



# Memorandum

## WORK PLAN CONTENTS

**SMART CITIES AND SERVICE IMPROVEMENTS  
COMMITTEE WORK PLAN  
August 2021 - June 2022**

**COMMITTEE MEMBERS:**

MATT MAHAN, CHAIR  
DAVID COHEN, VICE CHAIR  
SAM LICCARDO, MEMBER  
PAM FOLEY, MEMBER  
CHARLES “CHAPPIE” JONES, MEMBER

**STAFF:**

ROB LLOYD, INFORMATION TECHNOLOGY  
NEELAM NAIDU, CITY ATTORNEY’S OFFICE  
TONI TABER, CITY CLERK’S OFFICE  
JORDAN SUN, MAYOR’S OFFICE

**MISSION STATEMENT:**

Achieve the strategic goals of the *San José Smart City Vision* by advancing innovation projects at scale, demonstration/pilot projects, and strategy and policy initiatives that deliver community benefits, optimize resources, improve service delivery, and build capacity for future success.

***AUGUST THROUGH DECEMBER 2021 WORK PLAN ITEMS:***

**AUGUST 5, 2021**

- 1. Innovation and Technology Projects Status Report.** (Information Technology)  
**Purpose:** Provide a verbal status report on innovation and technology projects, highlighting overall status, initiatives at risk and mitigations, and completed projects. Demonstrate first iteration of new technology project status reporting processes and dashboard solution.
- 2. City Roadmap: Drive to Digital Status Report.** (Human Resources/Public Works/Information Technology)  
**Purpose:** Provide a status report on Drive to Digital as part of the approved City Roadmap for 2021-2022, including changes to employee practices, facilities use, policies, technology use, and transition to hybrid work.

## **SEPTEMBER 2, 2021**

- 1. Center of Excellence for Data Status Report.** (Public Works/Transportation/Information Technology/Mayor's Office of Technology and Innovation)  
**Purpose:** Provide a verbal status report on the Center of Excellence for Data, including the City's approach to improving the lives of residents by using data and impact measures to solve critical community challenges, and by reviewing resources, governance, prioritized projects, and program design.
- 2. Digital Privacy Policy Implementation Status Report.** (Information Technology/Finance/City Attorney)  
**Purpose:** Provide a status report on the Digital Privacy Policy implementation, including review, engagement, and technical protocols.
- 3. City Roadmap: San José 311 and Service Delivery Status Report.** (Information Technology)  
**Purpose:** Provide a status report on San José 311 and Service Delivery as part of the approved City Roadmap for 2021-2022, including service options and priorities.

## **OCTOBER 7, 2021**

- 1. Innovation and Technology Projects Status Report.** (Information Technology)  
**Purpose:** Provide a verbal status report on innovation and technology projects, highlighting overall status, initiatives at risk and mitigations, and completed projects.
- 2. City Roadmap: Digital Equity Status Report.** (Library/City Manager – Racial Equity/Parks, Recreation and Neighborhood Services/Public Works/Information Technology/City Manager – Civic Innovation)  
**Purpose:** Provide a status report on Digital Equity efforts as part of the approved City Roadmap for 2021-2022, including providing internet access to children and neighborhoods with partners, project and funding statuses, key metrics, opportunities, and management approach.
- 3. Information Technology Audit Report.** (City Auditor)  
**Purpose:** Provide a report on the Information Technology audit.

## **NOVEMBER 4, 2021**

- 1. FirstNet Program Status Report.** (Information Technology/City Manager – Civic Innovation)  
**Purpose:** Provide a status report on the FirstNet Program, including the status of implementation, milestones, billing, challenges, and next steps.

**2. Development Services Transformation Status Report.** (Planning, Building and Code Enforcement/Fire/Public Works/Information Technology)

**Purpose:** Provide a status report on Development Services Transformation efforts, including initiatives to ease customer experience and improve the effectiveness of Development Services Partners (Planning, Building, Public Works, and Fire) processes, such as impact metrics, operationalization of new workflows and technologies, and work with stakeholders.

**3. Housing Department Technologies Status Report.** (Housing/Information Technology)

**Purpose:** Provide a verbal status report on Housing Department technologies, including initiatives using technology and data to support affordable housing availability, rent registry, impact measures, and housing insecurity research for policy development.

