



City of Corpus Christi

Information Systems Governance

September 27, 2006



Agenda

- Strategic Roadmap Recommendations
- M.I.S. Steering Committee and Sub Committees
- Top 11 Initiatives



Strategic Roadmap Project Recommendations

1. Establish Service Delivery Model

- **Standard Operating Procedures such as Business Continuity**
 - **Phase I – Backup, Recovery & Archival**
 - **Phase II – Disaster Recovery (Offsite)**
- **Service Level Agreements (SLA)**
- **Business Requirements Management Process**
- **Change Request Process**
- **Establish MIS supported platforms and standards**

2. Project Management Approach

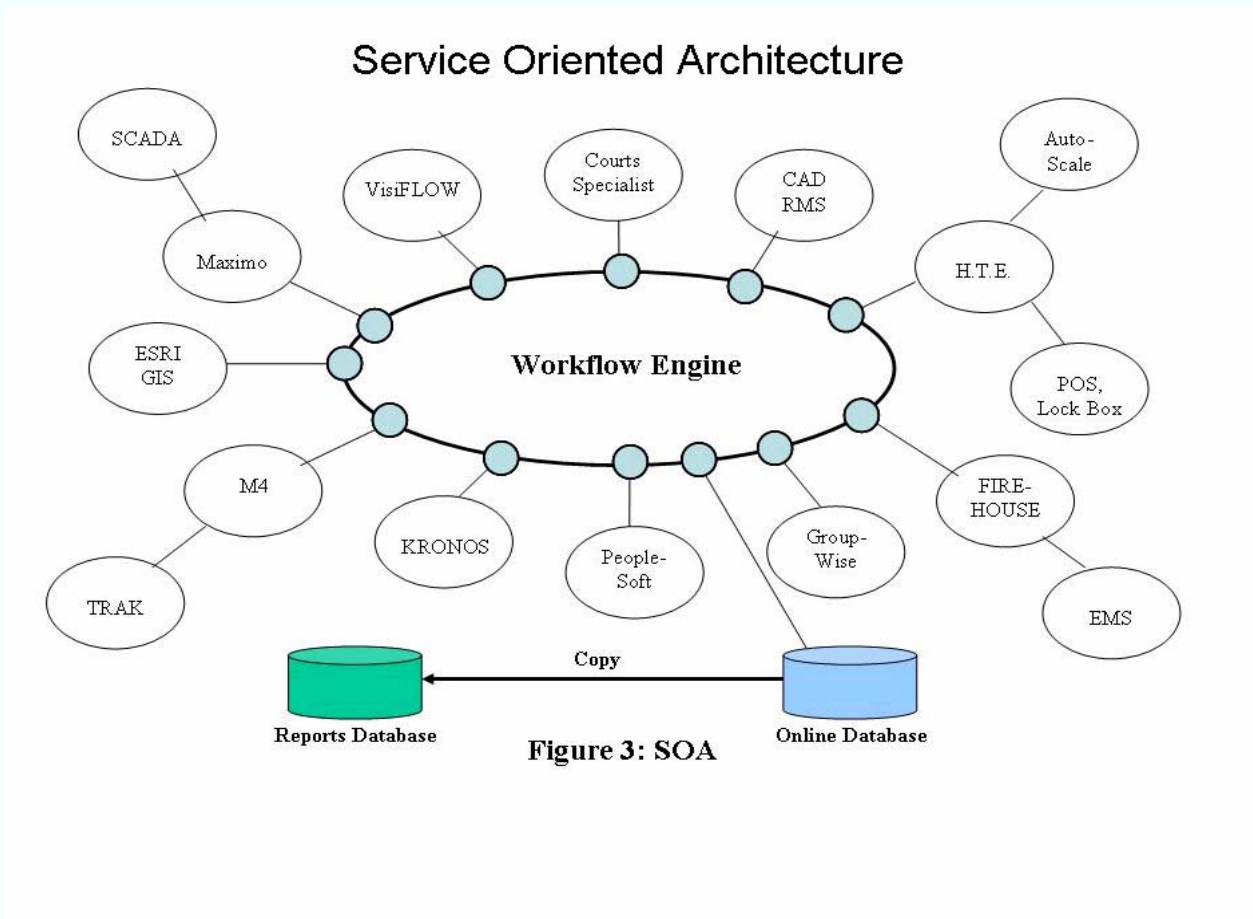
Establish Project Management Methodology to include:

- **Cost Benefit Analysis**
- **Ownership Responsibilities**
- **Implementation Options**
- **Project Staffing and Schedules**



