

**MINUTES OF THE  
SMART CITIES & SERVICE IMPROVEMENTS COMMITTEE**

**SAN JOSE, CALIFORNIA**

**THURSDAY, MAY 4, 2017**

The Smart Cities & Service Improvements Committee of the City of San José convened in regular session at 1:32 p.m. in the Council Chambers, Council Wing, City Hall.

**PRESENT:** Councilmember Chappie Jones, Chair; Mayor Sam Liccardo (1:33), Vice Chair; Councilmember Johnny Khamis; Councilmember Dev Davis and Councilmember Lan Diep (1:45), Members.

**ABSENT:** All present.

**STAFF:** Deputy City Manager for Civic Innovation and Digital Strategy Kip Harkness; Director of Information and Technology Rob Lloyd; Data Analytics Lead Erica Garaffo; Program Manager of Animal Care and Services Dotty Barney; Division Manager for Parks and Recreation Neighborhood Services Avi Yotam; Information Technology Data Architect Arti Tangri; Assistant Director, Information Technology, Chris Mills and City Clerk's Office Staff Mykel Jeffrey.

**CALL TO ORDER AND ROLL CALL**

**REVIEW OF WORK PLAN**

- 1. Information Technology Department – Policies Refresh. (ITD)**  
*Deferred to the June 1, 2017 Committee Agenda.*
- 2. Demonstration Projects Update. (Innovation & Digital Strategy)**  
*Deferred to the June 1, 2017 Committee Agenda*

**3. Development Services Process Improvements. (PBCE, Innovation & Digital Strategy)**

*Deferred to the June 1, 2017 Committee Agenda*

Mayor Sam Liccardo joined the meeting at 1:33 p.m.

Documents Filed: Memorandum from Deputy City Manager for Civic Innovation and Digital Strategy Kip Harkness, dated April 26, 2017 recommending the deferral of the workplan to the June 1, 2017 agenda.

Action: Upon motion by Councilmember Johnny Khamis, seconded by Mayor Sam Liccardo and confirmed unanimously, the Committee approved the motion to defer the Review of Workplan items to the June 1, 2017 Smart Cities Committee agenda. (4-0-1. Absent: Diep.)

**CONSENT CALENDAR**

None.

**REPORTS TO COMMITTEE**

**1. Information Systems Audits Updates.**

Documents Filed: Staff presentation dated, May 4, 2017 titled, “Information Systems Audits Updates.”

Director of Information and Technology Rob Lloyd presented to the Committee.

Action: Upon motion by Mayor Sam Liccardo, seconded by Councilmember Davis and confirmed unanimously, the Committee accepted the verbal update on the status of outstanding process and controls-related findings stemming from five ITD audits: technology deployments, call-handling, general controls, mobile devices, and financial statements (external audit). (5-0.)

**2. Data Analytics and Open Data Initiative.**

Data Analytics Lead Erica Garaffo, Program Manager of Animal Care and Services Dotty Barney, Division Manager for Parks and Recreation Neighborhood Services Avi Yotam and Information Technology Data Architect Arti Tangri presented on the Animal Care & Services Data Analytics with Pet Licensing, Parks and Recreation Neighborhood Services Financial Tracking Dashboard and the Open Data Annual Report and were available for questions from the Committee.

*(Item Continued on the Next Page)*

## **2. Data Analytics and open Data Initiative. (Cont'd.)**

Documents Filed: (1) Memorandum from Erica Garaffo, dated April 27, 2017 recommending the acceptance of the Open Data Annual Report; (2) Attachment A: Open Data Annual Report; (3) Staff Presentation, dated May 4, 2017 titled, Data Analytics & Open Government.

Public Comment:

1. Emily Ann Ramos from the Policy Team for San José, expressed her support for moving to open data architecture.
2. Blair Beekman Expressed concerns with civil protections and open data.

Action: Upon motion by Councilmember Johnny Khamis, seconded by Councilmember Dev Davis and carried unanimously, the Committee accepted the report on Data Analytics and Open Data Initiative. (5-0.)

## **3. Customer Relationship Management.**

Director of Information and Technology Rob Lloyd and Assistant Director, Information Technology, Chris Mills presented to the Committee about the Customer Relationship Management System and answered questions from the Committee.

Documents Filed: Staff presentation, dated May 4, 2017 titled, “Customer Relationship Management”.

Action: Upon motion by Mayor Sam Liccardo, seconded by Councilmember Lan Diep and carried unanimously, the Committee approved the Customer Relations Management report. (5-0.)

## **4. Innovation Roadmap.**

Deputy City Manager for Civic Innovation and Digital Strategy Kip Harkness presented the Innovation Roadmap to the Committee and responded to questions.

Documents Filed: Staff presentation, dated May 4, 2017 titled, Innovation Roadmap Update.

Councilmember Johnny Khamis left the Committee Meeting at 3:38 p.m.

Mayor Sam Liccardo left the Committee Meeting at 3:48 p.m.

Action: Upon motion by Councilmember Lan Diep, seconded by Councilmember Dev Davis and carried unanimously, the Committee approved the Innovation Roadmap report. (3-0-2. Absent: Liccardo, Khamis.)

## **OPEN FORUM**

Blair Beekman spoke to the advantages of technology and wished the Committee luck on their data collection efforts.

## **ADJOURNMENT**

Councilmember Chappie Jones adjourned the meeting at 3:57 p.m.

## **DRAFT**

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Councilmember Johnny Khamis, Chair  
Smart Cities & Service Improvements Committee

**JK/mj**