Administrative Report

To: **MAYOR AND CITY COUNCIL**

From: LUKE SMUDE, ASSISTANT TO THE CITY MANAGER

TITLE

APPROVE AN AGREEMENT WITH SDI PRESENCE, LLC. FOR THE COMPLETION OF AN INFORMATION TECHNOLOGY DEPARTMENT ORGANIZATIONAL STRUCTURE AND STAFFING ASSESSMENT TO ENSURE THE INFORMATION TECHNOLOGY DEPARTMENT IS ABLE TO MAINTAIN AND ENHANCE ONGOING BUSINESS, OPERATIONAL, TECHNOLOGICAL, AND SUPPORT SERVICES FOR AN AMOUNT NOT TO EXCEED $50,750 AND THE TERM AUGUST 2, 2022 - AUGUST 1, 2023

EXECUTIVE SUMMARY

The City's Information Technology Department (IT) has oversight of all Citywide information technology services related to wide and local area networks, computer hardware, software applications, data communications, telecommunications infrastructure, cyber security, and duplicating services. In order to ensure IT continues to provide the highest level of customer support and adequately prepares for both technological and organizational changes, staff is recommending the approval of an agreement with SDI Presence, LLC. (SDI) to complete an organizational structure and staffing analysis, including a staffing and structure benchmarking study that will help with staff succession.

BACKGROUND

The City's IT Department is responsible for managing technological resources and ensuring consistent service delivery on a daily basis, as well as planning for future changes in technology and staffing. In order to ensure ongoing continuity of services, $65,000 of funding was approved in the FY 2021-22 budget for the engagement of an outside consultant to complete an organizational and staffing analysis, along with a benchmarking study, to determine how IT can enhance operations in order to maintain a high-level of service and possibly implement improvements that will position the Department to succeed into the future.

Multiple firms were contacted to provide proposals for this project, and, of the three submissions, SDI distinguished itself through its extensive experience with similar engagements, ability to complete the project in eight weeks, and exceptional client references. SDI has worked with more than 200 local government agencies to complete Needs Assessments, IT Assessments, IT organizational and staffing assessments, IT plans, policy/procedure documentation, project management implementations, and feasibility studies.

Following approval, the SDI project team will complete initial planning, analyze IT documentation,

interview IT staff along with stakeholders from other Departments, review the City's application portfolio, develop and review a draft organizational staffing and resource assessment report with the City, and publish a final report based upon their findings and collected feedback. The report is expected to serve as a planning document that will help drive successful organizational adaptation and staff succession within IT.

COORDINATION
This item was coordinated with the IT Department, City Manager's Office and SDI. The City Attorney's Office approved the agreement as to form.

FISCAL IMPACT
Funding for the IT Department organizational structure, staffing analysis and benchmarking study was approved in the FY 2021-22 Budget in the amount of $65,000, and will be carried over into the current Fiscal Year to cover the $50,750 cost of the SDI agreement.

APPROVED BY:
Mike Witzansky, City Manager

ATTACHMENTS
- Agmt - SDI Presence, LLC.
- Certificate of Insurance - SDI Presence, LLC.