The Port of Los Angeles Information Technology
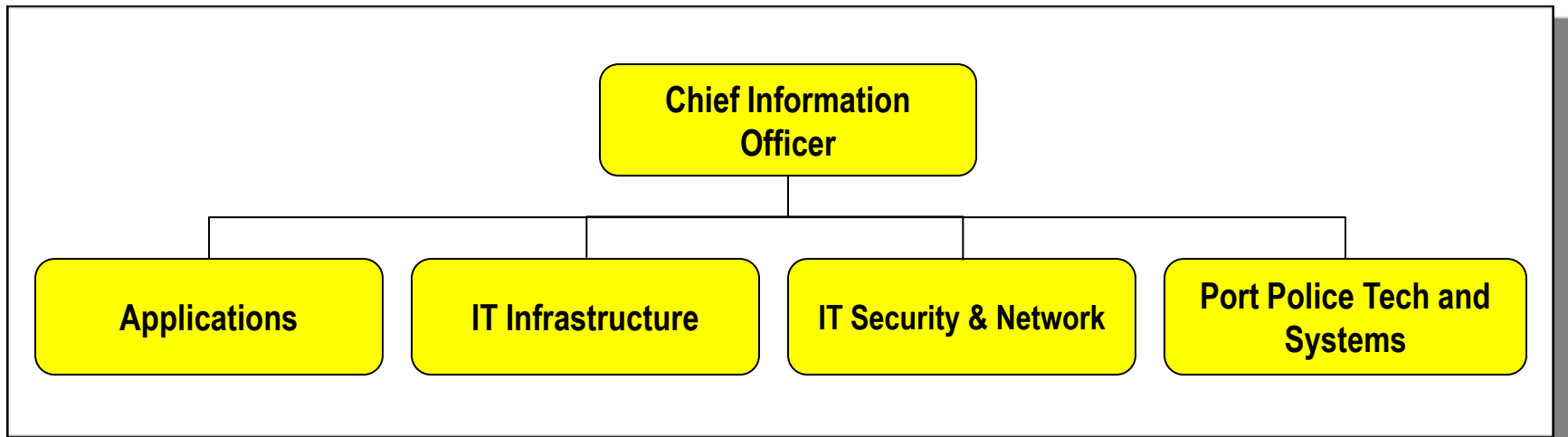
May 14, 2013

Port of Los Angeles

- Founded in 1907
- 2012 Statistics
  - 8.1M TEUs
  - $410M in revenue
  - 1,000 employees
- Landlord Port
  - 7,500 acres
  - 43 mi. waterfront
  - 270 berths
  - 16 marinas
  - 23 terminals

Information Technology Division

- Provider of computing and telecommunications services for landlord operations
- Not involved with the IT at the terminal operators or other tenants

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              Chief Information
                  Officer
        ┌──────────┬──────────┬──────────┐
   Applications  IT Infrastructure  IT Security & Network  Port Police Tech and Systems
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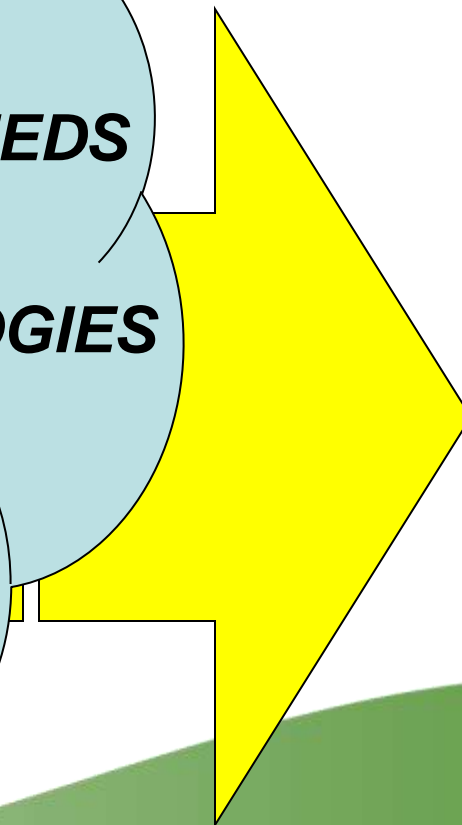**In 2008, the Port of LA began to develop a 5-Year IT Strategic Plan**

NEW LEADERSHIP

BUSINESS NEEDS

TECHNOLOGIES

VISION / PRIORITIES

CONSTRAINTS

From the findings, strategic goals and initiatives were developed

- Goals:
  - Reliable and Integrated Information
  - Streamlined Business Processes and Operations
  - Proactive and Accountable IT Service
  - Efficient and Accountable IT Governance
  - Cost Effective, Secure and Current Technical Infrastructure

- Initiatives:
  - Customer Alignment
  - IT Operations Improvements
  - Modernization Projects

Fast forward to today…

- Accomplishments:
  - Technology modernization
  - Improved user satisfaction
  - Increased productivity
  - Improved visibility and governance

How we did it…

Our "Top 10" Practical Tips and Lessons Learned for IT Strategic Plan Development and Execution

1. Executive support
2. Business alignment
3. Staff
4. Focus on the opportunities
5. "Best" Practices
6. Be flexible
7. Monitor progress
8. Reach out for help
9. Metrics / KPIs
10. An executable plan

Next steps…

- Formally close out current 5-Year Plan

- Develop New 5-Year Plan