INFORMATION & TECHNOLOGY	APRIL 19, 2023, 7:00 P.M.

Committee Members Present: Rachel Tomas Morgan, Lori Hamann*, Canneth Lee, Matthew Coats, Maria Gibbs

Others Present: Michael Sniadecki, Kelsey Lange, Victoria Trujillo, Bob Palmer, Troy Warner

Presenters: Denise Riedl

Agenda: 2022 Annual Report and State of the Department Presentation

Committee Membership and Priorities

Members marked with an asterisk (*) are present digitally

**Please note the attached link for the meeting recording:
https://docs.southbendin.gov/WebLink/browse.aspx?dbid=0&mediaid=364886**

Committee Chair Rachel Tomas Morgan called to order the Information and Technology Committee at 7:00 p.m.

2022 Annual Report and State of the Department Presentation

Chief Innovation Officer Denise Riedl, with offices on the twelfth (12th) floor of the County-City building, provided to the Committee an overview on the IT department's mission and mantra and relayed all six (6) of the sectors' divisions with a brief description. Competition globally has affected the market situation; significant turnover was noted for 2022 with six (6) resignations, along with one (1) termination and one (1) retirement.

Notable mentions of I&T work were presented in various media sources for 2022. The Digital Defense Security Posture GPA improved from three point three-five (3.35) to three-point four (3.4), and the Build the Budget campaign resulted in eight hundred ninety-eight (898) resident engagements. More than two thousand six hundred (2,600) customers were entered into the UAP program by the end of 2022, and the average customer service rating for customer calls was at four-point five (4.5) out of five (5) for three-one-one (311) customer calls. There were forty-eight (48) events held at the South Bend Technology Resource Center in partnership with over sixty-six (66) community organizations, and thirty-four (34) individuals in Upskill SB held six (6) new completed certifications. The department holds the Works Cities silver for the third (3rd) year in a row.

There are eight (8) new fire stations and seven (7) new parts covered by seventy-nine (79) new wireless access points for the South Bend Open Wi-Fi expansion, with thirty-five thousand

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(35,000) mobile network speed tests completed in partnership with the solid waste team and tests collected from residents. Over six hundred (600) residents provided input into the biannual city survey, and over three hundred (300) residents completed the digital literacy survey in partnership with SJCPL.

There were three thousand seven hundred sixteen (3,716) Helpdesk tickets collected and addressed, and phishing hail rates improved from fifty percent (50%) of staff failing to less than fifteen percent (15%) within one (1) year after training procedures were implemented. The new phishing alert button in Outlook was used six hundred eighty-three (683) times, and there were two hundred eighty-eight (288) new city computer users created and supported.

There are challenges with staffing and operations, with gaps in cybersecurity, web management and digital services, technical project management, data engineer and database administration, and enterprise product management, with reliance on a significant amount of contractor support. The goals for the department were to improve on basics, leverage data and tech for better neighborhood infrastructure, work with departments and partners to acquire funds where they are needed most, improve customer service, and support public safety transparency and technology upgrades.

Notable accomplishments were listed in relation to each priority, noting three-one-one (311) accomplishments by collecting budget and MLK Dream Center feedback, and signing up residents for UAP in 2023. The city's service level agreements were continually refreshed, and an average four-point-five (4.5) out of five (5) rating for call support from residents in each quarter of the year. Accomplishments in applications were noted such as the implementation of City works, improvement of city systems, creation of operational apps for teams and engagement, functionality added to new UAP applications, and the development of multiple GIS projects.

The business analytics team was able to launch and support the Build the Budget program, support reporting and data analytics for the Utility Forgiveness program, work with the utility team to redesign new water shut-off processes for vulnerable residents, launch quarterly public safety updates, and manage an SB academy program. Internal dashboards were also developed for neighborhood assets, with an improved transparency page, running a website working group, gathered business requirements and solutions research, along with leading a 2022 citywide survey collection.

