TECHNOLOGY TASK FORCE
MINUTES
Police Department – 870 Santa Barbara Drive
Tuesday, May 18, 2010
3:00 p.m.

I. ROLL CALL

Present: Task Force Members Bruce Brandenburg, Timothy Britt, Chairman Ted Cooper, Philip Drachman, David Lown, David Scheeff.

Absent: None

II. APPROVAL OF MAY 4, 2010 MEETING MINUTES

1.   Waive reading of subject minutes, approve as amended, and order filed.

III. TOUR OF THE IT ENVIRONMENTS IN THE LIBRARY, FIRE, AND POLICE DEPARTMENTS

1.   All Task Force Members, Mayor Pro Tem Henn, and Acting Deputy Administrative Manager Matusiewicz attended the tour.

IV. DIFFERENT MODELS FOR MANAGING, MAINTAINING AND STAFFING TECHNOLOGY IN COMPLEX ORGANIZATIONS (5:00 p.m.)

In response to Chairperson Cooper's request for general observations concerning the facilities toured and presentations made by staff, the Task Force Members expressed concerns that the IT divisions work independently from each other with no one person is in charge of strategic decisions. The Task Force members went on to recommend that the City needs to develop an Information Technology (IT) Strategic Plan.

Chairperson Cooper reported that he received Strategic Plans from other local Government's IT Divisions and noted that although some cities outsource their IT Division, their Strategic Plans can provide a model for the development of a Newport Beach IT Strategic Plan.

Task Force Members discussed a number of observations and recommendations including: the need to develop an overall governance structure prior to making Service Model recommendations; there is a need for additional uniformity in hardware; the City lacks a long-term IT plan; an IT Advisory Committee is possibly needed; the IT Division should not be decentralized; outsourcing would work as one possible service model consideration; the Records Management System in the Police Department needs to be upgraded; there is nothing unique about the hardware that the City utilizes and therefore the servers could be located in one spot to be shared, conserve space, and reduce redundant mechanical and employee efforts.

In response to Mayor Pro Tem Henn's question, Administrative Services Director McCraner stated that the City is not actively seeking grants for IT applications but occasionally public safety technology grants do become available.

In review of the customer satisfaction survey, Chairperson Cooper stated that overall employees were satisfied with the current system but noted that the results needed to be studied further.

Task Force Member Drachman was excused to leave early.

In response to Task Force Member Britt's question, Mayor Pro Tem Henn stated that the City wants to maintain the current service level and in order to do so, the City's first step was to develop performance measurement standards. The next step is to find the most efficient delivery of new programs. He noted that budgetary control in the public sector is more rigid than in the private sector.

Chairperson Cooper described six of the most common IT Services Models utilized by local Governments but stated that he would enhance the list based on further input he received from Task Force Members and present it at the next meeting.

Task Force Member Lown stated that it is important for Government offices that consider outsourcing use someone who has a natural confidence to support their IT programs, recommended that the data center be located at a different location from the workplace, believed that IT Advisory Committee's are only useful in setting priorities, and suggested that the IT Manager look at all components and make the decision regarding outsourcing. He also stated that the City needs standardization and vendor management.

Task Force Member Brandenburg suggested that the City participate in a Beach City Consortium.

V. APPLICATIONS OF TECHNOLOGY THAT ARE PROVEN TO INCREASE EFFICIENCY AND EFFECTIVENESS OF BUSINESS PROCESSES (5:30 p.m.)

Chairperson Cooper suggested that the Task Force Members read and evaluate the surveys for further discussion at a later meeting. He stated that he will revise the Service Models and the responses from the survey and categorize the information.

Task Force Members believed that the City needs to take the step necessary to go forward with a Strategic Plan, leasing equipment should be considered, assets need to be depreciated, and cloud computing although possible, is not always practical for all situations.

Acting Deputy Administrative Director Matusiewicz replied that the use of internal service funds would allow for the depreciation of IT infrastructure and could be used as cost center to level fund IT needs through a level recurring charge to using departments.

Mayor Pro Tem Henn discussed the importance of the information to be included in the final report to Council, expressed appreciation for the expertise of the group, and suggested that the Task Force show how cloud computing would work in this City and how the process of making a Strategic Plan be informed.

VI. REVIEW FOCUS OF CTTF MEETINGS FOR: JUNE 1, 2010 & JUNE 15, 2010 (6:10 p.m.)

Task Force Member Britt stated that the Task Force will be able to provide insight and have an impact on self service areas that the public use.

Chairperson Cooper asked members to read the reports, notes, and two resolutions to identify what tools can be used.

Acting Deputy Administrative Services Director Matusiewicz provided a handout that showed the breakdown of the expenditures by department that was previously requested by Task Force Members.

VII. **PUBLIC COMMENTS** – None

VIII. **ADJOURNMENT** - Adjourned at 6:40 p.m.

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The agenda was posted on May 14, 2010, at 5:00 p.m. on the City Hall Bulletin Board located outside of the City of Newport Beach Administration Building.

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Recording Secretary

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Chairperson

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City Clerk