San Jose
Drive to Digital

Smart Cities and Service Improvements Committee
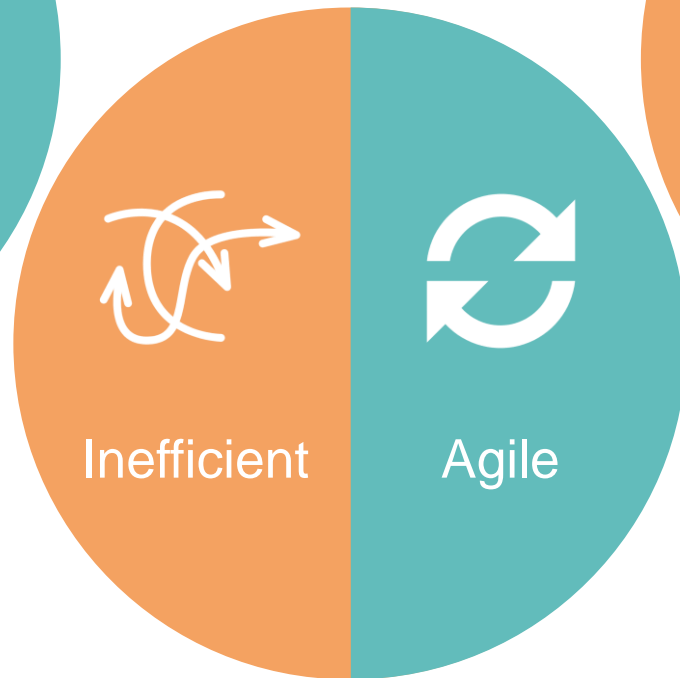
August 6, 2020

We've been preparing for more than 3 years...
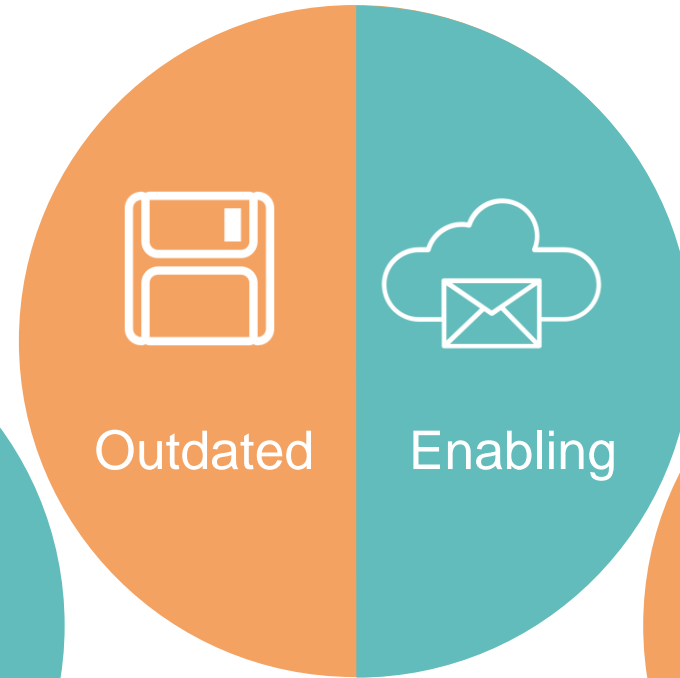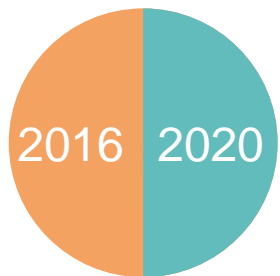
Friendly

Ability to Execute

Modern + Secure

Powered by People

Traditional Govt.

Delightful

Inefficient

Agile

Outdated

Enabling

Exhausted

Engaged

2016

2020

COVID-19 required quickly turning our entire operation into a virtual office

	JANUARY 2020	JUNE 2020	
Zoom (monthly meeting hours)	1,131 Hours	71,300 Hours	6201%
VPN (peak concurrent users)	80 Users	975 Users	1,218%
Microsoft Teams (average weekday users)	417 Users	1,114 Users	167%
SharePoint Files (viewed or shared)	.63M Files	1.1M Files	74%
Printing Usage	1.3M Pages	.36M Pages	72%

