



## Request for Committee Action from the Office of the City Clerk

**Date:** June 23, 2014

**To:** The Hon. John Quincy, Chair, Ways & Means Committee

**Subject:** Systems Administrator for the Office of City Clerk.

**Recommendation:** Authorize one additional Full-Time Equivalent (FTE) Software Engineer II (system administrator) position for the Office of City Clerk.

Prepared by: Peter J. Ebnet, Management Analyst – ext. 3134  
Presenters in Committee: Casey Joe Carl, City Clerk

**Supporting Information:** The Clerk's Office has seen its responsibility for managing electronic applications increase dramatically over the past few years. Many of these applications have significant impact and directly support the department's core (mandated) functions and, by extension, are critical systems serving the entire enterprise. These systems include:

- Legislative Information Management System (LIMS) – This project, which is currently underway, will replace legacy systems and centralize all legislative support functions in a single, web-based application that automates and streamlines meeting management and related tasks for the City Council and its 12 standing committees as well as the independent Audit and Executive committees. The LIMS also includes a module to automate the administration and appointment processes for the City's 51 boards and commissions. As part of the project plan, the City plans to maximize its ROI by extending the LIMS for use by other boards and commissions within the enterprise.
- Elections Management System (EMS) – The City's existing EMS is outdated and no longer operational, presenting a significant business risk. The EMS is the core system used to support all aspects of administering every election, including recruiting, training, assigning, and managing 2,500+ election judges and seasonal workers, to tracking absentee ballots, managing precincts and polling places, etc. The inoperative nature of the existing system has caused significant delay and costly workarounds during the last two election cycles (2012 Presidential and 2013 Municipal). A new system is critical to future administrative operations.
- Electronic Poll Books – The State Legislature has approved additional pilot projects beginning in the 2014 Gubernatorial Election for use of electronic poll books to streamline same-day registrations and voter look-up in polling places. As the largest municipal voting jurisdiction, Minneapolis stands to benefit from the introduction of this technology and hopes to be part of this year's pilot project. Purchasing and programming these new resources will be essential for a successful pilot project.
- Records & Information Management System – Managing and cataloging the City's growing data resources and assuring proper retention scheduling (required by law) will require the acquisition of a technology solution capable of converting existing data and replacing the unsupported, outdated third-party software which the City currently relies upon. Funding requests for new systems have been made in 2011 and 2012, but were not approved.
- Constituent Relationship Management (CRM) System – The CRM is a constituent service tool that supports call tracking, case management, and reporting, and is already deployed in the offices of Mayor and Council Members (wards). The Clerk's Office is the primary administrator responsible for managing this system.

- Enterprise Content Management System (ECMS/Stellant) – The ECMS is the City’s repository for unstructured data and records. It currently contains more than 3 million items. This new position would be responsible for maintaining City Council and City Clerk content in ECMS and/or migrating content to the LIMS or other appropriate applications.
- Web Content – 43% of the City’s web content is currently generated by the Clerk’s Office. With increasing interest in open data initiatives, combined with the public’s near-universal on-line competency, this percentage (and the volume of data) can be expected to grow significantly.

Managing these existing operating systems; planning for and overseeing development, implementation, and integration of new business systems; and interfacing with the City’s centralized IT Department requires a dedicated resource with requisite education, training, and experience – something the Clerk’s Office currently lacks. In addition, the Clerk’s Office is a high-profile, high-contact information hub, both for internal and external “clients,” have the need for a professional who can anticipate, plan for, implement, and manage these systems in ways that respond to and meet the needs and expectations of these various clients is critical to the ongoing work of the Clerk’s Office in that regard.

While the Clerk’s Office initially attempted to address these business needs through a third-party provider, experience has shown familiarity with the existing systems takes a significant investment and requires a long-term commitment. Additionally, understanding City processes which are supported by these systems, as well as the City’s organizational and operating structure, is essential to ensure that new business systems are properly configured and maintained at desired levels for all users. The technical requirements to support existing and new applications require higher-level technical skills and experience than are currently available in the Clerk’s existing workforce. Consequently, the Clerk’s Office is requesting authorization for a new full-time equivalent (FTE) position to serve as the department’s systems administrator (based on the City’s existing job classification of Software Engineer II).

**Permanent Review Committee (PRC):** On May 8, 2014, the Clerk’s Office requested a waiver to a non-standard contract exceeding \$50,000 to secure a temporary worker to back-fill the gap until a permanent position could be requested. The temporary worker was needed to serve as a business analyst/system administrator for the LIMS project currently underway in the Clerk’s Office (see details below). The PRC granted the requested waiver for the temporary worker, but were also informed of the department’s need to secure a full-time position in the FY15 budget process.

**Financial Impact:** The requested action requires an appropriation to increase the operating budget of the City Clerk’s Office (0100-2600114) by \$118,247.