



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

FROM: Michelle M. Hart, MMC, City Clerk

DATE: November 27, 2018

SUBJECT: City Council Administrative LEAN Projects and the City's Enterprise Content Management Project

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

II. RECOMMENDATION

The purpose of this memo is to update the Committee on the status of Council administrative LEAN projects currently being worked on by City staff. It is also an opportunity to update the Committee regarding the status of the Enterprise Content Management (ECM) project. The memo focuses on the Administrative element of Council business, while the study session on November 27, 2018, will focus on the Strategic element of the Council's business.

III. DEPARTMENT CONTACTS

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

IV. DESCRIPTION/BACKGROUND

The Executive Office is working in coordination with the TIS Department, the Public Works Department; the Police Department; other City staff; and with the Council on several administrative LEAN projects. The Finance, Administration, and Communications, Committee of the Whole has been briefed on several of these, and new projects are added. This report serves as an overall update, and introduction where needed, to these projects.

Ombudsperson Reporting and Tracking

Project Goal: To develop a housing and tracking mechanism for the Council Ombudsperson Process.

Team Members: Ryan Spencer; Rachel VanWinkle; Anika Van Ry; Susan Cooper, Cheryl Xanthos; and Michelle Hart. Consultation with Jonny Chambers, TIS Director, is ongoing through the project as needed. The Project Sponsor is Maxine Whattam.

Description

Several years ago, the City Council established the role of Ombudsperson. Every month, the City Council rotates a Member through assignment of the Ombudsperson function. Requests are currently handled through email and tracking takes the form of reporting during City Council meetings. As the process has become known through the Community over the past few years (citizens recognize and utilize the process), a desire has been heard to track incoming requests from a more holistic approach.

The Executive Office has developed a team of people who are currently exploring the use of QAlert, the City's case management system for customer service inquiries, for the purposes of creating an architecture for the Council's Ombudsperson process. The team is also exploring Outlook for these same purposes. Project requirements, process avenues and policy considerations for hosting the Ombudsperson process are being identified. Staff is consulting with Council President Birney and Vice-President Carson throughout the discussions.

An update of the project will be forthcoming at the January Finance, Administration, and Communications Committee of the Whole meeting.

Project Timeline

Staff is targeting the first quarter of 2019 to bring process options forward to the Council for further discussion. It is recommended that a study session be held at that time in order to fully solicit the Council's participation and input.

Internal Process of Preparing Legislation and Other Council Items

Project Goal: To house the architecture, calendaring, and tracking of all items coming forward for Council consideration through the committee, study session, and staff report stages of the process. A separate goal of this project is the develop a body of reference material for staff to guide them as they navigate the legislative business process.

Team Members:

The Team: Maria O'Neil; Erik Scairpon; Cheryl Xanthos; Anika Van Ry; Corey Smith; and Michelle Hart. Project Sponsors are: Maxine Whattam and Jonny Chambers.

Description:

The Committee of the Whole was last briefed on this project in October 2018.

The project team is meeting regularly to define all elements of the project. Workflow mapping is underway and timeline milestones, key elements, and terms are being defined. Sharepoint is still being viewed as the primary solution as of this time; however, all

available technology resources are being considered. No outside purchase of technology will be solicited.

Project Timeline

A draft project timeline shows “go-live” is estimated to be second quarter of 2019. The project timeline has just been drafted and will continue to be reviewed and refined as discussions take place.

Council Handbook

Project Goal: To establish a comprehensive Council Handbook that includes: (1) a section devoted to new Council Member onboarding at the City; and (2) sections devoted to both Council and Public education regarding the Council, the laws and regulations that govern it; Council policies and procedures; and the mechanics of its meetings. As part of this project, a “Public Meeting Participation Guide” is being created for the Public’s reference.

Team Members: Lisa Maher, Brant DeLarme, Michelle Hart, Anika Van Ry, Susan Cooper, Michelle Hart, and Mellody Matthes. Maxine Whattam is the Project Sponsor.

Description: The project team is currently meeting to identify the needed elements of the reference guide. The project team’s last meeting consisted of information-gathering to account for the current processes and steps in place for Council onboarding. Different staff throughout the departments conduct different pieces of this work. An objective of the project is to establish a process-owner who will champion onboarding from beginning to completion. Elements may include: legislative training; key card accesses; parking garage information; benefits information; technology information; city functional area education; plans and project education; etc.

