



## **Executive Summary**

As the country continues to migrate into the age of Information Technology, enterprises probe to conform to the practice of using the aid of technological advancements to better their process flows and decrease their workloads. The city of Hoboken is not an exception to this phenomenon. Challenged by the non-competitive nature of how they administer to their constituents, the city aims to address this difficulty by mapping out and analyzing the information from the people, the government, and the departments within their jurisdiction. Through this, the city shall implement a superior information management system to improve their processes, reduce their response time and to increase the satisfaction of their stakeholders.