



(d)2. INNOVATION AND TECHNOLOGY PROJECTS STATUS REPORT

Public Safety, Finance and Strategic Support Committee | March 20, 2025

Khaled Tawfik, Chief Information Officer, Information Technology Department

Jesse Juarros, Division Manager, Information Technology Department

Shirley Duong, IT Products-Projects Manager, Information Technology Department



Agenda

Item: Accept the status report on projects managed by the City Portfolio, Products, and Projects Office (currently called the Project Management Office), the Information Technology Department's Strategic Work Plan for Fiscal Year 2024-2025, and other current and planned activities.

- Project Management Status Reporting
- Information Technology Strategic Plan
- Project Highlights
- Questions & Feedback

INFORMATION TECHNOLOGY STRATEGIC PLAN 2023-2026

City Council Focus Areas



Mission: Enrich the quality of life in San José through innovation, collaboration, and engagement.

Vision: Anticipate and proactively deliver solutions that enable a thriving San José.

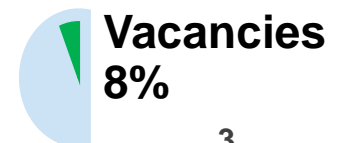
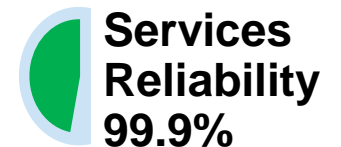
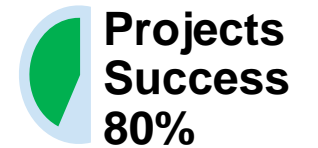
Strategic Initiatives

1. Community Engagement: True partnership based on residents first understanding
2. Innovations Powered by People: Focus on People, Process, and Systems
3. Data Use: Insights gained from data to tell a compelling story to inspire action
4. Artificial Intelligence: Promote responsible use to ensure safety while enhancing services
5. Cybersecurity: Understand, protect, and train against fast growing threats

Strategic Measures

1. Equity: Incorporate in policies, services, systems, and practice
2. Effectiveness: Customer satisfaction, policies, automation, and dashboards

Target Metrics



The City's Project Management Office (PMO)

Objective: Focus on high profile City projects in collaboration with departments to ensure successful implementations and business objectives are met.

Assignment: Projects are selected if they meet one or more criteria.



Greater
Than
\$500,000



Involves
More Than
1 Dept.



Greater
than 1 Year
in Execution



High Profile
or Sensitive
to the City

PMO Team



Jesse Juarros



Aleisha Lang



Ashish Lakhiani



Claudia Barba



Kriti Garg



**Namrata Batra
Agrawal**



Paulina Hen



Shirley Duong



Sudheer Vangati



Vidya Sinha

PMO Completed Projects

1. AMANDA: Building Valuations & Fee Updates
2. AMANDA Upgrade
3. Applicant Tracking System
4. Code Enforcement: Multi-Housing Notice Issuance
5. Damage Assessment Forms Integration with AMANDA
6. Decommission Old Thin CHRIS application
7. ESD: Tracking New Constructions & Renovations Compliance (full electric)
8. Financial Management System Upgrade
9. Fire Workflows Improvements
10. IT Service Management Pilot
11. Lab Information Management System
12. Online Building Fee Estimator Tool (2 of 5 phases)
13. Online Inspection Enhancements for Fire
14. Online Inspection Re-engineering for PW Utility Permit Fines
15. Configured Zoning Tracking in AMANDA for PDox Integration
16. PW-OEA: Responsible Construction Ordinance
17. Rent Registry 6.0
18. Report Building & Updates for Santa Clara County & Fire
19. SJ311 App - Vehicle Concerns Service
20. SJ311 App - Vehicle Concerns Dashboard
21. Tow Services Administration (Phase 1)
22. Windows 11 Upgrade (Phase 1)

City Focus Areas and PMO Project Statuses


City Council Focus Areas:



Increasing Community Safety



Reducing Unsheltered Homelessness



Cleaning Up Our Neighborhoods

Projects

Environmental Enforcement Data Mgmt System

EOC Next Generation

Encampment Mgmt System

Rent Registry

SJ311

AI Road Safety Object Detection

Tow Services Administration

On Track

Mitigating

Action Needed

Project Initiation

Other Key Priorities:

Customer Service and Service Delivery

Learning Management System

OneCity Workplace

IT Service Management

Council CRM

Property Management System

High-speed Community Wi-Fi

Automated Water Meters

Business Process Automation

Enterprise CRM

Strategic and Operational Initiatives

Business Tax System

Development Services Process Improvements

FMS Upgrade

Police Timekeeping Pilot

Debt Management Software

Vendor Relations Portal

ERP Modernization Phase 1

Real Estate and Lease Management

Video Camera Management

SJ311 Vehicle Concerns Dashboard

Vehicle Concerns Performance Metrics (Beta)

