



## IT STEERING COMMITTEE MINUTES JULY 29, 2015

The IT Steering Committee met on Wednesday, July 29, 2015, at 10:00 a.m.

PRESENT: Chair Rebecca Grill, Steve Bane, Joe Burtch, Jim Jandovitz, Ed Lisinski, Kris Moen, Mason Pooler, Chuck Ruud, Monica Schultz, Dave Wepking, Jeanette Wardinski.

### 1. IT Steering Committee Recommendations

Chair Grill began discussion by reviewing the recommendations being made on behalf of the IT Steering Committee. Considerable time was spent discussing the Non-Business Hours Support (nights and weekends) and the recommendation to hire a new employee to provide this support. John Stibal spoke to the nature of the requests being made and what are the priorities for this one new employee. Chief Bane said an effective resource for Fire is to have call support, and Dave Wepking indicated the 6:30-7:00 a.m. time frame is their need. The question becomes do we need to hire an employee or use the on call/watch duty option. Also, there was discussion on how the Center for Excellence will impact staffing needs and realignment of duties. Mr. Jandovitz said the need is for an additional person but during regular hours. Comments were also made about using current staff for after hours at additional pay. The question is what is the greater need, the BP Logix (BPL) work or a support person for day-to-day needs. Mr. Stibal felt that if we are committing to BPL, then we need a person to handle that work. Mr. Jandovitz said the needs are for an additional support person and to fill the vacancy (due to Kim Gill's retirement) and hire someone to do the BPL work.

In summary after further discussion, it was agreed that we need to adjust the current staff to service as many people as we can (on call support for non-business hours), hire a new position for the day-to-day support needs, and fill the vacant position to handle BPL. The Committee discussed the restructuring of the report and agreed that the ITC Reorganization section be listed first, which focuses on how we will staff, and then list the Non-Business Hours Support section next, with an additional statement that if the on-call and early morning hours support isn't working we will revisit staffing options (e.g.,

hire an employee or change staff hours to accommodate non-business hours). The Committee also spent some time discussing the Information Management Action Team (IMAT), which is proposed to assist the ITSC in accomplishing its goals and responsibilities. The role of IMAT is to update and maintain IT policies/procedures; review and recommend approval/denial of department software and hardware purchase; and assist the ITSC in prioritization and review of projects. IMAT membership was discussed at length and finalized to include the City Administrator, Finance Director, Innovation/Performance Measurement Division staff, and Network Administrator. Affected department heads or staff members will be asked to participate in meetings, as needed.

Finally, the continued operations of the ITSC were discussed. It was agreed that formalized guidelines for the Committee must be established. The ITSC will then recommend reporting the status of established priorities and projects to the Council on a quarterly or as needed basis.

2. Center for Excellence

Ms. Grill asked Mr. Jandovitz to discuss this report. Mr. Jandovitz explained the sole purpose of the Center for Excellence (CFE) is to improve processes of all city departments. It will be physically and organizationally separate from ITC so as not to be burdened by the day-to-day operations and issues. A major factor of this proposal is that teams will work on specific projects, including the temporary assignment of a department employee as the subject matter expert on the subject or topic, and the employee works with IT in a dedicated manner away from the department to get the project done. Concern was expressed about less people providing support with this new Center, but Ms. Grill pointed out that we are still talking about three positions, the vacancy to be filled, a new support person, and one other for the CFE. She said that the future for the city is relying more and more on IT. Review of the report continued with lengthy discussion on the divisions that make up the CFE. Digital Services provides the day-to-day support and is not involved in the innovative work; Software Solutions and Usability Training provides all kinds of computer training and application support; Communications uses many tools to communicate city services, programs, and messages, and a Public Information Officer position is proposed (some discussion on crisis media management ensued); Innovation and Performance Measurement is responsible for innovation and continuous improvement through Lean, BPM, project management, benchmarking, etc., and a Chief Innovation Officer will oversee all the CFE divisions and a Project Management Coordinator will manage all the projects.

The Committee then discussed which report goes to Council first, and it was the consensus of the Committee to move forward with both reports as it is critical to get positions filled so we can move forward.

3. Outside Resource/Vendor Review  
Mr. Wepking mentioned their vendor interviews prior to bringing recommendations to the ITSC. Ms. Grill commented that HR has also been meeting with outside resources.
4. BP Logix Update  
Mr. Lisinski said they are almost ready to go on line with occupancy permits, perhaps within the next three weeks or so. Once that happens, other projects will follow.
5. Next Meeting  
Ms. Grill said the next ITSC meeting will be held on Wednesday, August 26, at 1:30 p.m. in the Council Chambers. We will have a Novatime update at that time.

The meeting adjourned at 11:35 a.m.