

**MEMORANDUM**

Information Technology Department

**DATE:** April 9, 2020

**TO:** City Council

**FROM:** Steve Rodriguez, Information Technology Manager  
Roger Jensen, CIO / Information Technology Director

**VIA:** Kimbra McCarthy, City Manager

**SUBJECT:** Information Technology Project Request for Fiscal Year 2020-21

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**PURPOSE**

This memo transmits the Capital Improvement Project (CIP) requests for the Information Technology (IT) Department for Fiscal Year 2020-21.

**BACKGROUND**

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 2020-21 total \$1,525,000.

**Initial Non-Discretionary Projects**

The two Non-Discretionary projects described below are recommended to roll forward in the first Study Session memo to Council dated March 17, 2020.

*Citywide Website Software Update/Content Migration (\$310,000)* - Citywide request for vendor services to implement an update to the City's public web site located at [www.mountainview.gov](http://www.mountainview.gov). This project will provide for the transition from the City's existing Granicus's Civica brand Content Management System (CMS) to Granicus's govAccess CMS (formerly Vision). The scope of services will include providing all software and services required to implement and support the City's website. The scope includes, but is not limited to system configuration and testing, interfaces to City data/systems as applicable, content migration/conversion/clean-up of approximately 1000 pages of existing content, project management in coordination with City Project Team, and ongoing staff training and maintenance.

*IT Infrastructure (\$80,000)* - This fund is used for to add capacity due to new hires and building remodeling, and replace miscellaneous equipment that is not covered under our equipment replacement fund.

### **Additional Modified Non-Discretionary Project**

Staff is requesting a modification to the Non-Discretionary IT Project described below and in the second Study Session memo to Council dated April 21, 2020..

*Support for Telecommuting Workforce (\$75,000)* - The City has approximately 650 workstations in use by Staff. During the recent COVID-19 event, many of the users that require high-end workstations for their work did not have adequate systems at their remote location to do their job, and remote access to their desktop machines was slow and inefficient. Some users brought their desktop machines with them, but this is not practical for most employees. The normal Equipment Replacement Fund (ERF) is not sufficient to replace these systems with high end laptops, and we also need additional network and support systems for these employees.

### **New Projects**

There is one new IT project proposed. The project is described below and is included in the first Study Session memo dated March 17, 2020.

*Adobe A/V Upgrade (\$100,000)* - Install a modern, state-of-the-art, A/V system at the Adobe Building. The Adobe Building currently has a built-in projector screen and a partial audio system that is similar to a home theatre system. This facility is commonly used for meetings, classes, and events where A/V capabilities are often requested. Currently, facility users are required to bring in all of their own equipment. This project will allow for plug and play capabilities including built-in sound, built-in projection, etc. The facility often hosts meetings when projection and sound are necessary to convey messages/presentation. The facility also has private events that feature speeches, picture slideshows, music, etc.

### **Amended Projects**

There are two amendment requests from IT.

*Geospatial Information System (GIS) Development, CIP 4161802 (\$60,000)* - The funding will continue the development of the GIS platform by expanding the application pool to include advanced web-based mapping solutions and establish an ongoing data maintenance framework to ensure the GIS remains accurate and up to date. This amendment was requested in the first study memo.

***Land Management System and Paperless Permitting System, CIP 4111801 (\$900,000) -***

The City of Mountain View does not have an enterprise-level Land Management System, capable of managing permitting and licensing applications for the organization. The City has implemented department-level or work-group solutions with various products, including Excel, Filemaker, Serena Business Manager, Comcate and a proprietary solution built by and maintained by a single person (non-City employee). This assortment of applications is inefficient, subject to failure, and impossible to integrate for sharing data across applications.

Agencies use Land Management Systems to address the following areas:

- Contractor Licensing
- Multi-unit inspections
- Code enforcement
- Building permits
- Sign permits
- Building inspections
- Planning
- Public Works projects

In addition to a Land Management System, this CIP would also be used for a Paperless Permitting System, which would allow the City to move away from hard copy printouts of plans. The City receives hundreds of plans, with multiple reams of printed material. A paperless permitting system would eliminate the need for these printed materials, as well as enabling Staff and applicants to view and edit plans remotely during the application process. This amendment was requested in the second Study Session memo.

**CONCLUSION**

A comprehensive review of all current and scheduled projects was performed. These projects have been identified to improve the City's IT systems capacity, reliability and functionality.