Date Range 3/28/2024 2/25/2025 [Customize This Report](#)

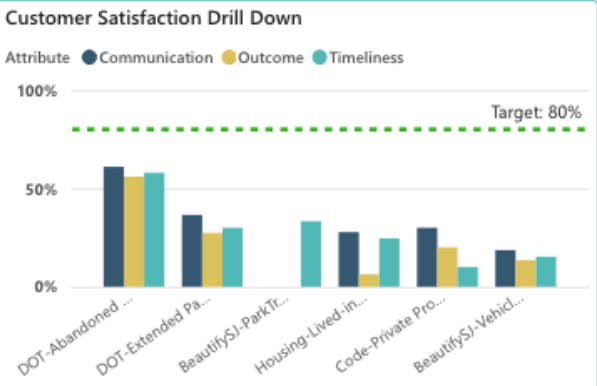
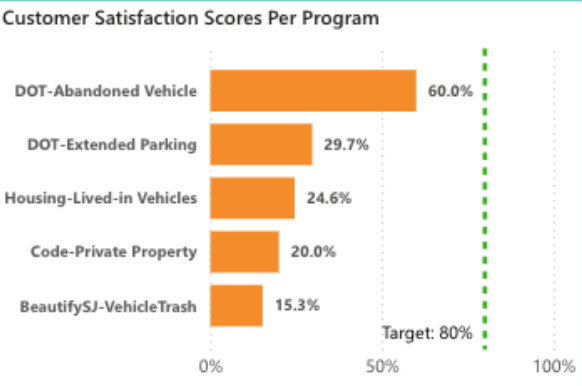
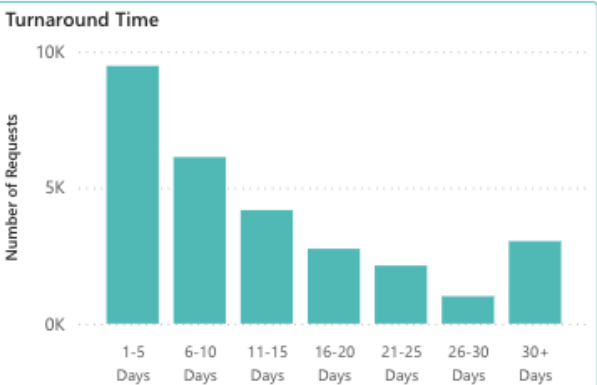
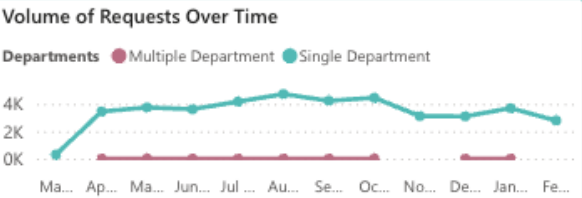
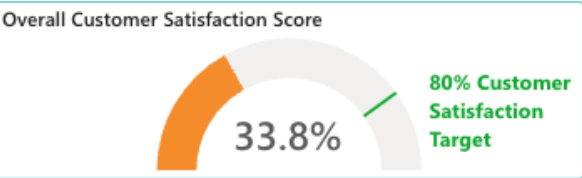
District(s): All Districts Program(s): All Programs