In addition to onboarding, an objective of the project is to establish a public-facing educational reference guide for both the Council and the Public where Council meeting processes; governing laws and regulations; public meeting procedures; the Ombudsperson process; and Council policies are available.

The team consults with Council President Birney as-needed.

Project Timeline: The first quarter of 2019 is targeted for a draft of the Handbook. The team has just begun its discussions and the project is in its infancy stage. Reports will be ongoing to the Committee of the Whole as this project progresses in order to seek Council feedback on the sections of the handbook.

Chambers A/V System Improvements for Remote Attendance

Project Goal: To enable interactive remote attendance at meetings in the Council Chambers by integrating the audio/video services with Skype. Remote attendees will be able to interact by voice, video, and with any content that is displayed. A secondary goal is that all remote interaction, where applicable, is captured by Granicus.

Team Members:

The Team: Chip Cornwell, Michelle Hart, Jim Larson, Jonny Chambers. The Project Sponsor is Michelle Hart.

Description:

The project team is currently working with the Audio/Video vendor that installed services in the Council Chambers to add in some additional infrastructure that will support the project goals.

Project Timeline

The first quarter of 2019 is estimated for a go-live date.

Council Laptop Replacement

Project Goal: To refresh the laptops supplied to councilors.

Team Members:

The team: Simrat Sekhon, Eric Mullins. The Project Sponsor is Jonny Chambers.

Description:

Members of the Council currently use Surface Pro 1s as their city-assigned laptop/tablet. The existing laptops are no longer under warranty, and are showing considerable signs of wear. Several potential alternatives are being explored by TIS, and samples have been ordered for review by the Council.

Project Timeline:

Equipment refresh is estimated in the first quarter of 2019.

Committee of the Whole – Going Paperless

Project Goal: To establish a paperless Committee of the Whole meeting environment.

Team Members: Michelle Hart and Maxine Whattam

Description: In keeping with the paperless Council regular business meeting environment, as well as the newly established staff Internal Committee process to facilitate items coming forward to the Council (which is also paperless), staff is working to establish a paperless working environment for Council Committee of the Whole meetings. Agendas will be displayed electronically and items linked to the agenda for electronic access and presentation during the meetings. Council President Birney is a sponsor of this project.

Project Timeline: The team would like to attempt the first paperless Committee of the Whole meeting during the first committee meeting held in January.

ECM System

Project Goal: To establish an Enterprise Content Management System for the City of Redmond. Enterprise Content Management (ECM) is records and business process management. Immediate goals include: conversion of the Police Department's current records management system and the City Clerk's document management repository.

Team Members: Michelle Hart, Erik Scairpon, Sara Smith, Jonny Chambers, Linda Hermanson, Lisa Maher. Project Sponsors are Maxine Whattam and Malisa Files.

Description:

The Clerk last briefed the Committee of the Whole in October 2018. At that time, the discussion informed the Council of the team's decision to slow the process in order to review project requirements and resources. With the City's recent acquisition of a new TIS Director, the decision has been made to fortify TIS project management technical support on this project including project management, business analysis, and system administration. These efforts will result in assigned dedicated resources to manage at least the first stages of the large, multi-phase project.

Since the last briefing, the team has met in a telephone interview with the Washington State Liquor and Cannabis Board staff who are also in the process of implementing Enterprise Content Management through the same vendor, Laserfiche. Discussions consisted of their lessons learned to-date; working with the vendor as a direct implementation team, as opposed to using a third-party vendor; and information sharing with the City of Redmond as we continue our scoping and next stages of the project.

Project Timeline: Ongoing briefing will be brought to the Finance, Administration, and Communications Committee of the Whole in order to keep the Council up-to-date with the project's progress, as progress is made.

V. TIME CONSTRAINTS

Known project timelines are noted above. The Chief Operating Officer, City Clerk, and other pertinent staff will be available at the November 27, 2018, Committee of the Whole meeting to answer any questions the Members may have regarding these projects.

VI. LIST OF ATTACHMENTS

Attachment A: [Paperless Agenda](#)