

# **Information Technology Board Retreat**

**Tuesday, July 9, 2003**

**Wayne Township Fire Headquarters**

**8:30 AM**

**1. Minutes**

- Approval of the June 17, 2003 meeting minutes (Exhibit A)

**2. Action/Discussion Items**

- 2004 Budget
- Sourcing Discussion

**3. Status Updates**

- CIO Report (Exhibit B)
- ACS Report (Exhibit C)

**4. New Business**

- The next scheduled IT Board meeting is **August 19, 2003** room 260.

**5. Adjourn**

**EXHIBIT A**

**INFORMATION TECHNOLOGY BOARD**

- MEETING DATE:** June 17, 2003
- MEETING LOCATION:** Room 260, City-County Building
- MEMBERS PRESENT:** Paul Ricketts, Marty Womacks, Kathy Davis, Doris Anne Sadler, Robert Turner, James Payne, Linda Enders, and Mike Hine
- STAFF PRESENT:** Carolyn Schausten, Nadeen Biddinger, Dave Mockert, Jennifer Ruby, Dan Pavey, Dave Rutherford, Chuck Carufel -ISA; John Nero, Linda Kelsey, Marty Barnes, Joe Clark, Dave Gumbiner, -ACS; Joe Finch-IPD; Andy Swenson-DMD; Rick Hammond-Woolpert
- VISITORS PRESENT:** Sheri Rossi-Unisys, Miriam Dant-Baker and Daniels

Mr. Ricketts called the meeting to order at 9:40 AM.

**Minutes**

Ms. Davis motioned to approve the May 20, 2003 meeting minutes, Ms. Sadler seconded and the motion passed unanimously.

**Status Reports**

**CIO Report**

Mr. Hine distributed a flyer regarding a one-day seminar sponsored by Government Technology Magazine on Information Technology to be held in Indianapolis on July 22nd. He and the State CIO, Laura Larimer, serve on the advisory board for the seminar.

Mr. Mockert gave a brief status on the development of the new GIS Strategic Plan. Over 100 people representing 42 different agencies were interviewed. A draft document of the plan is complete with the intent of consolidating the information into an interactive online format. GIS would like to do a formal presentation of the plan at the next IT Board meeting.

Ms. Davis asked what the document contains. Mr. Mockert stated the information includes the development of formal processes in regards to handling projects and issues and streamlining business processes to enhance internal resources.

Mr. Mockert will give recommendations as to the sequence of strategic initiatives.

Ms. Enders suggested having directions on how to effectively use the document when viewing it online.

Mr. Hinline gave an update on the discussions underway regarding opportunities available between the city and state to improve data connectivity. Currently there are four or five different connections to different entities between state and local government. The new State Supreme Court case management system's data requirement has provided an opportunity to look at the big picture. Talks are underway towards possibly building a self-healing fiber ring between the state and local government. This would provide significant bandwidth to handle future needs while improving current connectivity all without spending additional funds.

Ms. Davis asked how Indianapolis government's agreement with CityNet compares to other city's fiber relationship agreements. Mr. Hinline described the agreement but indicated that the question seemed to be more appropriate to a full discussion of countywide needs. Mr. Hinline hopes to have a more in depth discussion in the future regarding a master countywide telecommunications plan.

#### Sourcing Discussion

Mr. Hinline briefed the Board on the potential timeline of an RFP for IT sourcing services. This timeline has not changed since IT Board discussions early last year. The basic time period breaks into approximately 3 6-month periods: from July to December of 2003 would establish scope and strategy, RFP development and publication, by the end of June 2004 responses would be evaluated, any BAFO would be done, a new contract negotiated and a new contract awarded, followed by a six month transition period to move from the old contract into the new one. These timelines could vary by a few months but are an aggressive but doable timeline.

Mr. Hinline updated the Board on potential outside costs for this effort. He had previously mentioned that it could cost up to \$1 million to formulate an RFP for a \$60-75 million contract. ISA has been looking at these costs and have been pleased to determine that this number can be lowered given current environments to max out at no more than \$600,000.

Ms. Davis stated she felt the Board should gather with other key contacts as a group and decide what the elements of an RFP are and what external resources might be required. She proposed those involved enforce discipline with an eye towards reducing these costs and obtain consultants for only resources local government cannot provide internally.

