



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

**FROM:** Michelle M. Hart, MMC, City Clerk

**DATE:** May 28, 2019

**SUBJECT: Clerk's Report - City Council Administrative Projects and Update on the Records Management Program ECM**

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

**II. RECOMMENDATION**

The purpose of this memo is to continue updates to the Committee on the status of Council administrative projects, as well as updates regarding one of the City's "Big 4" projects, the Enterprise Content Management System (ECM).

**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 city staff and project teams regarding Council's administrative projects. The Finance, Administration, and Communications Committee of the Whole is receiving ongoing updates regarding the status of these projects, and staff is soliciting feedback and direction from the Council through this forum. The City Clerk is also using the forum to keep the Committee advised on the status of the ongoing Records Management Program, including the ECM system solution.

**Ombuds Reporting and Tracking**

Project Goal and Description: To develop a housing and tracking mechanism for the Council Ombuds Process. Several years ago, the City Council established the role of Ombuds. Every month, the City Council rotates a Member through assignment of the Ombuds 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 (citizens recognize and utilize the process), a desire has been heard to track incoming requests from a more holistic perspective.

The Executive Office has developed a team that is 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 Ombuds process. The team is also exploring Outlook for these same purposes. Project requirements, process avenues and policy considerations for hosting the Ombuds process are being identified.

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 team sponsor is Maxine Whattam.

### Project Update

At the study session held on April 30, 2019, members of the project team provided their findings and process alternative recommendations to the Council. Upon discussion, the Council determined its desire to look at other avenues to assist in this process rather than the technology alternatives provided. The Council also discussed the role of the Ombuds, as well as the process of Council correspondence.

The project team has met post-study session and has incorporated the Communications Team into the discussions. Website enhancements with respect to contacting the Council Ombuds, the Council, the Mayor, and Customer Service for their respective types of inquiries is underway.

A staff report will be brought to you at the June 18, 2019, regular business meeting with respect to the outcome of those enhancements.

In addition, as an alternative to retaining the moniker "Ombuds," the Council may to replace "Ombuds" with "Contact the Council." The link would still go to the group email address and responses would still be handled by the monthly-assigned representative of the Council.

### Project Timeline

Website updates brought to the Council via staff report at the June 18, 2019, regular business meeting.

### **Internal Process of Preparing Legislation and Other Council Items**

Project Goal and Description: To establish a comprehensive internal staff system which encompasses 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. This project will provide greater transparency and tracking of items coming through the Council calendar. A separate goal of this project is to develop a body of reference material for staff to guide them as they navigate the legislative business process. 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.

#### Team Members:

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

#### Project Update

During the April FAC meeting, staff reported that a meeting with the Granicus vendor had been requested to explore their API options and functionality, as well as to determine if the internal staff process can be built into the architecture of the larger Council system. If determined to be viable, the team will begin scoping the build of that combined SharePoint/Granicus solution. That initial meeting has occurred, with the focus of configuring the current Granicus-Legistar system to accommodate both the internal and external processes. Scoping discussions are continuing with the request from the City to formulate a specific vendor project around this system expansion. A development environment has been requested.

#### Project Timeline

“Go-live” date is pending at this time based on next steps ascertained by the project team. The project timeline will continue to be reviewed and refined as discussions take place.

#### **Chambers A/V System Improvements for Remote Attendance**

Project Goal and Description: 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 the Granicus recording system.

#### Team Members:

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

#### Project Update

A project update was provided at the April FAC meeting noting that remainder of the equipment necessary for the upgrade has been determined. Since that time, the audio/video vendor has started the equipment installation, with three days onsite during the week of May 20. Installation includes the new rack-mounted equipment; a web-camera at the back of Chambers; adding a new standalone Skype tablet “remote” at the podium; updating existing tablets with new features; and tying the Skype meeting feed into the

RCTV broadcast system as well as the video wall. Once installation is complete, testing of the system and staff training will follow.

### Project Timeline

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

### ECM System

Project Goal and Description: To establish an Enterprise Content Management System for the City of Redmond. Enterprise Content Management (ECM) is records and business process management. This program will allow for: the city to develop a standardized classification plan for all city records in concert with the State of Washington's local government archives retention schedule; public online access to certain public-facing records sets; and for the creation of forms and workflows, allowing for automation in manual work processes. An ECM system and program will increase the City's efficiency.

Immediate goals include: conversion of the Police Department's current records management system and the City Clerk's document management repository.

### Team Members:

Steering Committee - Dawn Johnson, Steve Eastham, Keith Laycock, Michelle Hart, Erik Scairpon, Lisa Maher, Linda Hermanson, Maxine Whattam, Jonny Chambers. Project sponsors are Maxine Whattam and Jonny Chambers.

Phase 0 and I Project Team - Dawn Johnson, Steve Eastham, Keith Laycock, Michelle Hart, Erik Scairpon, Linda Hermanson, Jonny Chambers, Mark Pratt-Barlow, Dan Werr, Charliann Cross, Sheryl Mullen, John Fetrow, Sara Smith, Cheryl Xanthos, and Andrea Rachine.

### Project Update:

The Clerk last briefed the Committee of the Whole in April 2019 regarding project discussions and efforts to-date, including finalization of the requirements documents for the Phase I system conversions.

Since that report, the requirements documents have been finalized and the first draft statement of work has been received. Staff is meeting to review that statement of work, develop the benefits analysis, and prepare contract documents for the Council's consideration.

The project team is also onboarding a new technical project manager, as the previous agreement had expired.

Project Timeline: July is now targeted for Council consideration of Phase I contract documents.

### **Council Handbook**

Project Goal and Description: 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.

The project team is meeting to identify elements of the handbook based on Council’s input. The project team’s meetings to-date have 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 Ombuds process, and Council policies are available.

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

Project Update: Onboarding, training, and separation processes have been drafted with supporting documents including fillable forms and process maps. The Public Participation Guide has been created.

Project Timeline: A study session has been scheduled with the Council on May 28, 2019, to discuss the draft handbook elements to-date. Continued discussions related to other elements of the handbook will be ongoing.

## **V. TIME CONSTRAINTS**

Known project timelines are noted above. The Chief Operating Officer, City Clerk, and other pertinent staff will be available at the May 28, 2019, Committee of the Whole meeting to answer any questions the Members may have regarding these projects.

## **VI. LIST OF ATTACHMENTS**

None.