



Memorandum

TO: Making Government Work Better
Committee

FROM: James R. Helmer
Information Technology

SUBJECT: Status Report On Major Information
Technology Projects

DATE: September 9, 2004

Approved

Date

RECOMMENDATION

It is recommended that the Making Government Work Better Committee accept this report on the status of the Information Technology projects discussed below.

BACKGROUND

In May 2004, the Information Technology Department presented the fourteenth status report on Information Technology projects. On September 2, the Information Technology Planning Board reviewed and accepted this report. This report contains an attachment that gives a detailed update on the development of eight major information technology projects and the activities of the Information Technology Planning Board as of September 1, 2004, shown below:

Project	Pages of Attachment
Automated Information System/Automated Reporting System	A-1 to A-2
Computer Aided Dispatch/Automatic Vehicle Location Project	A-3 to A-4
San Jose Permits On-line	A-5 to A-6
Upgrade of the Integrated Human Resource/Payroll System	A-7 to A-8
CIP Database Enhancement Project	A-9 to A-10
CUSP (Customer Relationship Management, Utility Billing System, Partner Relationship Management)	A-11 to A-12
Geographic Information System Integration Plan – Phase I	A-13 to A-14
Class Registration and Payments On-line (e-Government Project)	A-15 to A-16
Activities of the Information Technology Planning Board	A-17

PUBLIC OUTREACH

Although the public will benefit from the implementation of these major projects, public outreach is not applicable. However, the Information Technology Department is working closely with Finance, Human Resources, Police, the City Attorney's Office, City Manager's Office, Environmental Services, Parks Recreation and Neighborhood Services, Fire Department, and Planning, Building and Code Enforcement to successfully implement these projects.

COORDINATION

This memorandum was coordinated with the City Manager's Office, Police, Human Resources, Planning, Building, Code Enforcement, Finance Department, Fire Department, and Environmental Services Department.

James R. Helmer
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