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Subject: Follow Up: Budget Questions on GIS Technician and IT Staffing
Date: Wednesday, October 12, 2016 7:25:13 PM

Good evening Mayor and Council:

At the October 10th Council meeting, during public comment Mr. Gifford suggested you look further into the staff recommendation of an additional GIS Technician. He stated we should look into 3rd party opportunities as it may be more effective in cost. I was able to talk with Mr. Gifford briefly at the meeting, and advised that the City did just that, in 2014, funded GIS services with third party solutions. This became less effective due to 1) the skilled firms hourly rate, 2) the required availability of time for freelancers to fulfill City needs, 3) skillset of freelancers, and 4) continuity of operational knowledge.

The need to ensure that good data is going into the GIS application requires consistency, otherwise we run the risk of 'dirty data' that will not serve the City well in future efforts. We found in 2014 that we could effectively deliver GIS needs 40% lower than our third party costs. We have used freelancers for one-off projects, such as application coding, but we do not believe this structure works well for our GIS needs.

Additionally, as noted at the October 3rd Budget Workshop, Councilman Markham stated concern of position title similarities, and if we 1) had crossover training and 2) try to ensure all keep busy and not get bored with their jobs. The similarity in some of the position titles is a product of the union contract and placing personnel into a position/grade within the agreement. For example, the recent decision on in-sourcing fiber operations included a Network Administrator – 1 to manage the needs. The private sector titling may have named it "Surveillance Camera Network Technician." Further, in the draft FY2017 Draft Budget, there is a Network Administrator – 3 position proposed, and again, a private organization may have used "Network Infrastructure Manager" instead. The duties and tasks for the respective employees and positions are clearly articulated with his or her job goals and annual reviews, however, the title does not always evoke a clear job duty. We utilize detailed job advertisements to recruit our needs acknowledging our internal nomenclature does not always translate externally.

We can say, with respect to keeping busy, that all members of our IT Division operations are essentially 'help desk' for the City organization. When ticket requests are submitted to IT, depending on the nature and level of the task, each member of the team is assigned tickets to effectuate the solution.

If you have further questions regarding any of these topics, please do not hesitate to contact Carol or myself. This email correspondence will be placed on 2017 Budget Central for disclosure, and I will share with Mr. Gifford as well.

Thank you,

Andrew

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