



COUNCIL AGENDA: 03-01-05
ITEM: 2.11

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Mark Danaj

SUBJECT: ADOPTION OF STATEMENT
OF POLICY AND QUESTIONS
FOR PROSPECTIVE CHIEF
INFORMATION OFFICER AND
GENERAL SERVICES DIRECTOR

DATE: 02-09-05

Approved

Ray Winter

Date

2/15/05

RECOMMENDATION

It is recommended that Council adopt Statements of Policy and City Council Questions related to the selection of a new Chief Information Officer and General Services Director as described in this memo, in compliance with City Charter Section 411.1.

BACKGROUND

In December 2001, the City Council adopted a process for Council confirmation of department head appointments, in compliance with City Charter Section 411.1. The process requires that the Council, prior to meeting with the City Manager's recommended candidate for department head positions that are subject to the Charter's requirements, adopt a statement of policy for the department involved, along with proposed questions for the Council to present to the prospective appointee.

At the direction of the City Manager, Employment Services staff is coordinating the efforts of two executive search firm. Cooperative Personnel Services is conducting the recruitment for Chief Information Officer and Peckham & McKenney is conducting the recruitment for General Services Director. Council adoption of the Statement of Policy and Council questions will frame the task of creating a profile for the ideal candidate for the position.

ANALYSIS

Once the profiles are completed, the consultant firms will conduct nationwide recruitments for qualified candidates. The City Manager will then conduct an interview process guided by the input provided by Council through its adoption of the attached documents. At the conclusion of that process, the Manager will present proposed appointees for Chief Information Officer and

General Services Director to Council for consideration at Closed Session, along with written answers to the questions adopted by Council as part of this action. If Council confirms the nominee, the appointment would be formally approved at that afternoon's Council meeting.

The proposed Statement of Policy reflects the departments' mission and core services as proposed for approval by Council as part of this year's budget process. The proposed broad goals, objectives, and aspirations for each department were developed based on previous Council direction and key issues facing each department.

The proposed Council Questions reflect those adopted for the most recent department head hiring processes. Further questions specific to the Information Technology and General Services Departments may be added, and of course, Council members will be able to ask further questions of the proposed appointee in the Closed Session.

PUBLIC OUTREACH

Outreach will occur through selected focus groups and other forms of public involvement in the hiring process.

COORDINATION

This memo has been coordinated with the City Manager's Office, Information Technology Department and the General Services Department.

COST IMPLICATIONS

None

CEQA

Not a project.


MARK DANAJ
Director, Employee Services

Attachments



STATEMENT OF POLICY General Services Department

Department Mission

To proactively partner with customers, enabling the delivery of their services.

Core Services

- **Facilities Management** – Provide safe, efficient, comfortable, attractive and functional buildings and facilities.
- **Fleet & Equipment Services** – Manage operations, which provide a safe and reliable fleet of vehicles and equipment.
- **Materials Management** – To provide quality products and services in a cost-effective manner.

Council Policy

Council policy as to performance measures, resource allocation, and project delivery is contained in the 2004-05 Adopted Operating Budget, and the 2004-05 Adopted Capital Budget/2004-08 Capital Improvement Plan.

Other proposed broad goals, objectives, and aspirations include:

- Provide well-constructed and maintained facilities and equipment that meet both customer and City staff needs.
- Identify optimum fleet size, given utilization levels and availability requirements.
- Scrutinize CIP project delivery schedule for opportunities to minimize operations and maintenance while maintaining credibility by delivering projects on time and on budget.
- Leverage current resources to maximize effectiveness and efficiency while ensuring that the health and safety concerns of facility users are not compromised.

STATEMENT OF POLICY
Information Technology Department

Department Mission

Enable the service delivery of our customers through the integration of city-wide technology resources

Core Services

- **City-Wide Data Management** - Manage the City's data so that critical business processes remain operational
- **Technology Solutions Consulting** - Create and implement new technology solutions that maximize the delivery of City services
- **Technology Customer Support** - Provide direct customer support and training for technology equipment and applications
- **Network and Communication Services** - Enable the availability and relevancy of data, voice, and radio communications
- **Technology Strategic Planning** - Ensure optimal resource utilization and technology investment across the citywide organization

Council Policy

Council policy as to performance measures, resource allocation, and project delivery is contained in the 2004-05 Adopted Operating Budget, and the 2004-05 Adopted Capital Budget/2004-08 Capital Improvement Plan.

Other proposed broad goals, objectives, and aspirations include:

- **Enable Users** – Effectively deploy and use state-of-the-art technology and actively encourage other CSAs to use these tools for the greater good of the entire organization.
- **Standardize and Consolidate** – Identify opportunities to merge databases, consolidate resources, and encourage the use of City technology standards that can be supported by leveraging existing resources.
- **Network Availability** – Maintain availability and support for network/telecommunication operations to ensure availability of systems to employees and customers by streamlining operations if possible.
- **New City Hall** – Completion of the New City Hall represents an unprecedented level of investment in technology. This facility will support “One Voice”, an effort currently underway to transform the City into an organization which operates under a seamless customer-centric service delivery model. The City must take advantage of the opportunity provided by the New City Hall to establish the appropriate infrastructure foundation needed for the implementation of e-Government initiatives to provide better, faster and more efficient customer interaction with the City.

**CITY COUNCIL QUESTIONS
DEPARTMENT HEAD HIRING PROCESSES**

1. Please describe your education, experience, and accomplishments, and explain how they prepare you for this position.
2. The Statement of Policy for the department lists the Council's approved goals, objectives, and aspirations. Please explain, in general terms, your planned approach to these issues.
3. If there any other major challenges you see for the department, please describe your planned approach to dealing with them.
4. What is your plan for ensuring that you maintain good communication with the Mayor and City Council members? What is your plan for maintaining good communication as to your department's services and activities with the general public?
5. San José is a city that enjoys a strong economic base, tremendous diversity, and the lowest big city crime rate in the country. At the same time, we face the need to strengthen our neighborhoods, continuously improve the services we provide, and grow wisely. How do you see yourself and this department contributing to successfully meeting those challenges?
6. Who do you see as the department's customers?
7. What standards would you like to have in place to measure performance of the department in providing timely, efficient, and informative service to its customers?