Ms. Womacks stated that she was concerned with going out for an RFP while many things in local government are in changing such as replacing a very complex property system. She stated the support activities provided by ACS currently have been excellent

including the intense effort made by them supporting the recent reassessment and HB1001 changes.

Ms. Sadler stated from her experience it is easy to rely on the company in place for some time. There is always some issue or activity underway that would seem a reason to not go through an RFP. She stated that 9 years is a significant time since the contract last was competed so it is time to test the market. She also stated ISA needs to go through a tight process in selecting a consultant to help with the RFP.

Mr. Ricketts proposed an IT Board Retreat to discuss the RFP topic as well as other items of importance.

July 9<sup>th</sup> was selected as the date for the Retreat. The Board members agreed to keep their calendars open to accommodate the meeting.

Judge Payne requested to have a listing of the long-term initiatives as a reference in determining whether to go through an RFP.

#### ACS Report

Mr. Nero thanked all those in attendance for the IT Operations Review. He highlighted that ACS is working with the Clerk's Office in the planning process for the November elections. The Prosecutors moves are on schedule and have been going smoothly.

#### Adjourn

The next IT Board meeting will be a Retreat held on July 9<sup>th</sup>, the location yet to be determined.

Mr. Ricketts adjourned the meeting at 10:40 AM.

Respectfully submitted,

Carolyn Schausten

## **EXHIBIT B – CIO Report**

June 2003

### **Project Highlights**

- Continued budget compilation and finalization work to meet City and County deadlines.
- Completed efforts towards achieving savings from 2003 budget for City and County.
- Continued activities for the Arrestee Processing Center.
- Gathered data and worked extensively on a draft version of the Technology Strategic Plan by refining initiatives, goals and mission. Jennifer Ruby has been leading this effort to incorporate feedback from various leaders throughout the City and County.
- Arranged for interested departments and agencies to learn more about wireless government solutions presented by Cisco.

### **Planning Division Highlights**

- Worked with GIS to finalize the GIS Strategic Plan and prepare for executive presentations.
- Jennifer Ruby coordinated an effort involving CivicNet, GIS and the Internet Team to apply for recognition in various organizations for extraordinary solutions or services completed during the past year.
- Bruce Turner worked with Dell to improve the performance of the standard PC and laptop configuration offerings. The result have increased the speed of the machines and doubled the RAM memory and hard drive capacity. An additional feature being offered is a one-year online training program for employees in numerous productivity software at a price considerably lower than can be obtained through any traditional classroom training.
- Nadeen Biddinger attended a four-day Gartner Outsourcing Summit to learn the latest Best Practices, network with other organizations and become more familiar with the leading sourcing vendors in the marketplace.
- Worked with the Internet group to learn more about accessible web design and learned the ways people with disabilities “see” and use the web.

- ❑ Continue working with the Mayor's Office to review the draft of a CRM Request for Proposal for MAC solution.

## **Telecommunications Division Highlights**

- Completed three of the four scheduled moves of the Prosecutor to 251 East Ohio Street.
- Currently moving the telephone switch for the Department of Public Works.
- Installing a new telephone system for Probation at 2625 North Shadeland.
- Completed the project of upgrading R300's to G700's at remote sites.
- Working on cleaning up and better defining listings in the SBC Government Blue Pages.

## **Administrative Division Highlights**

- Service Level auditing of the ACS contract in the areas of performance and application development continue with several new phases about to be implemented.
- Continue to refine and analyze projected 2004 budget numbers with feedback from departments in both the City and County.
- Extensive time spent compiling information for outside auditors in preparation for the County's Comprehensive Annual Financial Report.
- Finalized efforts for 2003 budget reductions to City and County.

## **Internet Division Highlights**

- ❑ Strong concentration in completing the Content Management System implementation with testing and bug fixes.
- ❑ Worked on new graphics for the Home Page, to include themes and colors that will carry throughout the site.
- ❑ Working on the July 11<sup>th</sup> presentation to demonstrate the Web Content Management System, and new processes for the update and maintenance of the web site. This presentation is geared towards web stewards, Department and Agency Heads, and Elected Officials using the opportunity to showcase a

project that took two years to reach completion. It has taken a tremendous effort to continue to manage the daily activity while launching this system.

