

# IT Innovation Advisory Board Q3 Meeting Sept 7, 2017

**Arjun Batra**  
**Encore Fellow – Mayor’s Innovation Group**

City of San José



# IT Advisory Board (Established Jan 2017)

**Satchit Dokras**, US Leader, PricewaterhouseCoopers

**Shesha Krishnapura**, CTO, Intel

**Alan Cox**, Vice President, e.Republic (Replaced Todd Sander who took role of CIO at Lower Colorado River Authority in Austin Texas)

**Bill Schmarzo**, CTO for Big Data, Dell EMC

**Velu Sinha**, Partner, Bain

**Matt Spence**, Partner Andreessen-Horowitz

**David Witkowski**, ED, Joint Venture Silicon Valley

City Representative / Attendees

**Kip Harkness**, Deputy City Manager, City of San José

**Rob Lloyd**, CIO, City of San José

**Shireen Santosham**, Mayor CIO & Liaison, City of San José

Arjun Batra, Encore Fellow, Mayor's Innovation Group, City of San Jose

# IT Advisory Board New Member



## Alan Cox

Alan is Executive Vice President of e.Republic, where he oversees the annual production of more than 200 events for Governing, Government Technology, Public CIO, Emergency Management, the Center for Digital Government, and the Center for Digital Education. Held regionally in state capitols and large metropolitan areas, the events address key strategy and policy issues surrounding the use of information technology in state and local government and education.

Alan took over the reins as Executive Director of Executive Events in 1999. Since assuming this role in 1999, the events area has seen unprecedented growth.

Alan has been a guest lecturer at Stanford University and a frequent speaker for key government organizations. For over 25 years, Alan has worked with industry, education and government officials to help them better understand the importance and use of information technology. Alan received his Bachelor of Science degree in Business Administration at California State University, Sacramento.

*Mayor, City Manager and Advisory Board Members on Sept 7, 2017 at San Jose City Hall*



Front Row:  
Sam Liccardo  
Rob Lloyd  
Norberto Dueñas  
Arjun Batra  
Back row:  
Shesha Krishnapura  
Kip Harkness  
Bill Schmarzo  
Shireen Santosham  
Dolan Beckel  
Satchit Dokras  
Matt Spence



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Matt Spence

# Innovation & Technology **Strategic Plan**

Summer 2017– IT Advisory Board Update

Rob Lloyd, Chief Information Officer  
City of San José



# Innovation & Technology **Strategic Plan**

Summer 2017– IT Advisory Board Update

City of San José  
Information Technology Department



# Key Projects

## Strategic

- Hiring and Engagement Initiative
- City Information Security Office
- Portfolio-Products Management Office
- Customer Relationship Management System (CRM)
- Open Data and Smart Cities
- Business Process Automation
- Cloud-Hub Infrastructure and Cybersecurity Procurements

## Tactical

- Audits
- Policies Refresh
- Enterprise Architecture
- Content Management + eDiscovery



# Resourcing

## Changes for Fiscal Year 2017-2018

• Cybersecurity Office and Compliance	\$0.9M	
• Customer Responsiveness (CRM)	\$0.1M	
• Cloud-Hub Infrastructure:	\$1.1M	<b>\$2.6M</b>
• Payroll Compliance and Maintenance	\$0.2M	
• Budget System Phase 2	\$0.3M	
• Portfolio-Products Management	(Converted 2 FTE)	
• Utilities Department Reductions	<b>-3 FTE</b>	

*\*The City of San José had to prioritize recovery activities related to the 2017 Floods*

