

**REDMOND CITY COUNCIL
STUDY SESSION**

April 21, 2009

Mayor

John Marchione

Members of the Council

Nancy McCormick, Council President

Kim Allen

David Carson

Richard Cole

Hank Margeson

Hank Myers

Pat Vache

Staff

Mike Bailey, Finance and Information
Services Director

Linda Hermanson, IS Manager

MEETING SUMMARY

Convened: 9 p.m.

Adjourned: 10:25 p.m.

Councilmember McCormick opened the study session and overviewed the agenda for the evening.

City of Redmond Draft IS Strategic Plan

Mr. Mike Bailey, Finance and Information Services Director, overviewed the elements of the draft plan, spoke regarding work regarding the plan of the Guidance Team comprised of the department directors, and introduced representatives from Pacific Technologies, Inc. (PTI), who have studied the needs of Redmond and compiled the draft plan.

PTI Representatives:

- provided an overview of the evening's presentation;
- spoke regarding project objectives and project approach;
- spoke regarding the strategic plan in the context of established Redmond citizen priorities through the Budgeting by Priorities process;
- identified areas of strength for Redmond, including:
 - executive commitment to improving citywide IT
 - strategic, regional partnerships
 - telephony, server, and server storage technologies ahead of peers
 - network and data well protected from external threats
 - technology infrastructure regularly monitored and tested
- identified areas where there are opportunities for improvement;
 - create a citywide approach to IT decision-making

- establish a clear, citywide direction for technology, IT service delivery
- provide sufficient IT resources to support Redmond's goals
- seek increased opportunities of regional cooperation and partnership, where advantageous
- decrease reliance on custom application development
- enhance automation for critical business functions
- improve mobile computing, bandwidth, and data centers
- addressed the IT Mission Statement – to provide technology solutions and services to support efficient delivery of City services;
- spoke regarding Goal No. 1 – Accessibility and Accountability;
 - deploy technology that makes government accessible and accountable to constituents and business partners
 - enhance the City's website
 - support public access to the City via the Internet
 - align reporting and decision support systems
- spoke regarding Goal No. 2 – Regional Cooperation and Partnership;
 - seek regional technology partnerships that provide benefit to the City
 - build on existing cooperative, regional relationships
 - develop new partnerships that enhance service and reduce costs
- spoke regarding Goal No. 3 – Streamlined Operations;
 - use information technology to streamline business processes, enhance City operations and support sustainability
 - fill business automation gaps
 - emphasize use of commercial software
 - retire custom applications and shadow systems
 - empower staff with access to information and services they need
- spoke regarding Goal No. 4 – IT Service and Decision-Making;
 - align IT services and decision-making with business priorities, customer needs, and best practices
 - foster a citywide approach to IT decision-making and setting priorities
 - manage IT service to specific performance objectives
 - organize the Information Services Division to optimize quality and cost-effectiveness of service delivery
- spoke regarding Goal No. 5 – Technical Infrastructure;
 - maintain a secure, reliable, and cost-effective technology infrastructure
 - consolidate core infrastructure
 - position the City's network for future capacity needs
 - improve field and remote access for City workers
 - ensure appropriate security for IT systems
- provided preliminary cost estimates of the plan; and
- noted the IT Strategic Plan benefits within the context of the six established budgeting by priorities process.

Members of the Council, staff, and the consultants discussed:

- the list of projects included in the plan;
- the City's current permitting software;
- costs of upgrading the permitting system;

- consolidation of data centers and established redundancies in the current set-up; disaster recovery;
- reaching out to the stakeholders in the community, including the business community, for their input on the IS needs of the City; and
- possible use of Fire Station No. 17 as the disaster recovery back-up location.

Councilmember Cole requested an analysis of the additional requirements needed to expand Fire Station No. 17 for the purpose of housing the City's Disaster Recovery Center.

Mr. Bailey noted that he would come back to Council for continued discussions regarding the IS Strategic Plan in approximately one month to review the implementation process.