,928	40,526,282	43,052,934	
FUNDING SOURCES				
IMS Fund	33,855,928	40,526,282	43,052,934	104.00
Total Information Management Services	33,855,928	40,526,282	43,052,934	
FTE by Fiscal Year	100.00	101.00	104.00	

FY 2026 Department Budget



DEPARTMENT OF INFORMATION MANAGEMENT SERVICES

Aaron Bentley, Chief Information Officer

Changes discussed below represent changes to the FY 2024-25 adopted budget.

Personnel Services Base-to-Base Changes	184,035
Base-to-Base changes compare personnel services costs adopted as part of the FY 2025 budget to actual personnel services costs paid during the first pay period of the calendar year 2025. Changes in this category incorporate changes in personnel services at the individual staff level, including pay adjustments, reclassifications, career ladders, and benefits changes that happened in the first part of the current fiscal year.	
Insurance Rate Changes	35,112
This reflects an increase in the cost of insurance for the Department of Information Management Service as described in the Budget Summary section of the Budget Book.	
Pension Changes	24,375
The budget includes changes as required for participation in the Utah State Pension System	
Salary Proposal	630,182
This increase reflects the salary proposal described in the Budget Summary portion of the Mayor's Recommended Budget Book.	
FTE Budget Amendments #5 FY25	134,460
In Budget Amendment #5, the Administration recommended a full-time Communications Specialist I position to address the growing demand for clear, consistent, and strategic communication with stakeholders and the public. The complexity and volume of departmental initiatives, coupled with the need to maintain transparency and engagement, had outpaced our existing capacity. The Communications Specialist I will be instrumental in developing targeted messaging, managing digital platforms, and coordinating public outreach campaigns, ensuring that critical information reaches our community effectively. This position will strengthen our ability to build trust, promote departmental programs, and respond promptly to inquiries, directly supporting our mission to serve the public with accountability and clarity.	
FTE Budget Amendments #3 FY25	195,665
In Budget Amendment #3 Council approved an additional Cybersecurity Engineer I FTE to bolster our defenses against escalating cyber threats. As our reliance on digital infrastructure and sensitive data has grown, so too has the risk of cyberattacks that could compromise operations and public trust. The Cybersecurity Engineer I has been essential in implementing robust security protocols, conducting risk assessments, and ensuring compliance with industry standards. This position has enabled us to proactively safeguard critical systems, mitigate vulnerabilities, and maintain service continuity. By investing in this role, the department has demonstrated its commitment to protecting sensitive information and infrastructure in an increasingly complex digital landscape.	

Policy Issues

New Graphic Design Specialist FTE FY26 (Proposed)	—
In the current budget request, the IMS department is proposing to convert an existing part-time Graphic Design Specialist position to full-time to meet the rising demand for high-quality visual content across our programs and communications. The current part-time role has proven invaluable in creating compelling graphics for public campaigns, reports, and digital platforms. A full-time Graphic Design Specialist would enhance our capacity to produce professional, branded materials that engage diverse audiences and elevate the department's visibility. This conversion, to be presented to the Council, is a budget-neutral measure, requiring no budget increase, as we have achieved this by reducing our part-time employee count.	