CITY OF COMMERCE
AGENDA REPORT

TO: Honorable City Council

FROM: City Administrator

SUBJECT: Information Technology – Supplemental Support Services

MEETING DATE: October 18, 2016

RECOMMENDATION:

Approve and adopt a resolution approving an agreement with Network Management Corporation for Information Technology Supplemental Services. Staff is also requesting that $61,600 be appropriated from Fiscal Year End 2015/16 Surplus Funds. Staff will highlight this authorization as part of the mid-year financial status report.

BACKGROUND / ANALYSIS:

Managing the day-to-day IT operations of a business of any size can challenge staff and current skill set despite your IT team's best efforts. On occasion, an organization needs supplemental IT support to get the job done, assist with emerging technologies, expand internal expertise, and fill gaps in staffing.

As part of the FY 2016/17 budget process, the City Council approved $30,000 for assistance / support to our staff related to the city's email server / network core systems.

As we were in the process of engaging with Network Management Corporation for the aforementioned, the IT function was confronted with the loss of a staff member. In order that we address our manpower shortage, in addition to the matters mentioned above, technological expertise needed an IT solution to achieve our short- and long-term business objectives, while providing real world solutions that fit our unique business needs with minimal disruption to our daily operations – specifically, contracting out to do the following:

 - ➢ assessing equipment performance
 - ➢ managing upgrades and installations
 - ➢ leveraging trends and much more to help you get the most from your technology investment
 - ➢ providing us with 360 degrees of proactive, preventative and responsive managed IT services
 - ➢ Mentoring
 - ➢ Network systems health check / critical problem resolution
 - ➢ Systems troubleshooting

- ➢ Virtualization systems assistance
- ➢ Pro-active network systems patching and updates
- ➢ Remote administration and support

After much deliberation, Finance staff believes that our relationship with Network Management Corporation should continue. They were an integral part in the implementation of the system and have the necessary expertise and knowledge base of current system(s). Their simple and pragmatic approach will assist in detecting deficiencies, resolving problems to help keep our business infrastructure healthy.

In addition, our staff will benefit from their support as we facilitate the following projects:

Virtualization - Is the single most effective way to reduce IT expenses while boosting efficiency and agility—not just for large enterprises, but for small and midsize businesses too. VMware virtualization lets you run multiple operating systems and applications on a single computer. Virtualization will give the City the ability and power to consolidate hardware and get vastly higher productive from fewer servers, saves 50 percent or more on overall IT cost & speed up and simplify IT management, maintenance and deployment of new applications.

Geographical Information Services - A geographic information system (GIS) integrates hardware, software, and data for capturing, managing, analyzing, and displaying all forms of geographically referenced information. GIS allows us to view, understand, question, interpret, and visualize data in many ways that reveal relationships, patterns, and trends in the form of maps, globes, reports, and charts. A GIS helps you answer questions and solve problems by looking at your data in a way that is quickly understood and easily shared. GIS technology can be integrated into any enterprise information system framework.

Accela - Accela powers thousands of services and millions of transactions for more than 500 public agencies worldwide, enabling governments to connect with citizens and streamline processes related to land management, asset management, licensing, and public health & safety. Accela addresses a broad range of agency, business and citizen needs, and includes built-in payment, scheduling, compliance and information transparency.

Website Redesign – The City's website has not been updated for close to 5 years. A redesign will allow the City to take advantage of new technologies and capabilities. For example: mobile app integration, potential for payment portals and a more user friendly navigation experience. The redesign will allow for citizens to communicate with the City via the web portal and seamless integration with social media and allows for e-communication capabilities

ALTERNATIVES:
1. Approve staff recommendation
2. Provide staff with further direction

FISCAL IMPACT:

The following detail provides a breakdown of the services and fees for supplemental services. The proposed service period is from November 1, 2016 through June 30, 2017.

Description	Weekly Hours	Total Hours	Quarterly Billing	Total
Weekly Administration (10 hours/week)	10	320	$22,400	$44,800
Quarterly Updates (24 hours/week)		72	$5,040	$10,080
Quarterly Assessment (16hours)		48	$3,360	$6,720
				$61,600

If the City Council approves the aforementioned recommendation, finance staff is requesting that $61,600 be appropriated from Fiscal Year End 2015/16 Surplus Funds. Staff will highlight this amount as part of the mid-year financial report.

RELATIONSHIP TO STRATEGIC GOALS:

This agenda report is associated with Council's Fiscal Sustainability Guiding Principle 4 – Continue to enhance innovative technology initiatives to support City business processes and customer service. Implement new strategies and methods to retain and/or encourage private development investment.

Recommended by: Vilko Domic, Director of Finance
Approved as to form: Eduardo Olivo, City Attorney
Respectfully submitted: Jorge Rifá, City Administrator

ATTACHMENTS:
1. Resolution
2. Agreement

DS/staff reports, city council/IT Infrastructure/2016/SR IT Supplemental Support Services 10-18-16