**DECEMBER 2, 2021**

**1. Innovation and Technology Projects Status Report.** (Information Technology)

**Purpose:** Provide a verbal status report on innovation and technology projects, highlighting overall status, initiatives at risk and mitigations, and completed projects.

**2. Digital Public Participation Status Report.** (City Clerk/City Manager – Communications/Public Works/Information Technology)

**Purpose:** Provide a status report on digital public participation, including the City's use of streaming services to support public engagement, agenda management and access, and meeting management tools.

**3. City Roadmap: San José 311 and Service Delivery Status Report.** (City Manager – Communications/Information Technology)

**Purpose:** Provide a status report on San José 311 and Service Delivery as part of the approved City Roadmap for 2021-2022, including coordinated service delivery improvements across in-person, online, mobile, phone, and assistive channels, service additions in development based on input received, and impact metrics.

***DRAFT JANUARY THROUGH JUNE 2022 WORK PLAN ITEMS:***

**JANUARY 6, 2022 – MEETING CANCELLED**

**FEBRUARY 3, 2022**

1. **Innovation and Technology Projects Status Report.** (Information Technology)  
**Purpose:** Provide a verbal status report on innovation and technology projects, highlighting overall status, initiatives at risk and mitigations, and completed projects.
2. **City Roadmap: Drive to Digital Status Report.** (Information Technology/City Manager – Communications)  
**Purpose:** Provide a status report on the Drive to Digital, as part of the approved City Roadmap for 2021-2022, including expansion of digital services to improve access and response, and business process re-engineering.
3. **Lease and Asset Management System Status Report.** (Finance/Economic Development and Cultural Affairs/Public Works/Information Technology)  
**Purpose:** Provide a status report on a Lease and Asset Management System, including the procurement of a platform for effective management of leases, property ownership, maintenance, and comprehensive tracking of real estate assets.

**MARCH 3, 2022**

1. **What Works Cities Status Report.** (City Manager – Civic Innovation/Information Technology)  
**Purpose:** Provide a verbal status report on What Works Cities outcomes achieved related to increasing data driven governance, along with a roadmap of data efforts through 2022.
2. **Microsoft Solutions Usability Status Report.** (Information Technology)  
**Purpose:** Provide a status report on Microsoft solutions usability improvements for Microsoft Productivity and Collaboration tools.
3. **Digital Privacy Program and Surveillance Status Report.** (Information Technology)  
**Purpose:** Provide a status report on the progress of the Digital Privacy Program and potential approaches to digital surveillance.

**APRIL 7, 2022**

1. **Innovation and Technology Projects Status Report.** (Information Technology)  
**Purpose:** Provide a verbal status report on innovation and technology projects, highlighting overall status, initiatives at risk and mitigations, and completed projects.
2. **Small Cell and 5G Network Status Report.** (Public Works/City Manager – Civic Innovation/Planning, Building and Code Enforcement)  
**Purpose:** Provide a status report on small cell and 5G network construction in San José, including a review of progress, performance against goals, investments made in the City, and permitting processes improvements.
3. **Vision Zero and Smart Cities Data Platforms Status Report.** (Transportation/Public Works/Information Technology)  
**Purpose:** Provide a status report on Vision Zero and Smart Cities Data Platforms with a focus on transportation accidents and fatalities outcomes achieved, using new data platforms and investments in priority zones identified for Vision Zero.

**MAY 5, 2022**

1. **Information Technology Strategic Plan Status Report.** (Information Technology)  
**Purpose:** Provide a status report on the Information Technology Strategic Plan for 2021-2023.
2. **City Roadmap: Procurement Improvement Status Report.** (Finance)  
**Purpose:** Provide a status report on Procurement Improvement, as part of the approved City Roadmap for 2021-2022, including efforts and plans to improve the prioritization, speed, policy structure, and impacts of City procurements.

**JUNE 2, 2022**

1. **Innovation and Technology Projects Status Report.** (Information Technology)  
**Purpose:** Provide a verbal status report on innovation and technology projects, highlighting overall status, initiatives at risk and mitigations, and completed projects.
2. **Green Technology Plan Status Report.** (Information Technology/Public Works)  
**Purpose:** Provide a status report on the Green Technology Plan, including the City's adoption of positive climate practices and reductions in consumption of energy and goods.