

**CITIZENS TECHNOLOGY TASK FORCE  
MINUTES  
City Council Chambers – 3300 Newport Blvd.  
Tuesday, June 15, 2010  
4:00 p.m.**

**I. ROLL CALL**

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

Absent: Philip Drachman

**II. APPROVAL OF JUNE 1, 2010 MEETING MINUTES**

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

**III. REVIEW AND DISCUSS UPDATED DRAFT REPORT.**

1. Review and Discuss Updated Draft Report.

Chairperson Cooper stated that a Health Status Report will be added to the Appendices as Appendix H, asked Task Force Members to review the recommendations and send any additions or changes by email to Acting Deputy Director Matusiewicz by Wednesday, June 23, 2010 at noon, and noted that the report includes summary spreadsheets with the types of hardware and software used by the City, annual maintenance cost, and other useful information. Task Force Member Brandenburg suggested that the purpose of each software component be added to the summary spreadsheet .

Task Force Member Lown suggested that a policy be adopted to implement the maximization of equipment owned by the City. Acting Deputy Director Matusiewicz stated that the City previously had a three-year equipment replacement cycle which was softened to allow the IT staff the ability to make decisions on equipment replacement periods.

Chairperson Cooper discussed the Methodology section of the report stating that he and Acting Deputy Director Matusiewicz captured the information retrieved so far and believed it will be a great resource for the new CIO, Consultants, and staff. Task Force Member Brandenburg suggested that the title of the report be changed and volunteered to provide a different title for the report.

Chairperson Cooper stated that he went through the recommendations, abstracted the most relevant ones, categorized them, framed them as coherent as he could, and asked if anyone opposes going through them. Task Force Member Britt agreed that they should methodically go through the recommendations, suggested that they establish a criteria for what a recommendation is, believed that the recommendations needs to be strategic and impactful on a Council/Executive level, emphasized the importance of approval from all members, discussed moving the remaining recommendations to become potential tactical action items that should be considered in the future, and noted that the current discussion should include finding the five most impactful recommendations. Assistant City Manager Smith stated that the recommendations will need to be executable and budgetable, relate to people and staff, and sequenced in a way that it is prioritized properly. Task Force Member Brandenburg believed that the Task Force Committee should provide strategic road maps for going forward and categorize the recommendations in strategic and non-strategic categories.

Task Force Members agreed that the recommendations should be ungrouped and that they should be placed in priority order. Assistant City Manager Smith stated that she believed that Council directives allows the Task Force Committee the authority to organize the recommendations in a way that makes sense to the them, stated that it is important to have governance issues covered, and believed that identifying tactical issues will be most helpful to prioritize the top recommendations. Task Force Member Britt believed that after discussing the recommendation and identifying what is important, the priority of the organization will become evident. Task Force Member Scheeff expressed concern that the recommendations might be so high level that they won't be actionable and volunteered to provide some supporting arguments.

In response to Task Force Member Britt's question, Administrative Services Director McCraner cautioned that the months of July-September are traditionally very busy months for the Administrative Services Department as they are closing the books, compiling the CAFR, overseeing the audit and additionally are preparing for a large bond issue and the related rating agency presentation due in September.

Assistant City Manager Smith suggested that the Task Force Members read through the recommendations and discuss what they believe are the key items.

Acting Deputy Administrative Services Director Matusiewicz clarified that the current Civic Center plans include a new data center.

The Task Force Committee discussed the recommendations to get a consensus on what they believed should be presented to Council. They concluded that recommendations changes will be:

**A. Process for Creating a Municipal Technology Strategic Plan**

1. Develop a 5-year IT Strategic Plan by utilizing the Plans obtained from prominent local governments as a guide for process, structure and content; the 5-year IT Strategic Plan should be designed to facilitate the implementation of the City's General Plan. [Approved]
2. Update the 5-year IT Strategic Plan annually. [Approved]
3. Develop an Annual IT Work Plan for purposes of prioritizing, sharing of resources and budgeting; the first year of each year's updated 5-year plan becomes the Annual IT Work Plan. [Approved]
4. The CIO should create a team responsible for developing strategic plan, consisting of:
  - Technology participants
  - City Administration participant
  - Department participants

[Approved]

