



IT STEERING COMMITTEE MINUTES FEBRUARY 25, 2015

The IT Steering Committee met on Wednesday, February 25, 2015, at 1:30 p.m.

PRESENT: Chair Rebecca Grill, Steve Bane, Chris Botsch, Joe Burtch, Jim Jandovitz, Audrey Key, Mike Lewis, Ed Lisinski, Kris Moen, Sally Nusslock, Chuck Ruud, Steve Schaer, Patrick Schloss, Monica Schultz, John Stibal, Dave Wepking, Jeanette Wardinski

1. Committee Overview – Review Establish Schedule.

Chair Grill thanked everyone for being present. She explained the purpose of this committee is to guide the City's process improvement efforts. This will be done by establishing organizational IT needs/projects, prioritizing established needs/projects, and creating meaningful timelines for completion of projects. She, as Committee Chair, will be reporting to the Council, through the Administration & Finance Committee, on a monthly basis as to the status of established priorities and projects.

Today's meeting will include a brief overview by Jim Jandovitz of ITC's annual report, how they currently deal with projects, and then a review by each Department of the projects they submitted. The Committee will meet again in two weeks to complete the Departmental reviews and then subcommittees will be formed to continue the work. Going forward, the full Committee will meet the 2nd Wednesday of the month and the subcommittees will meet the 4th Wednesday of the month.

Mr. Jandovitz then proceeded to review the ITC Annual Report, noting the vision, mission and long-term goals of the Department. He referred to the 2014 goals and 2015 goals, which is not a complete list at this time. He commented on the ITC staffing levels and what each person is responsible for, noting that staff is maxed out with their current workloads. Because they just are not able to work on everything that everyone wants, this Committee will help set their priority list. Additionally, he stressed the need for standards on equipment and software. He reviewed what ITC is exactly responsible for, referring to the section of the Annual Report on how the Department is organized by tasks. He further noted the breakdown on service requests by department and service

types, which clearly reflects that the majority of ITC staff time is spent on network, software and hardware support. He commented that they can't be experts on everyone's programs/software/data; there is the expectation that Departments will be the experts on their specific software with support by ITC. Fire Chief Steve Bane mentioned crystal reports and that multiple departments use this program and therefore the need for an expert ITC person who works with the departments. Mr. Jandovitz said if a program affects everyone, then ITC operates in this way, but if it's one project within a department, then they assist but are not the lead. Further discussion ensued, including how the BP Logic system will be a one-stop shop. In conclusion, Ms. Grill said the focus for this Steering Committee is to establish broad outlines, determine how to get projects done and the time frame for that. Additional discussion on staffing levels and that this will require consideration for accomplishing what needs to be done.

2. Explanation by Departments of Items Submitted.

Next, the following Departments provided a brief overview of their project needs as submitted:

Assessor, BINS, Clerk, Development, Finance, Fire, Health, HR,
ITC, Police, Public Works

This was a lengthy discussion period with many comments and input from all present. Some items/comments are noted for the critical nature or importance of the project/equipment need.

- Computer Updates – Mr. Jandovitz said we are on a 7-8 year replacement cycle for PCs. Concerns expressed about what types of computers are being installed (I3 and I5 and cost factor).
- Employee Portal – All forms employees or supervisors need to fill out are manually done and then HR does the data input. Many expressed the importance of getting this going as soon as possible.
- Public Safety concerns with Fire and Police projects, focusing on Phoenix and dispatching systems. Police explained the immediate need for their Enforcer program to be upgraded to Phoenix (program is 16 years old and if it fails, all data is lost).

- Online permit process touches all departments. Ms. Grill suggested that a demo on this project be made at the next meeting, and Mr. Lisinski said he could have a presentation ready.
- When considering programs to address needs, they must be reviewed for consistency, standardization, and openness because so many departments share information.

Ms. Grill concluded by stating that at the next meeting, we will finish the department review of projects so we can refine the list of projects, form subcommittees, and view the BINS demo.

The meeting adjourned at 3:10 p.m.