# Accomplishments

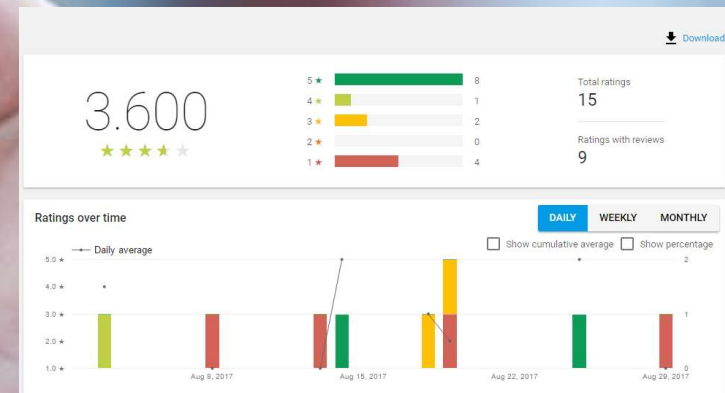
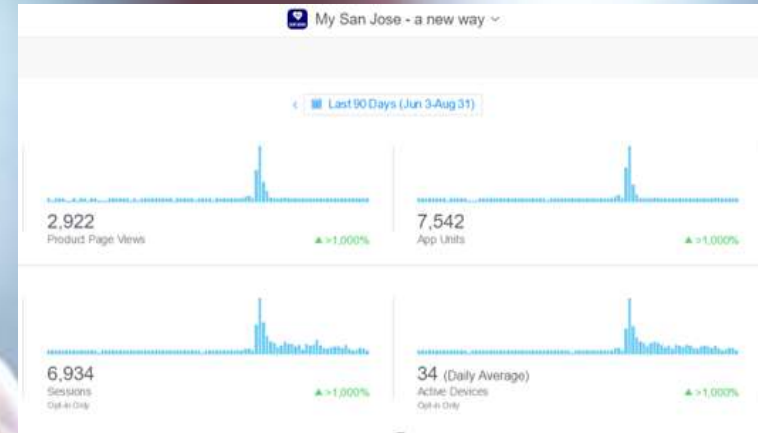
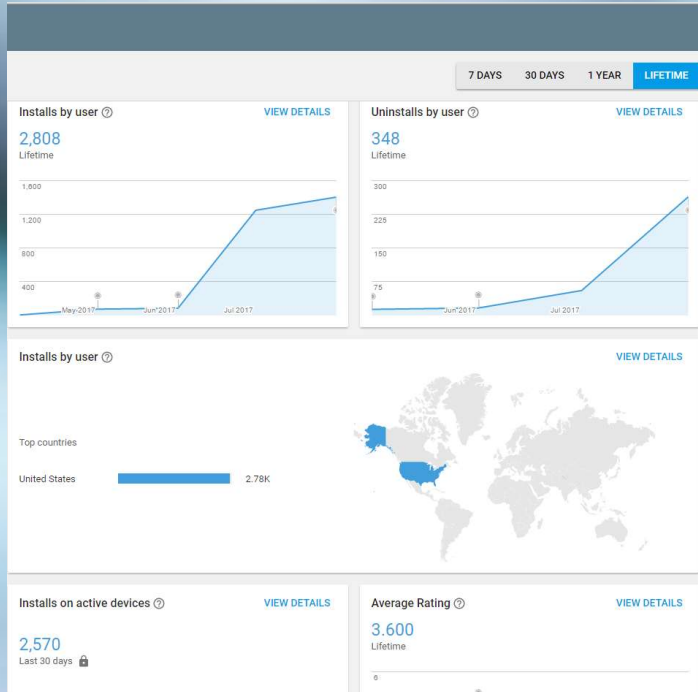
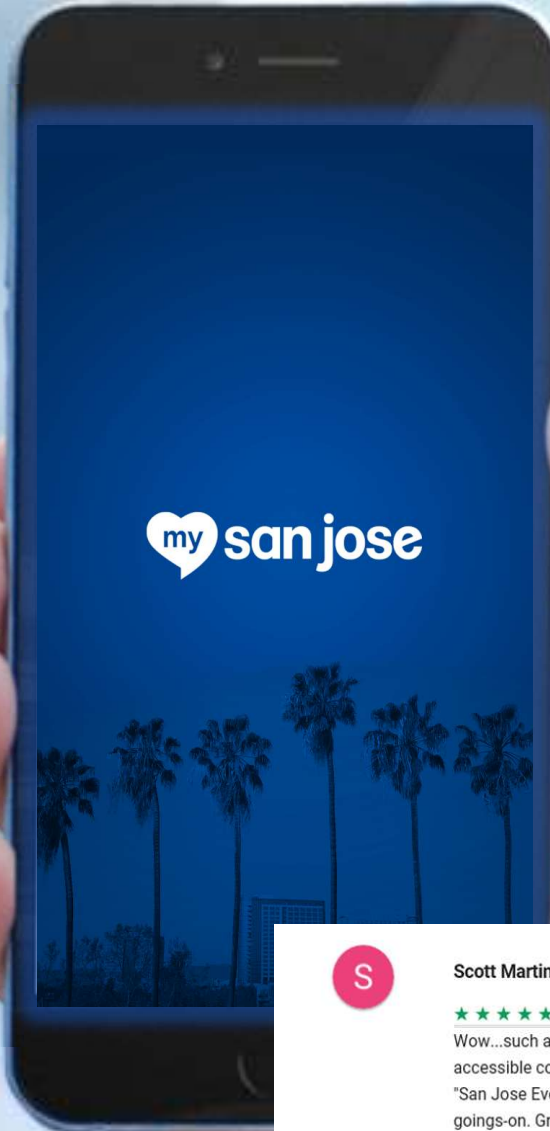
## Projects

