



# *Information Technology Department (ITD)*

# Transforming IT

**In today's digital world, IT leaders must reshape how they operate**

**We must:**

*Be Proactive and Flexible*

*Align with Customer Needs*

*Stay On Top of Digital Trends like Mobile & Cloud*

*Deliver Solutions that Solve Customer's Biggest Pain Points*



# How Will We Do IT

- **Develop and Hire Talent to Close the Skill Gap**
- **Leverage Training and New Tools to Bridge the Divide**
- **Leverage New Tech Solutions to Manage the Back End**
- **Free teams to Focus on Innovation and Delivering Business Results**



# Where Will We Focus

- **App Development**

Customers and employees expect easy, personalized and on-demand experiences

- **Core IT Stay Focused**

“Keep the Lights on” – automation and core infrastructure rearchitecture

- **Align to Digital Trends**

Mobile apps and Data Exchange/Analytics

Cloud migration for infrastructure and apps

Cyber Security/Incident response



# Challenges We Face

- **To Innovate Quickly, New Skills are Needed**

*Data Engineering*

*IT Security*

*Application Development*

- **Training and Development Needed to Close Skill Gaps**
- **Integration of Systems Creates Complexity**
- **Unraveling Existing Tech Debt**



# Innovation Without Boundaries

- **Rethink Traditional Organizations**

*New Skills, New Roles, New Mindsets*

- **Think Customer First and Mobile First**

*Customers expect intuitive apps on convenient devices*

- **Invest in Training and Development**

*Remove the widening skills gap*

*Empower employees to use the cloud and emerging tech*

- **Migrate to the Cloud**

*Customer demands are growing at a rapid rate*

*Move infrastructure development and management to trusted cloud services*

- **Embrace Emerging Tech**

*Technology is always in motion – Stay ahead of trends by being early tech adopters*

