



Memorandum

TO: SMART CITIES AND SERVICE
IMPROVEMENTS COMMITTEE

FROM: Rob Lloyd

SUBJECT: SEE BELOW

DATE: April 27, 2021

Approved

Date

28 April 2021

SUBJECT: 2021-2023 INNOVATION & TECHNOLOGY STRATEGIC PLAN, PART 1

RECOMMENDATION

Receive report on the City's proposed 2021-2023 Information Technology Strategic Plan, reviewing analysis strategies, process, priorities identified, key metrics, and external review. Receive input and continue to June 3, 2021, Committee meeting.

BACKGROUND

The City of San José's 2017-2020 Innovation and Technology Strategic Plan was adopted unanimously by City Council in March 2017¹. The plan provided direction to deliver outcomes identified in the San Jose Smart City Vision approved by City Council in March 2016². The connected Smart City Strategy³ included the intent to make San José the most innovative city in North America by 2020.

Following approval of the Innovation and Technology Strategic Plan, the City invested in its technology groundwork and innovation projects with the goal of becoming "Brilliant at the Basics." These investments aimed to resolve significant-tech debt accrued in the City's Decade of Deficits and established the foundation for strong service delivery, project execution, cybersecurity, and innovation efforts.

The City effectively progressed 14 years of technology in four years, receiving several honors in the course of its work. This included earning #1 in the 2020 Digital Cities Awards, thus meeting San José's "most innovative city" goal, as well as earning What Works Cities Silver designation. More important, those basics allowed the City to tap information and collaboration technologies effectively in its COVID-19 pandemic response activities.

¹ IT Strategic Plan: http://sanjose.granicus.com/MetaViewer.php?meta_id=619441

² Smart City Vision: http://sanjose.granicus.com/MetaViewer.php?view_id=&clip_id=9035&meta_id=565616

³ Smart City Memo: http://sanjose.granicus.com/MetaViewer.php?view_id=&clip_id=9035&meta_id=565617

With the successful conclusion of the City’s first Innovation and Technology Strategic Plan, the ambition in 2021 is to set a 2021-2023 plan that will be equally as effective for the organization and community. The Information Technology Department (ITD) conducted interviews with over 110 leaders from City departments and Councilmembers assigned to the Smart Cities and Service Improvements Committee. Additionally, ITD structured the new Innovation and Technology Strategic Plan work around the 2021-2022 City Roadmap⁴ priorities set by City Council in March 2021. In April 2021, staff incorporated priorities and recommendations made by an expert technology advisory firm—Info-Tech Research—procured to review and validate the City’s strategic planning.

ANALYSIS

The 2021-2023 Innovation and Technology Strategic Plan serves as a three-year journey and window of investment in the City’s use of technology and data to support specified outcomes. As the City’s second Innovation and Technology Strategic Plan, this iteration builds on the Brilliant at the Basics foundations of 2017-2020 work to enable the City to address the *transformational* challenges defined by the City’s Enterprise Priorities and 2020-2021 City Roadmap.

In Part 1 of staff’s Innovation and Technology Strategic Plan presentation that will be provided to the Smart Cities and Service Improvements Committee on May 6, 2021, ITD will cover the strategic planning process, along with the Voice of the Customer input received from Councilmembers and departments. Info-Tech Research will then present its assessment of the City, priorities identified, and specific recommended actions San Jose should consider. The presentation will conclude with input from Committee members, the public, and an expert advisory group.

Staff will return at the June 3, 2021, Committee meeting to present the finalized Innovation and Technology Strategic Plan.

CONCLUSION

The Committee will review assessment and planning work from staff, providing feedback on elements that will help constitute the City’s 2021-2023 Innovation and Technology Strategic Plan. Staff requests the Committee continue the item to the June 3, 2021, Committee meeting, where staff will return with the recommended 2021-2023 Innovation and Technology Strategic Plan that incorporates Committee and public input.

⁴ San José City Roadmap: <https://www.sanjoseca.gov/Home/ShowDocument?id=71157>

EVALUATION AND FOLLOW-UP

Operationalizing with the Fiscal Year 2021-2022 City Roadmap

Implementation of the proposed Innovation and Technology Strategic Plan includes projects, strategies, and policies aligned with the City Roadmap. These efforts will be coordinated as part of the City Budget Process. Status of related innovation and technology projects will report through the Smart Cities and Service Improvements Committee, with cross-reference to City Council as appropriate.

CLIMATE SMART SAN JOSE

The Innovation and Technology Strategic Plan includes projects and policies that align with Climate Smart San José energy, water, or mobility goals.

PUBLIC OUTREACH

This item will be posted on the City's website for the May 6, 2021, Smart Cities and Service Improvements Committee agenda.

COORDINATION

The memorandum has been coordinated with the City Manager's Budget Office, City Attorney's Office, City Auditor's Office, and the Office of Civic Innovation and Digital Strategy.

COMMISSION RECOMMENDATION/INPUT

The memorandum does not require input from a board or commission.

FISCAL/POLICY ALIGNMENT

This action is consistent with the City's Operating Budget City Service Areas Delivery Framework, as well as the March 2016 City Roadmap approved by City Council.

COST SUMMARY/IMPLICATIONS

The IT Strategic Plan designates areas for investment in support of the City Roadmap priorities. Changes to technology governance will involve shifting of funding allocations and/or the identification of new funding as organizational changes are decided. Specific funding

recommendations are examined as part of the annual City Budget Process, taking into consideration the City's overall budget condition as well as Citywide and departmental priorities.

BUDGET REFERENCE

Not applicable.

CEQA

Not a Project, File No. PP17-007, Preliminary direction to staff and eventual action requires approval from decision-making body

/s/
ROB LLOYD
Chief Information Officer

For questions, please contact Rob Lloyd, Chief Information Officer, at rob.lloyd@sanjoseca.gov, or Jerry Driessen, Assistant Chief Information Officer, at jerry.driessen@sanjoseca.gov.