- My San Jose – Live and major audit now resolved
- IT Talent – Resolved vacancies +classifications; Engagement up
- Business Tax – Met online registration and payment requirements
- Budget System – Phase 1 complete; Phase 2 in progress
- Utility Billing – System recovery complete and live
- Workers' Comp – System live; Fine status resolved
- Compliance – PCI card processing status approved

# My San Jose

## 10,340 downloads

As of 8/31/2017



**Scott Martin** Jul 28, 2017 at 7:46 AM 4 0

★★★★★

Wow...such a clean, easy-to-use interface to report all the things I've wanted to but didn't due to lack of immediately accessible contact numbers. I love the map which shows all the reported items that were publicly shared. Suggestion: A "San Jose Events" button would be a convenient link to festivals/ convention center/arena/community center/etc goings-on. Great app nonetheless!

# Accomplishments

## Partnerships

- Intel – Donating servers for capacity and on-prem failover
- Dell EMC – Open Data Architecture design validated
- ESU High School District – Inclusion network connected
- Facebook – Highspeed wireless installations nearing completion

# IT Scorecard



74% → TBD



<5% → 57%



99.7% → 99.2%



8%ile → 29%ile



7AM-6PM



1.2% → 1.3%



71% → 68%



37% → 10%

November 2016 → August 2017

# 1-Page IT Strategic Plan

Out of a decade of deficits, execute, secure, and sustain the civic solutions that allow the San José community to thrive.

## Strategic Direction

1. **Engage** an exceptional team defined by our solutions, service, & growth.
2. **Re-platform** onto current and responsive technologies and services as our foundation.
3. **Secure** to manage evolving cybersecurity risks and operating requirements.
4. **Maximize investments** through project management and user-centric approaches.
5. **Accelerate** the City's ability to execute and sustain innovation.
6. **Focus** on prioritized business needs:
  - Customer Relationship Management
  - Use of Data for Decision-making
  - Business Process Automation

## Underlying Assumptions

1. **Need:** Technology demands are core to operations and are increasing.
2. **Vision:** The San José Smart City Vision identifies IT as a strategic multiplier for our future.
3. **Priority:** The City aims to coordinate its increasing IT investments.
4. **Opportunity:** No city has better assets to make Smart Cities part of a successful community.



## IT Metrics 2017-2019