## GIS Division Highlights

- Completed the GIS Strategic Plan document and presented the details to the GIS user community on June 30<sup>th</sup>. The results have been published online at <http://www.indygov.org/gis/projects/longrange/pdf/strategic2003.pdf>
- Sample LIDAR data has been received and is available to be demonstrated in the IMAGIS office. This data is now being used to update the Digital Elevation Model (DEM) for improved accuracy of the digital orthophotography, and for the creation of new 2' contours.
- Worked on a data collection tool utilizing handheld devices for the sign inventory and for abandoned houses.

## CIO Comments

IT Board Members,

It is so hard to believe that as I write this, we are now in the month of July and half of the year has already gone by! Our efforts continue on so many fronts across ISA and ACS. As previously mentioned, we have a good number of government staff moving to different locations. Our day-to-day support efforts are working well. I want to specifically comment on 3 areas in this report.

First, ISA has worked diligently over the last several months to look for savings in support of the city and county during these tough economic times. ISA management had started this effort at the first of the year. Subsequently, the County Auditor had asked all county agencies to underspend their budgets by 5% in 2003. I am pleased to report that we have identified and committed to return \$1,974,027 from this years budget. This represents 6.6% of our budget and we accomplished this without having to reduce any customer projects. These savings have come from a variety of areas, some one time and others ongoing. In order to maximize the benefit to the City and County, we will be issuing credits for ½ this amount for the next two months to the Auditor and Controller. Due to the chargeback methods in place, the Controller will receive a credit for \$1,058,743 and the Auditor will receive a credit for \$915,284. This is primarily due to the split for GIS services.

We have been very active over the last several months with budget preparation. Given the tight financial forecasts, we have spent significant time with agencies and departments. I want to comment on the additional efforts made this year from the city departments regarding planning for applications development. The planning and resulting estimates for applications development projects for the city has been the most detailed I have seen in my tenure with local government. I want to thank all the city staff that have participated in this process. I feel very positive about all of our understanding of what needs to be accomplished and what it will take to do so in 2004.

Finally, we have been very busy preparing for the IT Board retreat to discuss our upcoming sourcing decisions. This is the kickoff of a very busy 18 month process. We appreciate the active participation of the Board and look forward to the discussions on Wednesday.

