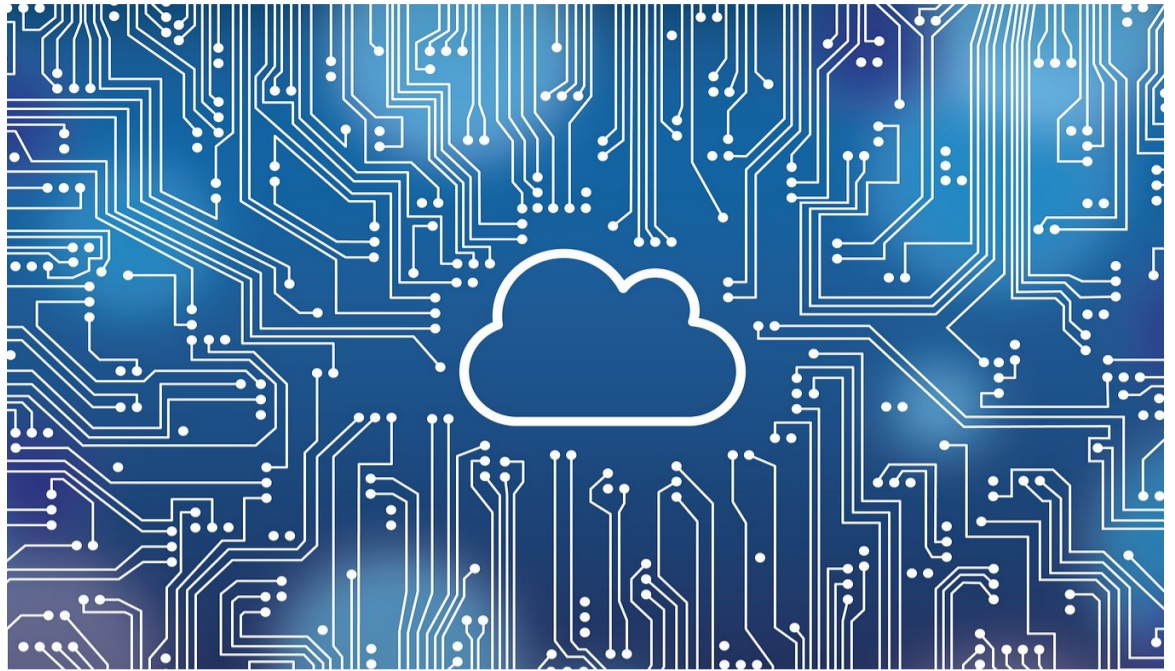**Why?** Because the intensive use of information technologies on a transversal, corporate and sectoral basis requires infrastructures that guarantee high availability, security and agility and that avoid technological obsolescence by facilitating the incorporation of the best and most optimal governance models and the continuous technological renewal.

What for? To offer more and better services to people and respond to the needs for digitalization of services, incorporating the most advanced technological trends that allow support for the enabling technologies of advanced data analytics and artificial intelligence, IOT and 5G, mobile applications and the virtual and augmented reality.

Provide the City Council and the city with flexible and resilient technological infrastructures that respond to and guarantee optimal processing, treatment and storage of information to provide support, in a timely manner, to the different management solutions for municipal services to accelerate the digital transformation of the city.

How? Establishing a governance model for critical technological infrastructures with a flexible and liquid organization through a multicloud environment that is already in the execution phase and that includes: an analysis of the situation and a proposal for transformation and a governance model, the configuration of a cloud for mobile applications, the incorporation of advanced data analytics and artificial intelligence and the definition and configuration of architecture.

OFFER CITIZENS

01
High availability of municipal services

02
Digital services with optimal processes and response times

03
Proper storage and processing of procedures and services

04
An efficient, effective and quality ICT management model

NEXT STEPS

- Definition of the ICT governance model
- Infrastructures and digital services in the cloud
- Execution of contracts with service level agreements to measure quality and availability