

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

SAN JOSE, CALIFORNIA

THURSDAY, SEPTEMBER 7, 2017

The Smart Cities & Service Improvements Committee of the City of San José convened in regular session at 1:33 p.m. in the Council Chambers, Council Wing, City Hall.

PRESENT: Councilmember Charles “Chappie” Jones, Chair; Mayor Sam Liccardo, Councilmember Johnny Khamis, Councilmember Dev Davis, and Councilmember Lan Diep, Members.

ABSENT: All present.

STAFF: Deputy City Manager, Kip Harkness; Chief Information Officer Rob Lloyd; Assistant City Attorney, Ed Moran; City Clerk Tony Taber, and Deputy City Clerk, Ruth Krantz.

A. CALL TO ORDER AND ROLL CALL

Upon motion by Councilmember Chappie Jones, seconded by Councilmember Johnny Khamis and carried unanimously, the agenda was approved with Item #5, Innovation Roadmap, to be heard directly following the Consent Calendar.

C. CONSENT CALENDAR

Documents Filed: Memorandum from Chief Information Officer Rob Lloyd, dated August 9, 2017, regarding Information Systems Automation Updates.

Action: Upon motion by Councilmember Chappie Jones, seconded by Councilmember Johnny Khamis and carried unanimously, the report was accepted. (5-0.)

D. REPORTS TO COMMITTEE

(1) Status Report on Business Tax Billing System Project.

Documents Filed: (1) Joint memorandum from Director of Finance, Julia Cooper and Chief Information Officer Rob Lloyd, dated August 23, 2017. (2) Staff presentation dated September 2017 regarding Business Tax System.

Chief Information Officer Rob Lloyd and Assistant Director of Finance, Lisa Taitano, provided a presentation and responded to questions.

Mayor Sam Liccardo questioned if this is a project that may need to be re-bid. Staff opined that this plan indicates the best recovery option and will best serve the October 2018 delivery.

(2) Customer Relationship Management.

Documents Filed: Staff presentation dated September 2017 regarding Business Tax System.

Chief Information Officer Rob Lloyd offered a presentation, outlining how digitizing and automating procedures can improve how we do business and indicating that “My San José” successfully went live on July 31, 2017 for National Night Out. Assistant Chief Information Officer, Margaret Lam, continued the presentation, and a question and answer session ensued.

Councilmember Chappie Jones further discussed the need for communication with users and staff indicated its prioritization process for new future requests and setting up a distribution group to enhance the process.

(3) Information Technology Department – Policies Refresh.

Documents Filed: Staff presentation dated September 2017 regarding Business Tax System.

Chief Information Officer Rob Lloyd offered the report and responded to Committee questions.

Committee discussion ensued.

(4) Citywide Web Content Management System

Documents Filed: Staff presentation dated September 2017 regarding New Citywide Web Content Management System.

Cheryl Wessling, Acting Director of Communications and Astra Kredel, Citywide Digital Communications Manager, provided a presentation, and Deputy City Manager, Civic Innovation & Digital Strategy, Kip Harkness offered additional comments.

(5) Innovation Roadmap

Documents Filed: Staff presentation dated September 2017 regarding Innovation Roadmap.

Kip Harkness offered the report on Innovation Roadmap, provided an update on priority projects and key performance indicators and responded to Committee questions.

Action: Upon motion by Councilmember Johnny Khamis, seconded by Councilmember Lan Diep, and carried unanimously, the Committee accepted all reports. (4-0-1. Absent: Liccardo.)

OPEN FORUM

There was no public testimony from the floor.

ADJOURNMENT

Councilmember Charles “Chappie” Jones, Chair adjourned the meeting at 3:50 p.m.

Councilmember Charles “Chappie” Jones, Chair
Smart Cities & Service Improvements Committee

CJ/rmk