

Item No. 4

“To Be Delivered” Material

For

City of Sacramento

City Council

Housing Authority

Redevelopment Agency

Economic Development Commission

Sacramento City Financing Authority

Agenda Packet

Submitted: September 20, 2007

For the Meeting of: September 25, 2007

The attached materials were not available at the time the Agenda Packet was prepared.

Subject: Information Technology Service Delivery Redesign Project

Contact Information: James Boyle, Supervising IT Project Manager, 808-5005

Please include this “To Be Delivered” material in your agenda packet. This material will also be published to the City’s Intranet.

For additional information, contact the City Clerk Department at Historic City Hall, 915 I Street, First Floor, Sacramento, CA 95814-2604– (916) 808-7200.



REPORT TO COUNCIL

City of Sacramento

915 I Street, Sacramento, CA 95814-2604
www.CityofSacramento.org

Consent
September 25, 2007

Honorable Mayor and
Members of the City Council

Title: Agreement: Information Technology Service Delivery Redesign Project

Location/Council District: Citywide

Recommendation: Adopt a **Resolution** authorizing the City manager to execute a professional services agreement with Global Visions for organizational development consulting services for the Information Technology (IT) Service Delivery Redesign Project, for an amount not to exceed \$120,000.

Contact: Jim Boyle, Supervising IT Project Manager, 808-5005
Stephen R. Ferguson, Chief Information Officer, 808-8600

Presenters: Not applicable

Department: Information Technology

Division: Administration

Organization No: 1311

Description/Analysis

Issue: The City's IT Services Delivery model is in need of definition, process analysis and process improvement so that the City's IT Service Delivery System is able to optimally provide affordable, efficient and reliable IT services that leverage technology to meet business needs.

Policy Considerations: This recommendation is in accordance with the FY-2007/08 Proposed Budget Document's Strategic Planning Process. In particular, this recommendation is consistent with the Sustainable Budget Concept that includes the following areas:

- Use one-time resources strategically
- Continuous evaluation for efficiencies and effectiveness
- Identify return on investment and impacts; fiscal and social benefits

Environmental Considerations: The report concerns administrative activities that will not have a significant effect on the environment, and does not constitute a "project" as defined by the California Environmental Quality Act (CEQA) [CEQA Guidelines Sections 15061(b)(3);15378(b)(2)].

Rationale for Recommendation: As the City of Sacramento continues to grow and strives to improve operations and customer service, efforts to implement citywide technology solutions that support the transformation of key business processes have become a critical part of our operations.

The structure currently in place citywide to deliver and support IT services needs to be continuously improved.

In addition, with the implementation of several enterprise projects, such as the electronic Citywide Accounting and Personnel System (eCAPS) project, the Customer Relationship Management (CRM) project, and the Electronic Documentation and Content Management (ED/CM) project, a new perspective to IT Services Delivery must be undertaken in order to best leverage the business advantage from these enterprise projects.

Global Visions has previously provided consulting services to the City which include Organizational Development Services (2006-0652) for the IT Department, Annual Business Meetings for the General Services Department and the PAS development and planning for the Annual Executive Retreat in 2007.

Financial Considerations: No additional funding is requested. The cost for this project will be funded by the IT Department operating budget 101-130-1311-4258.

Emerging Small Business Development (ESBD): Global Visions is a City certified E/SBE firm.

Respectfully Submitted by: Jim Boyle, Supervising IT Project Manager

Approved by: 
Stephen R. Ferguson
Chief Information Officer

Recommendation Approved:

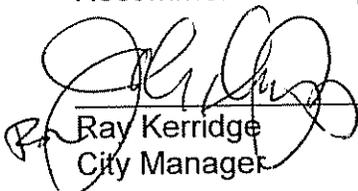

Ray Kerridge
City Manager

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Attachment 1

Background

The City's IT Services Delivery model is in need of definition, process analysis and process improvement so that the City's IT Service Delivery System is able to optimally provide affordable, efficient and reliable IT services that leverage technology to meet business needs.

The Project Goals and Objectives of the IT Service Delivery Redesign Project are to:

- Establish a roadmap for continuous improvements in IT Service Delivery citywide.
- Establish clear definitions of roles and responsibilities of all stakeholders in the City.
- Link IT Service Delivery to the City's vision and guiding principles.
- Present the plan for IT Service Delivery improvements to Executive Management for approval.
- Establish citywide process for IT project evaluation and coordination through the Project Advisory Committee – PAC

Global Visions recently provided Organizational Development Services under City Agreement 2006-0652. The purpose of this project was to define and improve service delivery between the IT and the Development Services Departments. The design team that participated in this project recommended that the scope be expanded to include all City departments.

Other Staff considerations and justifications to support this request:

Staff/Engineers Estimate	Cost estimate for services to be provided is \$120,000.
Evaluation of Multi-Year Proposals	The duration of this project will last approximately one year which will bridge both FY 2007/08 and FY 2008/09. This is a continuation of a similar smaller scale project in which Global Visions provided organizational services for the City's IT department.
List of other vendors/contractors bidding	This is the continuation of a similar smaller scale project where Global Visions recently provided organizational services for the City's IT Department. Per API 47, an RFP process was required, however for this contract it was determined it was not in the best interest of the city to go through the competitive process because Global Visions is familiar with the City, and the issues surrounding IT Service Delivery, and is thus uniquely qualified to deliver on this task in a timely manner. Timely resolution of IT Service Delivery Issues will be key to the successful full implementation of enterprise products such as eCAPS and CRM.

Attachment 2

RESOLUTION NO.

Adopted by the Sacramento City Council

PROFESSIONAL SERVICES AGREEMENT WITH GLOBAL VISIONS

BACKGROUND

- A. As the City of Sacramento continues to grow and strives to improve operations and customer service, efforts to implement citywide technology solutions that support the transformation of key business processes have become a critical part of our operations.
- B. In addition, with the implementation of several enterprise projects, such as the electronic Citywide Accounting and Personnel System (eCAPS) project, the Customer Relationship Management (CRM) project, and the Electronic Documentation and Content Management (ED/CM) project, a new perspective to Information Technology (IT) Services Delivery must be undertaken in order to best leverage the business advantage from these enterprise projects.
- C. The City's IT Services Delivery model is in need of definition, process analysis and process improvement so that the City's IT Service Delivery System is able to optimally provide affordable, efficient and reliable IT services that leverage technology to meet business needs.

BASED ON THE FACTS SET FORTH IN THE BACKGROUND, THE CITY COUNCIL RESOLVES AS FOLLOWS:

- Section 1. The City Manager is authorized to execute a professional services agreement with Global Visions for organizational development consulting services for the Information Technology Services Delivery Redesign Project, for an amount not to exceed \$120,000.