



Memorandum

TO: RULES AND OPEN
GOVERNMENT COMMITTEE

FROM: Rob Lloyd

SUBJECT: SEE BELOW

DATE: September 30, 2020

Approved

D. DSYL

Date

10/1/2020

SUBJECT: UPDATE TO THE AUGUST – DECEMBER 2020 SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE WORK PLAN

RECOMMENDATION

Approve the changes detailed below to the August – December 2020 Smart Cities and Service Improvements Committee Work Plan¹.

- (a) Add the following item for the November 5, 2020, Committee Meeting:

Privacy Policy Update. (Civic Innovation/Information Technology)

Purpose: Provide a written update on the completion of the City’s Privacy Policy and roadmap to implementation. Receive feedback from the Committee. Cross-reference to a future City Council meeting.

- (b) Modify the following item for the November 5, 2020, Committee Meeting:

City Website Update. (City Manager – Communications)

Purpose: Provide a verbal update on accomplishments, pandemic response, ongoing analytics, and upcoming roadmap for the City of San José website.

to

City Website and Digital Services Update. (City Manager/Information Technology/Human Resources)

Purpose: Provide a verbal update on the City’s online engagement, pandemic response, analytics, and roadmap for aligning web and digital strategies for improved service delivery.

¹ <https://www.sanjoseca.gov/home/showdocument?id=61211>

BACKGROUND

City Council approved the City's Privacy Principles in September 2019. As directed, staff began work on a policy to operationalize these principles. In early 2020, a draft of the policy was completed but placed on hold as the City focused on the COVID-19 pandemic response and as staff working on the privacy policy were reassigned. The workplan for the Smart Cities and Service Improvements Committee, approved in summer 2020, contemplated providing an update to the Committee on the workplan for the Privacy Policy in January 2021.

In the interim, staff has been able to accelerate work on the Privacy Policy and now have a draft policy ready for review and input. Staff is recommending that the workplan for the Smart Cities and Service Improvements Committee be amended to bring the item forward two months from its originally scheduled date, and a City Privacy Policy Update be added to the agenda for the meeting on November 5, 2020.

Accelerating work on the Privacy Policy will allow City staff to move forward with implementation of the City's Privacy Principles at an operational level to guide City projects, services, and security practices. This work will take on added importance for the City moving forward based on its centrality to the City's efforts to advance equity and become more data-driven. Data, equity, and privacy are core to both the Smart Cities Roadmap presented to the Smart Cities Committee in August 2020, as well as the new Information Technology Strategic Plan in development.

Staff also requests to update the November meeting's agenda item from the "City Website Update" requested by the Committee to "City Website and Digital Services Update". This revision aligns website and digital services efforts in the City based on priorities that emerged from the Emergency Operations Center's COVID-19 response. The new item extends traditional web and social media interactions into service delivery. The Human Resources and Information Technology departments are added to the item as the leads for the City's Powered by People 2.0 and Drive to Digital efforts, respectively.

/s/

ROB LLOYD

Chief Information Officer

For questions, please contact Andrea Fernandez, Information Technology Department at andrea.fernandez@sanjoseca.gov or 408-793-6810.