



MEMO TO: Finance, Administration, and Communications Committee of the Whole

FROM: Michelle M. Hart, MMC, City Clerk

DATE: October 23, 2018

SUBJECT: **Enterprise Content Management System Project Update**

I. PURPOSE For Info Only Potential Agenda Item Scheduled for Council Action

II. RECOMMENDATION

There is no staff recommendation associated with this briefing. The is a short briefing to update the Members of the Committee regarding the progress of the project.

III. DEPARTMENT CONTACTS

Maxine Whattam, Chief Operating Officer; 425-556-2310
Michelle M. Hart, MMC, City Clerk; 425-556-2190

IV. DESCRIPTION/BACKGROUND

The Clerk last briefed the City Council Committee of the Whole – Finance, Administration, and Communications, regarding the City’s proposed Enterprise Content Management (ECM) system project on August 28, 2018. At that time, staff shared the overall premise and mission of the project -- to design, build, and implement a citywide system to comprehensively manage the records of the organization.

As a refresher, an ECM system does three things: 1) it is a document repository; 2) it is a records management system; and 3) it is a business process integration system. An ECM system:

- connects records to the proper metadata, policies, and technical rules necessary to accomplish the legal mandates imposed on state and local agencies with respect to public records management;
- it manages records directly scanned or electronically input into the system;
- it manages hardcopy records through indexed information and location information; and
- it integrates a multitude of city transactional systems such as the Spillman Case Management System in the Police Department and Outlook Exchange citywide with the records management system. Integrations will be based on auto-association of records metadata to their appropriate classifications and retentions.

Implementation of an ECM system will ultimately allow for active citywide records management (keeping the city current and in compliance with legal records disposition and archive); it will allow all city employees to search and access citywide records (security accesses defined as appropriate) at their convenience; and it will allow the public to do the same.

The is a multi-year, phased project. Each phase of the project will be individually prioritized, planned, and scoped through continued discussions with stakeholders, the Administration, and the Council; subject to Council approval.

During the August briefing to the Committee, staff shared the preliminary scoping of Phase I of the project, which as of this time, has been confirmed to be the system conversions of the Police Department's currently unsupported Oracle records management system, and the City Clerk's Office document repository of all Council records and city contracts, deeds, and easements.

Since the August Committee of the Whole meeting:

- the new TIS Director, Jonny Chambers, has been briefed on the project and has joined the team's conversations with respect to right-sizing both the technology and the scoping of Phase I;
- the City Clerk and the Chief Operating Officer have been visiting with departments to inform them of the coming technology project;
- staff is currently working with the preferred vendor, Laserfiche, to define the draft agreement terms and to finalize the Technology Services Agreement and Scope of Work; and
- city staff is working to clearly define the Return on Investment (ROI) associated with the project.

The project team: Maxine Whattam, Chief Operating Officer; Jonny Chambers, TIS Director; Malisa Files, Finance Director; Michelle Hart, City Clerk; Sara Smith, Records Management Coordinator; Linda Hermanson, IS Manager; and Erik Scairpon, Police Captain, are working to finalize the agreement documents, as mentioned above, and are reviewing overlapping city technology project timelines and mapping staff resources to assign to Phase I. A meeting with the vendor is scheduled for the week of October 22nd to answer some of the outstanding agreement questions.

The project team is on target to bring final documents forward to the City Council for consideration prior to the end of 2018, with the goal of beginning the work in January 2019.

V. TIME CONSTRAINTS

As previously reported to the Committee, the Police Department's current records management system is server-unsupported by the vendor. The service is running on Windows Server 2003 (15 years old) and Oracle's now legacy ECM solution that is no longer supported. System replacement is needed as quickly as possible. The infrastructure is vulnerable to compromise given that it is out of vendor support, and is therefore a

significant legal risk. Should the infrastructure fail, recovery will be challenging without being able to engage vendor services.

The Clerk's Office's document repository is now approximately 19 years old. The system has no records classification or retention values associated with the almost 40,000 records contained therein. Although not facing imminent failure due to lack of support, system updates are often cumbersome; search features and query returns are poor; and the system is centralized to the Clerk's Office, without the rest of the City having the benefit of being able to access the records. Many of these records are historic Council records with a permanent preservation retention. It is the desire of the City to turn these documents customer-facing upon implementation of the system conversion.

Implementation of Laserfiche (should the Council decide to approve the future agreement) would address the emergent system needs in the Police Department, as well as open additional Clerk's Office records to city staff and the public, thereby increasing efficiency and transparency.

VI. LIST OF ATTACHMENTS

None.