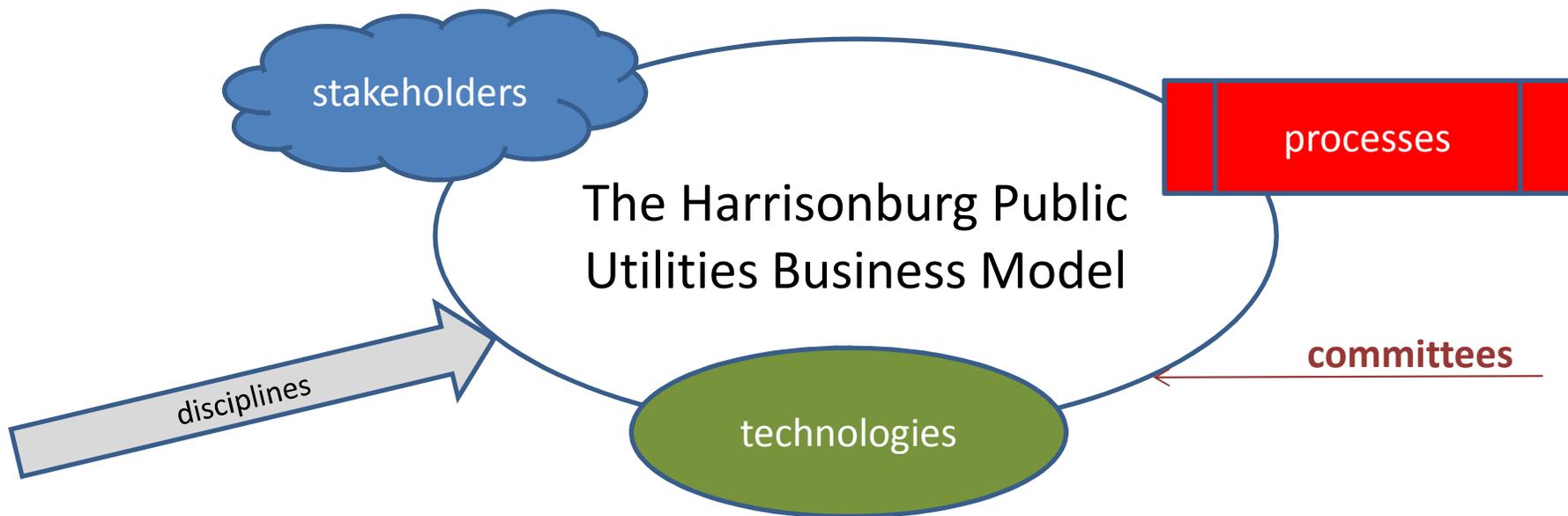


City of Harrisonburg Public Utilities Management Overview



Who are we?

Who are our stakeholders; what do we do for our stakeholders?

How will we sustain the organization performance in a changing environment?

What are our processes?

What technologies will we engage?