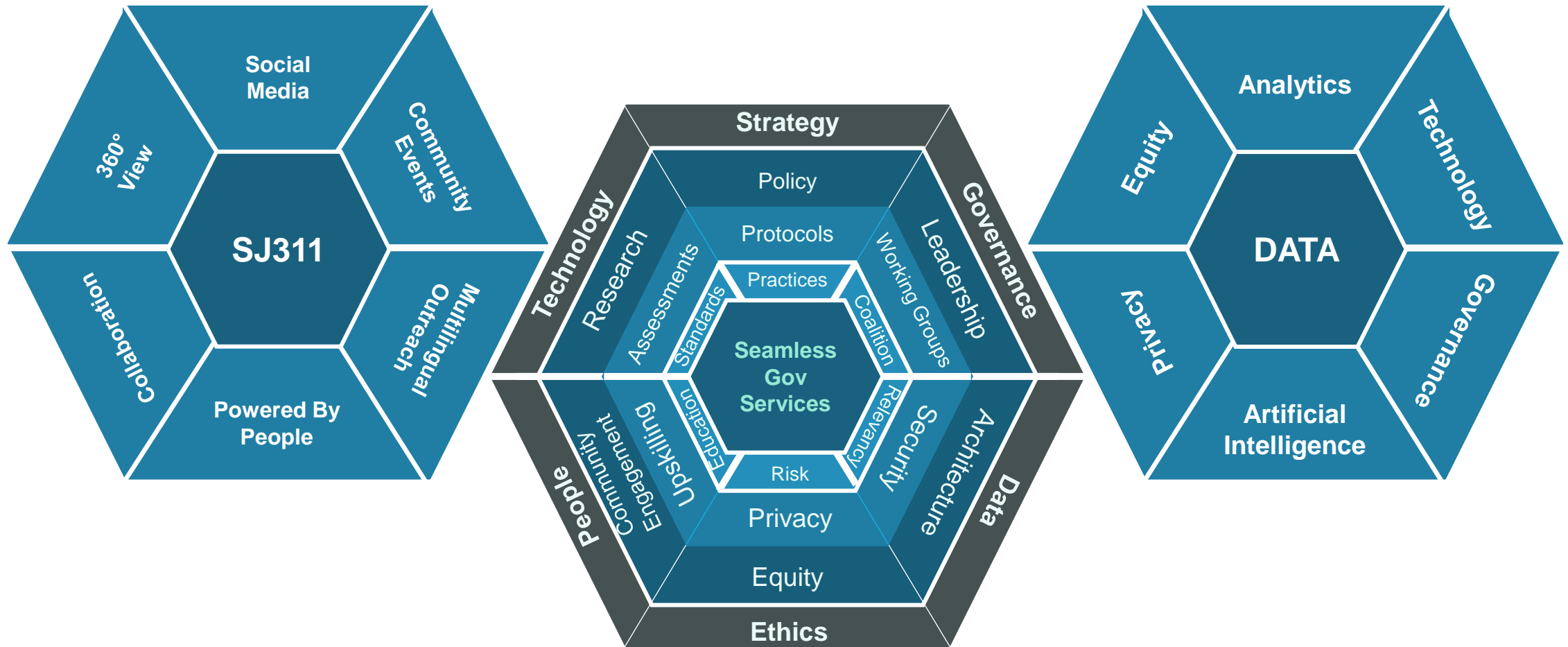
Service Request Outcomes



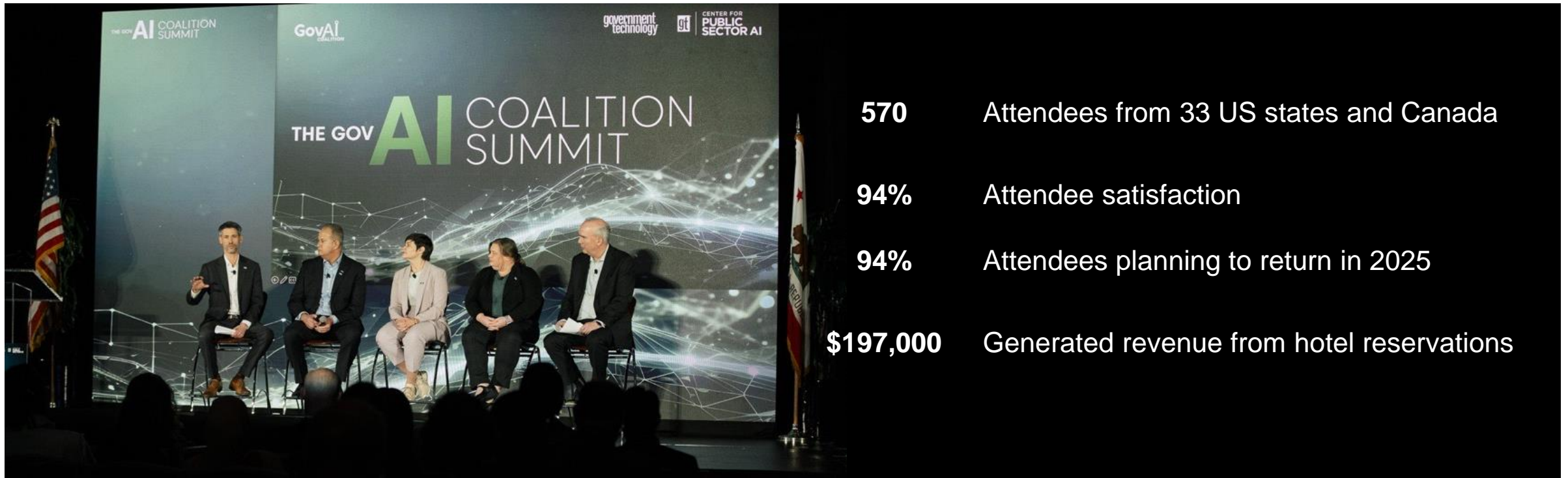
Vehicle Concerns Reports can be complex. Therefore, resolutions and outcomes can require collaboration across multiple City departments and service deliveries. This results in the variety of outcomes noted on this dashboard. Individual reports can result in more than one outcome.



ITD Strategic Plan Updates



GovAI Coalition Summit December 2024



Awards and Accomplishments





Questions and Feedback?