3

Powered By People 2.0

Safe Workplace

Drive to Digital

Effective Virtual Teams

Employee Engagement & Communication

Education & Training

Data & Analytics

Diversity, Equity, & Inclusion

Tenant Improvements

Union Partners

Personal Protective Equipment

New & Modified Policy

Powered by People 2.0: Objectives

Safe Workplace

Enabling employee and customer safety through modified facilities, practices, and deployed resources

Employee Health & Wellness

Provide resources and develop practices that facilitate employees to be physically healthy, mentally well, and financially supported

Drive to Digital

Replace face-to-face, paper, and manual transactions with automated processes and digital self-service

Effective Virtual Teams

Deliver tools and resources to support development of effective virtual, hybrid, and on site teams

Powered by People 2.0: Roadmap

Objectives	Initiatives					
Safe Workplace	Departmental Assessments on Readiness to Return to Work Needed	Create COSPs and Modify Policies to Ensure Safe Workplace	Symptom screenings, PPE, sanitization and social distancing measures for Employees	Education and training on safe work behaviors to reduce transmission of COVID-19	Symptom screenings for customers	Physical distancing requirements for customers	Input on aspects/ measures for operations plan for potential disruptions from COVID 19
Employee Health & Wellness	Assess employee health and wellness to understand needs and gaps	Curate health education resources for overall employee wellness	Create a communications strategy to increase employee access to health and wellness resources	Provide education and training to drive behavior change and improve wellness			
Drive to Digital	Implement cybersecurity tools to protect the City's information and systems	Ease remote employee access to resources & team collaboration tools	Re-engineer and shift to electronic routing, storage, and approval workflows	Support electronic signage and appointment scheduling tools	Build online employee onboarding and equipment provisioning		
Effective Virtual Teams	Identification of what is missing for employees in "new normal"	Implement technology tools and train employees and teams to work more productively	Enable organization culture shift through training, on-boarding, and professional development	Facilitate a reimagination of teams and work processes			

High ← Priority → Low

6

Working Remotely: What does it take?

Consistent User Experience

SECURITY

Understanding device requirements (Personal vs City Owned)

Understanding level of access needed

Remote Work Portal
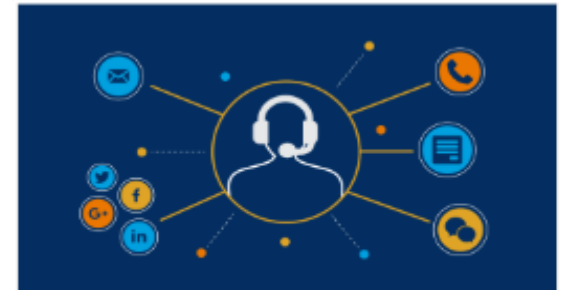

IT Resources

Employee Directory

Online Forms

San José 311

Equipment Checkout Form

Help Desk

Zoom

Why do we need Business Process Automation?

Business Process Automation: Objectives

Simple, Digital, Automated Work

Drive process and technology to enable easy-to-use, digital workflows that maximize efficiencies and safeguard against risks.

Empowered to Change

Build high performing, multi-disciplinary, cross-trained teams to champion organizational agreement on highest priority workflows and commitment to drive digital transformation.

Secure & Scalable

Scale a dependable platform that users can rely on, is known to be secure and is easy to configure.

Business Process Automation Workflow Roadmap 2020 - 2021

Backlog	Workflows in Process	In Production (5)
City Council Memo	Contract eSignatures	EOC Resource Request (213RR)
Temporary Employee Request	Overtime Authorizations	Al Fresco Sidewalk & Parklet Permit
Proclamation/Resolution	Benefits Enrollment Changes	Al Fresco Parking Lot Permit
Security Access & Badges	Time Off Request	VPN Remote Access
ITD Change Management		Al Fresco Park & Plaza Permit [NEW]
Misc. Finance Reimbursements		
Budget Information Submittals		
EOC Donation Form (213RR Donation)		
Mileage Reimbursement		And 60+ More Requests...
Sports Facility Use		
N/MPP: Performance Appraisal		
P-Card Requests		

High

Priority

Low

Tools & Technology for Workplace Safety

- Increasing productivity of our remote workforce
- Tools and Technologies for remote work
- Virtual agents for common inquiries
- Remote On-boarding
- Self-Screening at City facilities

Why This Work Matters