Strategic Roadmap Project Recommendations

3. Enterprise Architecture - Think Strategically

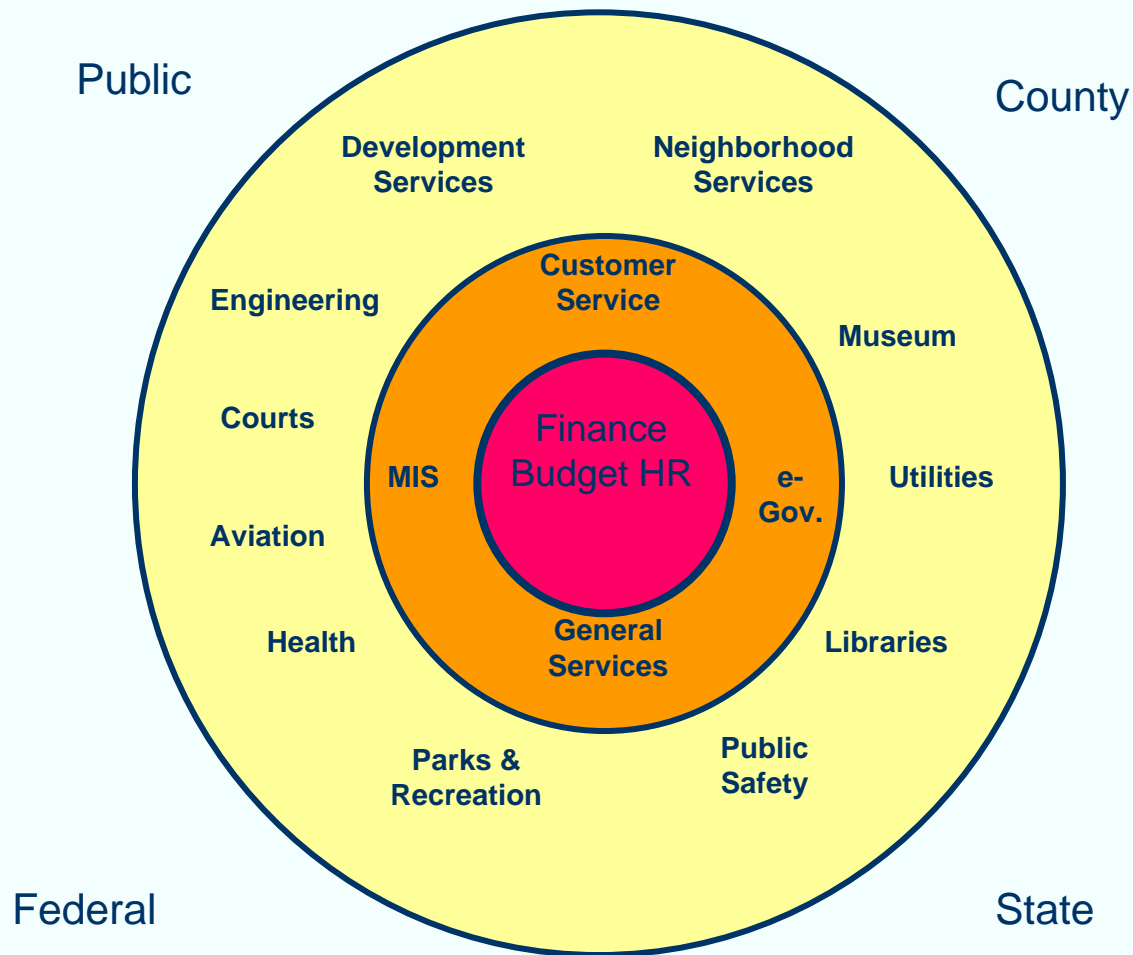


- **Consolidate-Functionality Overlaps**
- **Integrate via Standardized Interfaces (XML)**
- **Enterprise Report Database**
- **Standardized Report Writer**
- **Workflow across applications**



