SUBJECT: INFORMATION TECHNOLOGY: ESTABLISHMENT OF AN INFORMATION TECHNOLOGY DEPARTMENT AND INFORMATION TECHNOLOGY DIRECTOR POSITION

DATE: SEPTEMBER 24, 2013

FROM: THOMAS R. HATCH, CHIEF EXECUTIVE OFFICER

PRESENTATION BY: THOMAS R. HATCH, CHIEF EXECUTIVE OFFICER

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RECOMMENDATION:

1. Staff recommends that the City Council direct staff to establish an Information Technology Department including the establishment of a full-time Information Technology Director job classification (Attachment 1).

2. Adopt Resolution No. 13-xx (Attachment 2), which amends Resolution No. 08-59 by establishing the new Information Technology Director job classification with a salary range of $10,444 to $13,995 per month.

BACKGROUND AND DISCUSSION:

Currently, the Information Technology Division is responsible for computer operations and computer systems development. The operations component is responsible for installing and monitoring computer equipment for both public safety and general City services. This unit is also responsible for maintaining data files and processing business applications in a networked client server environment. The computer systems development unit is responsible for supporting and enhancing applications for both public safety and general City services. Specifically, this unit is responsible for implementing, maintaining and processing solutions for ad hoc data processing requests in networked client-server and internet/intranet environments. The FY 2013-14 Budget includes nine FTE's in this division.

Prior to 2011, the Information Technology Division was part of the Administrative Services Department. In 2011, the Administrative Services Department was eliminated and the Information Technology Division became a division of the Finance Department.

Enhancing the technology capabilities in the City has become a high priority over the last several years. The City Council has approved funding to significantly enhance the City's technology infrastructure to both improve efficiency and enhance customer service. The renewed emphasis on enhancing the City's technological capabilities has resulted in a reassessment of the most appropriate place for technology services in the organization to provide the optimum results. To that end, staff recommends creating an Information Technology Department.
The addition of an Information Technology Director affords the City the opportunity to maintain high level oversight of a critical function within the City's infrastructure. This position will have the responsibility to not only manage day-to-day operations of the IT environment, but it will also be responsible for positioning the City to remain on the forefront of constantly evolving technological advances. This has been an area the City has been deficient for a number of years. By expanding the scope and authority of this position, a new expectation is being created that recognizes the critical interface between IT and all other functions of the City. Having a Director level position also affords the city to attract candidates that are more inclined to have the commensurate skill set required to accomplish overall IT objectives.

In a very short period of time, the City will embark on a number of substantial changes that will require a skill set above the Division Manager level. The coordination of multiple projects including CAD-RMS, Mobile Data Computers, broadband solutions for public safety, a new virtual storage environment, desktop computer purchases, as well as a new Enterprise Resource Planning (ERP) system which will encompass new technologies in our Financial, Human Resources, and Payroll functions. The Director will be responsible for ensuring that all of these projects are managed properly with a sense of strategy and efficiency guiding these efforts.

Further, staff recommends that an Information Technology Director position be established which would report to the Chief Executive Officer (CEO). This position is needed to lead the City through the implementation of the Council's technology goals in the established timelines. Attachment 1 is the proposed job description for this new position. The total cost of establishing an Information Technology Director position is estimated to be $230,000 annually including salaries and benefits.

**ALTERNATIVES CONSIDERED:**

1. Do not make any changes to the organizational structure.

**FISCAL REVIEW:**

The estimated annual cost of a full-time Information Technology Director position is $230,000 including salaries and benefits. The funding for this change would come from existing appropriations for FY 2013-2014 with approximately $100,000 needed from contingency funds.

**LEGAL REVIEW:**

The City Attorney's Office has reviewed the attached documents and, where appropriate, approved them as to form.

**CONCLUSION:**

These changes will enhance the ability of City staff to achieve the City Council's goals. Thus, staff recommends that the City Council establish an Information Technology Department which includes the establishment of an Information Technology Director position.

THOMAS R. HATCH
Chief Executive Officer

*Attachment 1: Information Technology Director Job Description*
*Attachment 2: Resolution No. 13-xx*