Respectfully,

Mike Hinline

Contracts approved for the IT Board by the Chief Information Officer

| Date Approved | Dept.             | Description                                                              | Vendor                             | Annual \$ Amount | Total \$ Amount | Funding Department or chargeback | Notes |
|---------------|-------------------|--------------------------------------------------------------------------|------------------------------------|------------------|-----------------|----------------------------------|-------|
| 7/3/2003      | External Agencies | Frame Relay Circuit to 9th Floor C/C Bldg                                | Ameritech                          | 1,663.00         | 79,824.00       | ISA Chargeback                   |       |
| 7/3/2003      | Washington Twp    | Upgraded Frame Relay Circuit to 2188 E. 54 ST (Washington Twp. Assessor) | Ameritech                          | 0.00             | 0.00            |                                  |       |
| 6/18/2003     | IPD               | Amendment #73 IPD Server Support                                         | ACS                                | 27,828.00        | 36,929.84       | ISA Chargeback                   |       |
| 6/18/2003     | ISA               | Amendment #72 ISA Novell iChain Server Support                           | ACS                                | 27,828.00        | 38,274.13       | ISA                              |       |
| 5/12/2003     | Internet          | Professional Services Agreement-Web and Graphic Design Svcs.             | Descom, LLC                        | ----             | 30,000.00       | ISA                              |       |
| 5/2/2003      | DPW               | Frame Relay Circuit to 1375 W. 16th (DPW Customer Service)               | Ameritech                          | 6,240.00         | 24,960.00       | ISA-Chargeback                   |       |
| 5/2/2003      | Probation         | Department)                                                              | Ameritech                          | 6,840.00         | 27,360.00       | ISA-Chargeback                   |       |
| 5/1/2003      | Internet          | Addendum to MethodFactory Agreement for additional 90 hours              | MethodFactory                      | 9,900.00         | 9,900.00        | ISA                              |       |
| 4/29/2003     | City HR           | Amendment #71 City HR NT Application Server Support                      | ACS                                | 30,920.00        | 42,156.00       | ISA-Chargeback                   |       |
| 4/23/2003     | GIS               | GIS Data Entry Services                                                  | Onsite Engineering & Environmental | 46,800.00        | 46,800.00       | ISA                              |       |
| 4/14/2003     | Franklin Twnshp   | Frame Relay Circuit to 5319 S. Emerson (Franklin Township Assessor)      | Ameritech                          | 6,240.00         | 24,960.00       | ISA-Chargeback                   |       |
| 4/3/2003      | Sheriff           | Frame Relay Circuit to 10202 Washington St (Sheriff Dept.)               | Ameritech                          | 5,040.00         | 20,160.00       | ISA-Chargeback                   |       |
| 4/3/2003      | Parks             | Frame Relay Circuit to 1551 Broad Ripple Ave (Broad Ripple Admin)        | Ameritech                          | 5,640.00         | 22,560.00       | ISA-Chargeback                   |       |
| 4/3/2003      | IPD               | Frame Relay Circuit to 752 E. Market (Arrestee Processing Cntr)          | Ameritech                          | 5,640.00         | 22,560.00       | ISA-Chargeback                   |       |
| 3/24/2003     | ISA               | SBC DS3 Disaster Recovery circuit to sunguard                            | SBC                                | 11,955.00        | 59,475.00       | ISA                              |       |
| 3/24/2003     | ISA               | SBC OC 12 to OC 48 upgrade                                               | SBC                                | 85,099.00        | 85,099.00       | ISA                              |       |
| 3/19/2003     | Sheriff           | Frame Relay Circuit to 532 Turtle Crk N. Drive(Sheriff Dept.)            | Ameritech                          | 5,040.00         | 20,160.00       | ISA-Chargeback                   |       |
| 3/19/2003     | Guardian Home     | Frame Relay Circuit to 5751 University Ave.(Guardian Home)               | Ameritech                          | 5,640.00         | 22,560.00       | ISA-Chargeback                   |       |
| 3/19/2003     | IFD               | Frame Relay Circuit to 555 N. New Jersey (IFD HQ)                        | Ameritech                          | 5,940.00         | 23,760.00       | ISA-Chargeback                   |       |
| 3/19/2003     | Fleet Svcs        | Frame Relay Circuit to 1651 W. 30th St. (Fleet Services)                 | Ameritech                          | 5,640.00         | 22,560.00       | ISA-Chargeback                   |       |
| 3/18/2003     | GIS               | Professional Services Agreement-Project Consulting                       | PJN Consulting                     | 92,424.00        | 92,424.00       | ISA                              |       |
| 2/23/2003     | Mayors Ofc        | CRM Initiative assistance                                                | Tier 1 innovations                 | 50,000.00        | 50,000.00       | Mayors Office                    |       |
| 2/21/2003     | Election Board    | Frame Relay Circuit to 68 N. Gale (Election Board Svc. Center)           | Ameritech                          | 5,940.00         | 23,760.00       | ISA-Chargeback                   |       |
| 2/20/2003     | IPD               | Frame Relay Circuit to 6125 E. 21 st.(IPD E. Sub Station)                | Ameritech                          | 5,640.00         | 22,560.00       | ISA-Chargeback                   |       |
| 2/19/2003     | ISA               | Professional Services Agreement-Network Consulting                       | InfoComm Systems, Inc              | 10,000.00        | 10,000.00       | ISA                              |       |
| 1/28/2003     | Warren Twnsp      | Amendment #69 Warren Twnshp Desktop/Network support                      | ACS                                | 7,715.28         | 15,669.56       | ISA-Chargeback                   |       |
| 1/23/2003     | IPD               | Frame Relay Circuit to 901 N Post Rd (IPD Training Academy)              | Ameritech                          | 5,040.00         | 10,080.00       | ISA-Chargeback                   |       |
| 1/7/2003      | DMD               | Amendment # 68 DMD filenet and Indidocs subcontractor                    | ACS                                | 0.00             | 54,000.00       | ISA-Chargeback                   |       |
|               |                   |                                                                          |                                    |                  |                 |                                  |       |
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