

DRAFT FOR DISCUSSION
10/04/07

Section 6
Technology

6.1 Intent

Technology should be used to support, improve and further open government, transparency and access to public records.

6.1.1 Systems and Infrastructure

6.1.2 Electronic Document and Web Content Management Systems

The Sunshine Reform Task Force supports the speedy funding and deployment of an Electronic Document Management System and a Web Content Management System to better manage documents and Web content. Electronic management and retrieval of documents are necessary to support sunshine reforms and will give the community and staff faster access to critical information while reducing document printing, storage and retrieval costs.

6.1.3 Ticketing Requests for Public Records

When the offices of the City Manager, City Clerk, City Attorney or Public Information Officer receive a request for public records that requires more than one day to complete, a "ticket" with a unique number will be opened to track the request through a program similar in functionality to a Help Desk Ticket System. When the request is fulfilled, the ticket must be closed.

6.1.4 Displaying and Recording Votes at Council Meetings

- A. The City must implement technology to display the specific votes of the Councilmembers and the Mayor to (1) the audience in the Council Chambers; and (2) on the video broadcast of the Council Meeting.
- B. The City must implement a searchable database of each vote by Councilmembers and Mayor and maintain the records of such votes in a manner accessible to the public via the Web as a permanent archive.

6.2 Web site

6.2.1 Navigation and Organization

- A. Users must be able to navigate easily all of the City's web sites to find information.

1. The City's web site's search engine must include all web sites associated with the City and its Departments.
2. The City's web site's site map must be organized so that major content areas are identified.
3. The City and all City Departments must employ "breadcrumb trails" at the top of each page so that citizens can more easily find information and see where a page is located in the web site hierarchy. (Example: Home page → Section page → Subsection page.)

B. City web sites must be organized in a consistent manner:

1. Front Page

The City must conduct a "usability assessment" to determine how users use the City's web site and the web sites of the City's Departments. The most frequently used functions and most frequently viewed pages should be placed on the front page of the City's web site.

2. Header

- a. The City and each Department should maintain a consistent header and navigation menu, whenever possible.
- b. Each Department's home page must link to the home page of the City.
- c. The City's "logo" must be "clickable" and return the user to the City's home page.

3. Contact Information

Every City Department home page must include, in the same place for each Department, the name of the Department Head, the address and telephone number for the Department, an email contact form or address, and a link to obtain a map and directions to the Department's offices.

4. Footer

The City and each Department must maintain a consistent footer that includes the City's privacy policy, terms of use and webmaster contact information.

5. Titling

The City and each Department must use a consistent scheme for page titles, which includes the name “City of San Jose” and describes, generally, the content on each page. Acronyms should be avoided unless they are well known to the general public.

6. Links

Hypertext links should be consistently identified as such, by underlining and use of a consistent color that differentiates them from other text on the page.

7. Software Download

The City and each Department must include visible links or icons on each page that contains links to documents in a format other than HTML to enable users to download software readers for the posted files.

8. Other Languages

The City and each Department must maintain links to information in other languages when a translation is available.

6.2.2 Website Content

- A. City web sites must contain a glossary to acronyms used on the web site.
- B. “Alt Tags” must be used on graphics promote accessibility.

6.2.3 Interactive Services (including eGovernment)

Users should be able to sign up and subscribe to content areas on the City’s Web site to enable citizens to receive updates or alerts about issues that interest them. Areas of interest can include departments, council districts, neighborhoods or other subjects.

6.3 Procedures and Best Practices

6.4.1 Posting, Archiving, Access and Document Retention Policies

6.4.1.010 Posting Documents (Including Indexes and Policies)

- A. Every City Department must maintain an index, linked from the Department’s home page, an index of every report with supporting documents made to the

City Council or a Council Committee.

B. The following documents should be posted online:

1. Budgets (Citywide Retention Schedule, Series No. 308);
2. CDBG Program – Approved Grants (Housing Retention Schedule, Series No. 195);
3. CDBG Program – Program Audits (Housing Retention Schedule, Series No. 197);
4. Project Development – Loan Underwriting (Housing Retention Schedule, Series No. 209) – \$1 million and over;
5. Project Development – Outside Funding (Housing Retention Schedule, Series No. 210) – \$1 million and over;
6. List of persons earning the highest 100 salaries, along with their compensation;
7. List of salaries by classification;
8. Reports – Quarterly or Midyear (IPA Retention Schedule, Series No. 182);
9. Newsletters – Quarterly or Mid-year (IPA Retention Schedule, Series No. 183);
10. Police Department Audit – Annual Operational Audit (IPA Retention Schedule, Series No. 185); and
11. Studies – Statistical Analysis Studies and Reports, Surveys (External and Internal) (IPA Retention Schedule, Series No. 186).

6.4.1.020 Archiving Documents

The Technology Subcommittee refers review of the City's retention schedules to the Public Records Subcommittee with specific recommendations as to certain documents.

6.4.2 Records Manager and Other Staffing Requirements

The Technology Subcommittee supports the City's efforts to hire a Public Records Manager and encourages the City to do so as quickly as possible.

6.4.3 Privacy
TBD

Note: Exhibits illustrating the recommendations described-above may be displayed at the meeting at which this is presented.