

Memo

To: Board of Managers
From: Cathy Reynolds
Date: May 7, 2018
Re: MCWD IT Goals and Planning

Purpose:

To provide an update on the District's information technology (IT) goals and planning.

Background:

Through the strategic planning efforts and internal assessments that the District recently conducted, the use of information technology was identified as an area that needed to be improved. The assessments showed that staff is seeking information technology systems that can improve collaboration, planning, and work flow efficiency. In furtherance of this goal money was budgeted in 2018 to develop and start implementing an IT plan.

The first step of the IT planning effort has been the identification of overarching information technology goals. These goals support and align with the overall District goals. The following chart shows the goals identified for the IT plan, the focus areas that each of the goals address, and an initial priority for each of the focus areas. These goals and the focus areas continue to be vetted with staff and refined to ensure they meet the direction of the District and the needs of the employees.

IT Goal	Focus Area	Priority
Increase efficiency of organization operations	Permitting	1
	Program Management	1
	Budget / Accounting	1
	Financial Management	1
	Human Resources	3

Increase collaboration across the organization	Program Management	1
	Records Management	1
Increase transparency and accountability	Public Access / Interface	2
	Budget / Accounting	1
Ensure compliance with laws and regulations	Records Management	1
	ADA Compliance	1
Improve customer service	Permitting	1
	Website	2

Next Steps:

To further develop the IT plan we are looking to contract for IT consulting services to help with the identification of systems that will support the focus areas of each goal, ensure the compatibility of each of the systems to maximize efficiency and operational gains, assist with the review and development of the codes/software build-out to ensure compatibility of the systems, develop a budget and phasing plan for the roll-out of each system, and help with the internal coordination and process development for the new systems.

This work is often the function of an IT Director or Chief Information Officer (CIO) inside an organization. For those entities that do not have full time personnel in these roles the information technology community has developed a concept called a Virtual Chief Information Officer (VCIO). The companies that offer VCIO services provide an organization the ability to have a CIO without the need to hire a full time person.

I am currently identifying companies that offer VCIO services and will be putting together a request for qualifications to send out for these services. In doing this I am working with the League of Minnesota Cities, Chief Information Officer to assist in the identification of companies with VCIO services, and will utilize their assistance in the drafting of the RFQ to ensure the appropriate content for the services we need.

While this process is moving forward we continue to research available software and systems and obtain feedback from current users on the systems they utilize. Through this research and feedback process we hope to identify some initial programs that we wish to look at with a VCIO consultant once they are brought on board.