The department website was refreshed by the design specialist Becky Fung in collaboration with Pathfinders, and now includes resident insight data with five hundred ninety-five (595) respondents. The civic innovation team led Upskill SB program design, led a strategic assistance portfolio, applied for the NTIA Middle Mile Grant program, piloted results driven partnership contracts with community organizations, published a digital equity roadmap, led an expansion of the South Bend Open WiFi with infrastructure, and worked with dozens of community organizations to create a lineup of TRC workforce training and community building events.

Accomplishments in infrastructure were noted, such as the implementation of Fusus, support of new wiring and networking projects across city properties, planned city camera expansion, and door access projects across city facilities.

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The service team led a post-call survey project, deployed RTCC in room technology, refreshed documentation and training practices on hybrid meetings, led hardware refreshes and tech asset management, led phishing training, and started a new partnership with Marketplace.City to streamline market research.

Goals for 2023 include supporting public safety technology upgrades, people and training, upgrading and improving city systems, partnerships for technology equity, improving cybersecurity posture, and improvement in customer service.

Citizen member Matthew Coats asked how the department's cybersecurity GPA compares to other municipalities of the same size.

Denise Riedl stated that they will do more research in that area and bring it back to the Committee.

Committee member Canneth Lee asked about the state of the real time crime center.

Denise Riedl explained that it is running smoothly from a technical standpoint, but not up-to-date on data in terms of overall impact.

Committee member Canneth Lee asked if it is possible for Committee members to visit the real time crime center.

Denise Riedl stated that they will see if it can be done after speaking with the public safety committee.

Committee member Canneth Lee asked if there are plans to expand on the app that is used to identify curbs and sidewalks, and if it is possible to include identification of alleyways and problem areas.

Denise Riedl stated that they will speak with DCI and the council on what can be added to the app.

Committee member Maria Gibbs asked about how the department can compete when it comes to onboarding talents given the limitations on salary.

Denise Riedl explained that the department can compete with the department's overall professional culture and development side, noting how individuals are able to learn from each other.

Committee member Maria Gibbs stated that they will investigate how the job opportunities can be expanded into the Committee, noting the significant demand of tech talent in the industry.

Committee Vice-Chair Lori Hamann asked for clarity on the purported licensing program and what it encompasses.

Denise Riedl explained that the program was budgeted for in the previous year, but there was not enough time to implement it. The current system is not sustainable, and the new program would be able to centralize data.

Committee member Lori Hamann asked if it is possible to make the transparency hubs more user-friendly.

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Denise Riedl explained that they will do additional user testing to see if additional feedback can be received to help make it easier for community members to utilize.

Committee Chair Tomas Morgan asked about the standard for staffing in cybersecurity in other municipalities of the same size.

Denise Riedl explained that most small cities do not have cybersecurity staff, but the current market is adjusting to make this a new normal.

Committee Chair Tomas Morgan asked what department is responsible for managing opportunities to compete for state and federal dollars.

Denise Riedl explained that the I&T department owns and drives all grants for digital equity and cybersecurity and is keeping track on additional grants when they are available.

Committee Membership and Priorities 2023

Citizen member Maria Gibbs stated that they will give more thought on the suggestions proposed.

Committee member Canneth Lee stated that they would like to see how to make the home repair program easier for people to apply for and would like to be able to access data on minority contractors.

Committee Chair Tomas Morgan stated they would like to see the progress throughout the year to see how to obtain more incentives for individuals to work for the I&T team.

Committee Vice-Chair Lori Hamann stated they would like methods to track the income and equity issues within the city utilizing a GIS-type map, along with a local business directory to identify women and minority-owned businesses.

Committee Chair Rachel Tomas Morgan stated that they would like further conversation on the city's staffing capacity to compete with grants moving forward, along with updates on the real time crime center.

With no further business, Committee Chair Rachel Tomas Morgan adjourned the Information and Technology Committee meeting at 8:16 p.m.

Respectfully Submitted,

Rachel Tomas Morgan, Committee Chair

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