CITY OF
SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

WORKPLAN CONTENTS

SMART CITIES & SERVICE IMPROVEMENTS COMMITTEE WORKPLAN
January - June 2018

COMMITTEE MEMBERS:	**STAFF:**
CHARLES "CHAPPIE" JONES, CHAIR	KIP HARKNESS, CITY MANAGER'S OFFICE
SAM LICCARDO, MEMBER	SHIREEN SANTOSHAM, MAYOR'S OFFICE
JOHNNY KHAMIS, MEMBER	ED MORAN, CITY ATTORNEY'S OFFICE
DEV DAVIS, MEMBER	TONI TABER, CITY CLERK'S OFFICE
LAN DIEP, MEMBER	

MISSION STATEMENT:
To achieve the strategic goals of the San Jose's *Smart City Vision* by advancing innovation projects at scale, demonstration/pilot projects, and strategy & policy initiatives that deliver community benefit, optimize resources, improve service delivery, and build capacity for future success.

JANUARY 4, 2018- MEETING CANCELLED

FEBRUARY 1, 2018

1. **Innovation Roadmap** (Innovation & Digital Strategy)
   Purpose: Provide a regular committee update on priority projects and key performance indicators for the Innovation Roadmap. Discussion and feedback to staff.

2. **Digital Inclusion and Broadband Strategy Update** (Innovation & Digital Strategy)
   Purpose: Provide an update on the execution of the strategy including mid-year budget update, broadband provider agreements, policy developments, connectivity projects, major milestones, status, and next steps. Discussion and feedback to staff.

3. **Facebook Terragraph** (Innovation & Digital Strategy)
   Purpose: Provide an update of the Facebook Terragraph demonstration project, major milestones, status, and key next steps. Discussion and feedback to staff.

MARCH 1, 2018

1. **Internet of Things Strategy** (Innovation & Digital Strategy)
    Purpose: Provide an update on the Knight-funded Internet of Things (IoT) strategy key including major milestones, status, key next steps, and a discussion on key strategy concepts. Discussion and feedback to staff.

2. **Citywide Data Architecture** (Information Technology)
    Purpose: Provide an update on the Open Data Community Architecture, the platform designed to support the City's storage, use, analysis, and publication of growing business systems and Internet-of-Things data through a common solution for maximum utility. Discussion and feedback to staff.

APRIL 5, 2018

1. **Innovation Roadmap** (Innovation & Digital Strategy)
    Purpose: Provide a regular committee update on priority projects and key performance indicators for the Innovation Roadmap. Discussion and feedback to staff.

2. **Privacy Policy Engagement** (Information Technology)
    Purpose: Provide an update on efforts to develop the guiding principles and guidelines, ordinance and policy framework, and public engagement practices to support use of sensing and Internet of Things technologies while protecting resident privacy. Discussion and feedback to staff.

3. **Digital Services Strategy** (Innovation & Digital Strategy)
    Purpose: Provide an update on citywide strategy for enhancing service delivery using digital platforms. Discussion and feedback to staff.

MAY 3, 2018

1. **Development Services Process Improvements** (Planning, Building, and Code Enforcement, Fire, Public Works, Innovation & Digital Strategy)
    Purpose: Provide an update on process improvements implemented by Development Services staff applying three core innovation principles: Champion the Customer, Learn through Data and Iterate to Improve. Discussion and feedback to staff.

2. **Business Tax Update** (Information Technology, Finance)
    Purpose: Provide an update on efforts to complete the Business Tax System in the Finance Department, including operationalizing all requirements from November 2016 ballot initiative approved by voters and adding online account management. Discussion and feedback to staff.

3. **Access East Side** (Innovation & Digital Strategy, Library, Information Technology, Public Works)
   Purpose: Provide an update on the deployment of a community wireless network within the East Side Union High School District to provide greater internet access to underserved students. Discussion and feedback to staff.

JUNE 7, 2018

1. **Innovation Roadmap** (Innovation & Digital Strategy)
   Purpose: Provide a regular committee update on priority projects and key performance indicators for the Innovation Roadmap. Discussion and feedback to staff.

2. **AnyCOMM Pilot** (Innovation & Digital Strategy, Transportation, Information Technology)
   Purpose: Provide an update on the anyCOMM pilot implementation including scope, approach, major milestones, status, challenges, and next steps. Discussion and feedback to staff.

3. **Website Redesign** (City Manager)
   Purpose: Provide an update of the City's new Web Content Management System, which will enhance and further support the City's website as a service delivery and improve the user experience. Discussion and feedback to staff.

4. **My San Jose Update** (Information Technology)
   Purpose: Provide an update on the My San Jose Customer Relationship Management System, priority projects, performance metrics, City service owners and customer feedback. Discussion and feedback to staff.

5. **Policy Demonstration 2.0**
   Purpose: Refresh the City's Demonstration Policy to reflect the 8 years of learning from multiple demonstration projects and make it easier for companies to work with the city.