

Summary of Department Budget for FY26-27 Proposed Budget

The Information Technology and Records Management Department (IT) provides core services that enable Metro to operate effectively and securely. IT is responsible for delivering, supporting and governing the technology and records management capabilities used across the organization. The department's scope includes cybersecurity; applications (including web platforms, the ERP, and other enterprise applications); infrastructure, and technology services; records management; and the Project Management Office (PMO). In addition, IT is in the process of establishing a Business Relationship Management (BRM) function to strengthen alignment with departments, improve demand management, and support technology planning.

Accomplishments in FY25-26, in collaboration with other departments, include:

- **WCAG Accessibility:** The Accessibility Project achieved several major milestones aimed at improving compliance and ensuring an inclusive digital experience for all users. New websites that meet WCAG accessibility requirements have been launched. The project conducted a comprehensive inventory of all externally facing software applications and requested standardized accessibility documentation from vendors to verify how their information and communication technology (ICT) products align with accessibility standards such as WCAG 2.1. To further strengthen accessibility across the organization, the team partnered with an external contractor to perform accessibility testing on previously developed websites and in-house applications.
- **Oregon Zoo Point-of-Sale System:** Implemented a new point-of-sale system for the Zoo, providing a modern and reliable platform that improves workflows, system access, and operational support for Zoo staff.
- **Solid Waste Software (Strong Data):** Launched a new solid waste software platform, replacing a legacy system that supported a highly visible and mission-critical operation for more than 20 years.
- **Public-Facing Grant Application System:** New public-facing grant application system. Parks & Nature and Planning were the first departments to transition as part of a phased rollout. The new platform replaces a long-standing solution that no longer met organizational needs and provides improved functionality and transparency for both staff and applicants.
- **AI and Data Governance Initiative:** Launched an organization-wide AI and Data Governance initiative. Initial accomplishments include the release of employee AI usage guidelines and the introduction of Copilot Chat. This work is being supported through targeted training efforts.
- **IT Strategic Plan:** Developed a five-pillar IT Strategic Plan through agency-wide engagement and active participation from IT staff at all levels.
- **Facility connectivity improvements:** Delivered major wireless network upgrades at the Metro Regional Center (MRC) and seven remote offices.
- **Technology enablement for new facilities:** Deployed IT infrastructure for the new Metro South Administrative Office, enabling the facility to become operational as planned.
- **Network Penetration Testing:** Successfully completed Metro's first network penetration test.

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- NIST CyberSecurity Framework: Have created Function aligned security goals, milestones and projects and are engaging with professional services to strengthen and smooth adoption of the CSF by Metro.
- Enhanced Security for Staff: IT made significant changes to how network passwords, permissions, MFA and account validation work, deepening our defense against malware, phishing and social engineering attacks.
- Business Continuity: IT acquired hardware and software for major datacenter system upgrades and is acquiring space in a regional colocation datacenter facility as part of the plan to create true resilience for key network services and applications.
- CPMO Support: IT supported construction project managers with large technology infrastructure buildouts for multiple large projects including the Jonsson Center for Wildlife Conservation, Blue Lake Park, Metro South Transfer Station, Portland5, the Oregon Convention Center and the Oregon Zoo.

As a central service, the Information Technology department is funded by assessments on external departments through a cost allocation methodology. The IT base budget for FY26-27 includes 46.0 FTE, \$4.2 million materials and services budget for operational support within the General Fund, and \$2.4 million for capital expenditures within the General Asset Management Fund for IT Renewal and Replacement projects.

Ongoing Department Growth and/or Reductions included in FY26-27 Proposed Budget

- Strengthening foundational capabilities: Focus on building a more stable, sustainable, and business-aligned IT function and the introduction of a new leadership structure.
- Organizational capacity and sustainability: Prioritize filling vacant positions, reviewing workload and skills across teams, and evaluating capacity gaps. Continue clarifying decision-making and prioritization structures, and advance an initial Business Relationship Management (BRM) capability to support earlier and more consistent engagement with departments.
- Enterprise modernization and risk reduction: Progress the new ERP project, which is foundational to improving enterprise processes, data consistency, and long-term operational efficiency across Metro.
- Cybersecurity posture improvements: Strengthen Metro's cybersecurity posture through targeted investments, governance improvements, and risk-informed prioritization to reduce organizational risk.
- Responsible AI and data enablement: Identify and enable responsible AI use cases that improve internal efficiency and enhance services to the community, while strengthening the data foundations required to support analytics, AI, and informed decision-making.

Highlighted Significant Changes from FY25-26 Budget

- Service continuity through ongoing funding: Conversion of prior one-time funding into ongoing support to sustain core IT services and contractual obligations, ensuring stability of existing systems rather than expanding IT scope.

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- Cybersecurity risk reduction: Targeted investments to strengthen Metro’s cybersecurity posture through improved governance, risk management, and oversight of information systems, reducing organizational risk and protecting digital assets.
- Applications management capacity and ERP readiness: Increased management capacity within the Applications team to support day-to-day operations and prepare the organization for the implementation of a new ERP system, a critical modernization initiative.
- Digital accessibility compliance: Continued one-time funding to complete federally mandated remediation of public-facing digital content ahead of the April 2027 deadline, ensuring compliance and equitable access to Metro’s digital services.

Any Other Overall Impacts that Require Council Direction and/or Attention

The proposed FY26–27 budget for IT does not include items that require Council direction or action. IT will continue to keep Council apprised of the department’s continued work on digital accessibility compliance for public-facing content, improvements to Metro’s cybersecurity posture, and preparation for major modernization initiatives, including the upcoming ERP implementation.