Strategic Roadmap Project Recommendations

4. Business Requirements





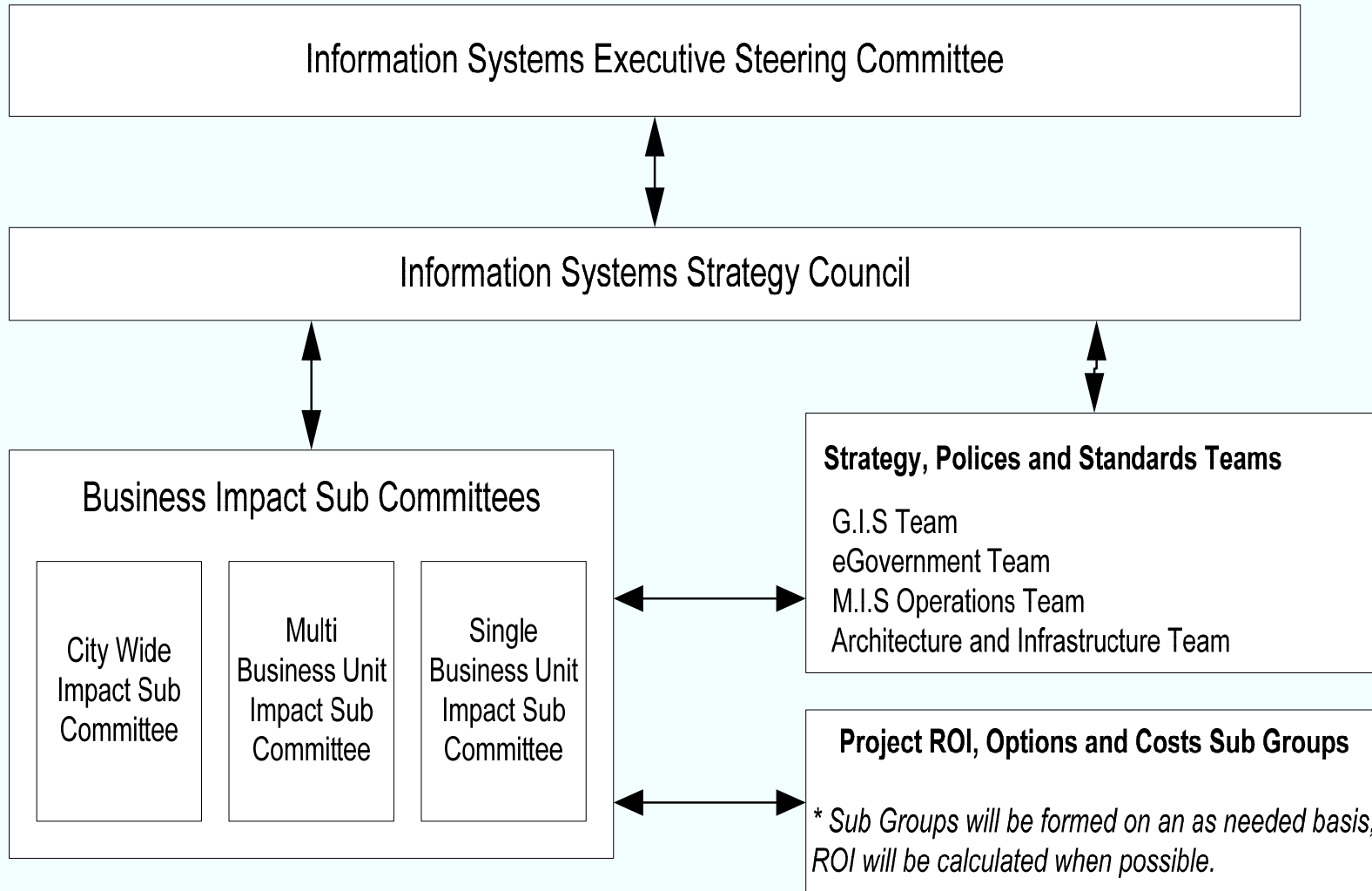
Recommended Next Steps

Establish Steering Committee

- **Technology and Service Standards**
- **Service Delivery Model**
- **Strategic Technology Architecture Plan**
- **Business Requirements**



Information Systems Governance Framework





Executive Steering Committee Members

George Noe , City Manager

Margie Rose, ACM

Oscar Martinez, ACM

Ron Massey, ACM

Susan Cable, eGovernment

Ogilvie Gericke, M.I.S

Connie Burns, M.I.S



Project Request Approval Process

Step 1: Submit Request

M.I.S related request $\geq 25,000$ and/ or ≥ 160 hrs internal effort.
Submit request to subcommittee(s) for approval and prioritization.

Step 2: Sub Committee Request Approval and Scoring

Based on request impact, Sub Committee reviews request to approve, prioritize and score request.
If required, based on projects form subgroup to gather further information for ROI and Cost scoring.

Step 3: Strategy Council Review and Scoring

Strategy Council reviews all projects and scores several factors, to include mission critical risk factors, if project is not executed.

Step 4: Executive Steering Committee Approval

Steering Committee reviews requests for approvals that cross a preset threshold score.

Request Score

Revenue Increasing/Cost Saving (\$)

Service Enhancement (hrs)

Estimated Effort - Internal Hours

Estimated Project Cost

Mission Critical Risk Factor scores (1-10)

Strategic Alignment Score



Requests in Pipeline

| | |
|--------------------------------|-------------|
| City Wide Impact | 11 |
| Multi Department Impact | 20 |
| Department Impact | 54 |
| | ---- |
| | 85 |
| | ---- |



Top 11 Initiatives

City Wide Impact

1. **Account Receivables**
2. **Accounts Payable**
3. **Automate and Streamline CAFR process**
4. **Enterprise Backup and Recovery**
5. **Enterprise Email System Review**
6. **Data and Voice Network Service Level Agreements**

Multi Department Impact

7. **Facility Asset Replacements**
8. **Fleet Service Communication**
9. **Capital Improvement Project Management**
10. **Development Services-Case Management System**

Single Department Impact

11. **Park and Recreation Application**



Next Steps

- Department Heads recommend members to council , sub committees, and teams
- CM and ACM assign members
- Review Top 11, Approve and Initiate as appropriate
- Establish Strategy, Standards and Policy Teams
- Review other requests in pipeline



City of Corpus Christi



Questions