**B. Different Models for Managing, Maintaining and Staffing Technology in Complex Organizations**

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1. Strengthen City's governance structure, with clear lines of IT responsibilities. [Approved – Combine with #4]
2. Establish an IT Advisory Group, consisting of the city's IT managers (Admin Services; PD; Fire; Library) and key Department Heads or designee, to advise on priorities, performance standards, application & infrastructure standards, vendor coordination, duplication mitigation, strategic planning and related matters. [Approved – IT Advisory Group with all Department Heads]
3. Maintain the current IT service model structure for the time being; analyze the IT Service Models Overview, IT Service Models Evaluation, Technology Deficiencies Report, IT Satisfaction Surveys and budget considerations, to determine whether a restructuring of the city's IT Service Model is justifiable and advisable. Consider combining Administrative Services IT and Library IT staff and infrastructure in the Library or in the new City Hall. [Maintain structure until CIO appointed – Lown to rewrite]
4. Appoint a CIO with citywide responsibility. [Approved – Combine with #1]
5. Rationalize infrastructure platforms/Datacenters/Networks/Disaster Recovery Strategies. [Consolidate data centers...infrastructures – Britt to rewrite]
6. Establish Minimum Acceptable Service Levels (MASLs) for each type of significant service provided by IT personnel and measure the resultant performance. [Approved]
7. Adopt an enterprise wide standard project management process and clearly differentiate between projects and on-going Adopt an enterprise wide standard project management process that will be applied to all IT Project Requests. This in will entail project initiation, planning, execution, control and validation, and closeout/evaluation phases. The CIO shall set standards and hold accountable staff to follow the implemented methodology.. [Revised - Lown]
8. Evaluate ITIL based IT service operation. [Expensive? IT operations framework – ITIL certification – Britt to rewrite]
9. Evaluate replacement of the Police Department Records system. [Add Financial ERP, Permits System, Document Imaging, – Move to Section C]
10. Establish a "Regional Consortium" with Costa Mesa, Huntington Beach, et al to exchange information on best practices, emergency support, cooperative purchasing, etc. [Regional – Approved]

**C. Applications of Technology that are Proven to Increase Efficiency and Effectiveness of Business Processes**

1. Consider hosted servers, cloud computing, and software as a service opportunity to analyze cost effectiveness. [Approved]
2. Solicit outside vendors to conduct server, application and network consolidation reports to show benchmarks on utilization and current deficiencies in operations. [Eliminate all together – Approved]

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3. Create an initiative on hardware refreshes every 36 months. This is a common practice and can be negotiated from multiple vendors under lease contracts that allow the city to gain maximum utilization and retain a residual value in the equipment at time of refresh. It will allow the city to maximize its fiscal resources and at the same time gain the maximum benefit of the latest technology. [Britt to rewrite]
4. Document Management Systems - City deals in a lot of paper. Evaluate a platform that can handle everything online. [Add to Section B #9]
5. Evaluate the outsourcing of payroll and certain HR functions. [Approved]
6. Evaluate Citrix for remote application access. [Approved]
7. Consider the replacement of Critical Outdated Business Systems such as Business and financial systems, Police Department computer aided dispatch (CAD) system. [Add to C #4]

**D. Applications of Technology that can Improve Communication with Residents, Businesses and Visitors**

1. Unify the “look, feel and navigation” of City’s multiple websites: City Hall, Police, Library and Lifeguard. [Cooper to rewrite]
2. Implement software that will enable residents to access information from the City’s websites via mobile devices. [Approved – Strong]
3. Develop capability for people to sign up for information push. [Consolidate with D #4 and D #9 – Cooper to rewrite]
4. Utilize automated mailing features to send information out to residents (notifications of events, services, etc.). [Consolidate with D #3 and D #9 – Cooper to rewrite]
5. Develop, with service provider, online permit application system. [Add to C #4 and #7]
6. Expand use of Social Network Site – Facebook [Add to D #3, #4, #9]
7. Utilize You Tube to publish marketing videos of city and its amenities [Add to D #3, #4, #8, #9]
8. Evaluate 3-1-1 Service/CRM/Customer Service Department. [Add to D #9]
9. Evaluate emerging applications and communication channels for engaging citizens. [Consolidate with Section D #3 and D #4 – Cooper to rewrite]
10. Consider enhancing city’s website according to the recommendations provided by a third-party website consultant ( see Appendix “M”) [Cooper to combine with D #1]

Task Force Member Britt believed that there are recommendations that were not included in the final report that he believed should of been. Chairperson Cooper suggested that all Task Force Members go back through their recommendations and send what that they believe should be included in the

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recommendations to Acting Deputy Administrative Director Matusiewicz by noon on Wednesday, June 23, 2010.

Task Force Member Brandenburg suggested that the five main recommendations be added to the executive summary instead of the methodology section.

Assistant City Manager Smith stated that she will discuss with City Manager Kiff the direction the Task Force is going. She suggested that Task Force Members utilize plain language in consideration of the public.

Task Force Member Scheeff suggested that the recommendations include further justification and rationalization. Task Force Member Britt believed that there be fewer recommendations with more substance and a full paragraph of rationale. Task Force Members agreed that an overview paragraph will be added after the executive summary to capitalize the Task Force Committee findings which will lead into the five key recommendations and noted that the paragraph will be drafted by Chairperson Cooper.

In response to Chairperson Cooper's question regarding how much information to provide to Council, Task Force Member Britt believed that although all of the recommendations should not be presented to Council, all recommendations that govern standards should be included and suggested that recommendations that are not used be excluded from the report. It was a consensus of the Task Force that the recommendations will be prioritized after they are rewritten and agreed upon.

**VI. PUBLIC COMMENTS - None**

**V. ADJOURNMENT – 6:12 p.m.**

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**The agenda was posted on June 11, 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**