



Center for Excellence

July 2015



Presented by: Jim Jandovitz

Contributions by: Jonathan Matte and Rebecca Grill

Contents

Center for Excellence 3

Divisions 4

Innovation and Performance Measurement..... 5

Digital Services 6

Software Solutions and Usability Training..... 7

Communications 8

Video Communications 9

Center for Excellence

The City of West Allis Center for Excellence will help city departments improve processes to increase productivity, efficiency, and effectiveness by promoting innovation, collaboration, sustainability, and continuous improvement.

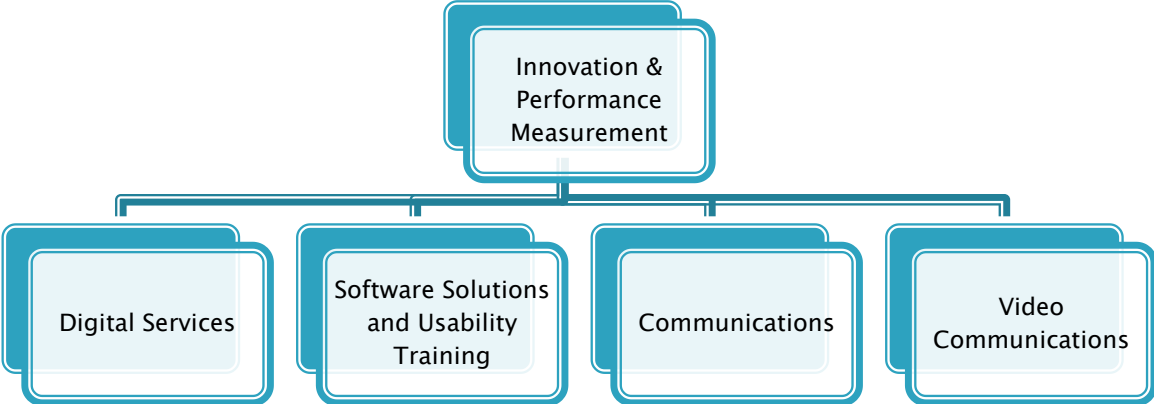
This Center for Excellence will:

- Encourage every employee to think of ways to improve the process and workflow for their assigned tasks.
- It will provide employees tools, resources, and education to continuously improve their processes within the city.
- Development and monitoring of criteria for metrics/systems of measurement.
- Create and maintain the official document of current workflows and processes for all departments.
- Manage a repository of documented processes through the city.
- Implement cost savings measures using process improvement methodologies, such as Lean and BPM.
- Redefine processes and implement using of Lean and the Business Management System (BP Logix).
- Train employees in computerizing departmental processes by developing forms, workflows, and timelines using the city BPM system (BP Logix).
- Maintain Core Competencies for all employees.

Staffing to include temporary assigned employees from departments to the Center for Excellence as subject matter experts on a given subject/topic. These temporary assigned employees will work directly with Center personnel to improve processes within their respective departments.

The sole purpose of the CFE is to improve processes of all departments throughout the city. It will be physically and organizationally separate from Information Technology and Communications so as not to be burdened by the day-to-day operations and issues.

Divisions



Innovation and Performance Measurement

Overview: Innovation and Performance Measurement is responsible for the development, implementation, and successful outcomes of city projects, cost saving, and sustainability initiatives, technology enhancements, continuous improvement activities, and performance metrics.

Goal: Innovation and Continuous Improvement

Services:

- Process Management
 - Lean Transformation
 - BPM (Business Process Management)
- Maintain Process Library
- Continuous Improvement
- Project Management
- Research
- Analysis
- Evaluation
- Internal Benchmarking
- Develop and implement sustainability initiatives
- Measure and report on project metrics (performance accountability)
- Research, Design and Implementation of New Technology Initiatives
- Improve Citizen Experiences
- Develop required computer core competencies
- Auditing

Staff – 2

- Chief Innovation Officer
- Deputy Innovation Officer

Digital Services

Overview: Digital Services is responsible for providing day-to-day operations of digital devices within the City of West Allis, including networks, hardware, software, email, storage, security, and internet use, etc. Minimum qualification includes passing the A+ test.

Goal: *“Keep the Lights On”*

Services:

- Desktop Administration
- Network Administration
- Server Administration
- Email Services
- Remote Services (VPN, Wireless Network)
- Asset & Inventory Management
- License Compliance
- Desktop Security
- Network Security
- Power Management
- Help Desk Services
- Telecommunications/Voicemail
- Printers and Copiers
- Security Cameras
- Hardware Acquisitions
- Radios
- Mobile Devices
- 911 System
- Open Records Requests
- Scanning
- Software and MS Office Support
- Departmental Applications Support (ProPhoenix, Happy, Novatime, etc.)
- Contracted IT Services

Staff - 6

- Network Administrator
- Network Architect
- D Support Specialist Sr. (1)
- IT Support Specialist (2)
- IT Support Associate

Software Solutions and Usability Training

Overview: Training and Application Support.

Goal: *“Increase employee efficiency through usability training”*

Services:

- ACCESS Database Support
- Custom Reports
- 3rd Party Support
- Web Application Development
- Create Interfaces/Import and Export routines between applications
- Database Administration
- Ensure data integrity
- Maintain data standards and data dictionary
- BP Logix
- Spatial Data Analysis/GIS
- ESRI Management and Support
- GPS Management
- Mobile Application Development
- MicroStation Support
- Employee Training
- Develop Training Materials
- Departmental application usability and training
- Phone

Staff – 3

- Solutions Analyst
- GIS Analyst/Supervisor
- GIS Technician II
- Departmental IT Liaisons

Communications

Overview: Communications is responsible for communicating City of West Allis services, programs, and messages to citizens, businesses, visitors, and employees through all City communications tools, including publications, print services, internet, media relations, and social media.

Goal: *“West Allis 411”*

Services:

- Publications
- Print Services Coordination
- Graphic Design
- Website (Internal and External)
- Media Relations
- News Releases
- Community Outreach
- Marketing
- Social Media
- Photography
- Citizen & Employee Communications

Staff – 3.5

- Public Information Officer
- Graphic Designer
- Communications Information Associate .5

Video Communications

Overview: Video Communications is responsible for municipal television and video production for the City of West Allis.

Goal: Full Service Government Access Television and Production

- Municipal Television
 - City Council, License & Health Committee, and Replay of Other Government/Commission Meetings
 - Video Production
 - City and Community Bulletin Boards
 - Broadcast city events
 - Public Meetings

Staff –2

- Video/Cable Communications Coordinator
- Video Productions Specialist