

**MEMORANDUM**

Information Technology Department

DATE: May 9, 2023

TO: City Council

FROM: Benny Hsieh, Assistant Information Technology Director
Roger Jensen, CIO/Information Technology Director

SUBJECT: Information Technology Project Requests for Fiscal Year 2023-24

PURPOSE

This memo transmits the capital improvement project (CIP) requests for the Information Technology (IT) Department for Fiscal Year 2023-24.

BACKGROUND

The IT CIPs are usually identified as a single project but may consist of subprojects or separated into different projects for tracking purposes. Proposals for Fiscal Year 2023-24 total \$600,000.

Amended Projects*Citywide Website Software Update/Content Migration—CIP No. 4213201 (\$75,000)*

A Citywide Request for Proposals (RFP) for vendor services to implement an update to the City's public website (www.MountainView.gov) as well as our City's intranet—CityNet. This project will provide for the transition from the City's existing Civica brand Content Management System (CMS), which was purchased and sunsetted by Granicus.

The additional funding will be used for enhanced user interface design consulting as well as fund enhanced CRM capabilities for community members when they access the site looking for services or information about the City.

Audio-Visual/Web Conferencing Equipment in Conference Rooms—CIP No. 4171804 (\$100,000)

The City is upgrading the standard audio-visual (AV) setup design for all conference rooms to support Zoom and Microsoft (MS) Teams "Rooms." As the City continues to use web and audio conferencing tools like Zoom and MS Teams to manage hybrid meetings with staff and the community, our conference room systems need to support this functionality as smoothly as possible.

The additional funding will allow the City to add a dedicated computer and Zoom/Teams licensing to each conference room.

Additional Funding for Work Order Management System—CIP No. 4151801 (\$300,000)

The City has been using a work order management system developed by Hansen, Inc. The system was initially installed in 2001 and needs to be upgraded. The Community Services and Public Works Departments evaluated the vendor's upgrade, now called Infor Public Sector, and have decided the upgrade will not meet their requirements.

The additional charge is to fund an additional inventory system, which will catalog all Mountain View signs and their support structures and pavement markings on City-maintained roadways.

IT Infrastructure and Telecommuting Support—CIP No. 4213301 (\$125,000)

This fund is used to add capacity due to new hires and building remodeling and replace miscellaneous equipment that is not covered under our Equipment Replacement Fund.

The City has approximately 850 workstations in use by staff. As we continue to respond to the COVID-19 events and migrate to a telecommuting environment, we are investing in better systems for telecommuting users and for IT to support those systems when they are working remotely.

The additional funding will allow the City to continue the transition from VDI and desktop computers to laptops faster than possible with the existing Computer Equipment Replacement Fund (ERF), which only provides funding to replace 25% of the machines in any given year.

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