



CITY OF TAMPA

Pam Iorio, Mayor

Darrell Smith, Chief of Staff

October 21, 2008

TO: City Leadership

FROM: Darrell Smith, Chief of Staff

SUBJECT: City Wide Information Technology Management Policy

With the assistance of the Efficiency and Effectiveness Task Force, the City has undertaken several initiatives to improve the efficiency of our operations and save money. Two of these initiatives (consolidation of information technology personnel and centralization management of technology equipment and software) will bring significant changes in the way we will govern information technology in the City.

Attached is the new City Wide Information Technology Management Policy. Please familiarize yourself with the content of the policy and instruct your managers, supervisors and employees to implement the policy beginning immediately.

Thank you.

Attachment



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City Wide Information Technology Management Policy

Information Technology (IT) products and services, within all departments, play a vital role in fulfilling the City of Tampa's mission. Over the years, the City has seen a significant growth in the number and types of voice, video and data systems in our organization. In a time of decreasing budgets and strained resources, more coordination and planning is necessary to manage and standardize IT operations, maintenance and procurement in order for the City of Tampa to be a model of government efficiency and effectiveness.

The Technology and Innovation (T&I) Department's mission is to continually create, maintain and secure core IT infrastructure and applications and to define and publish standards for implementing and maintaining citywide technology, enterprise analysis and voice, video and data communications. To enhance efficiency, T&I will focus efforts to evaluate and consolidate systems with standard architectures in order to lower costs and benefit from the highest degree of interoperability and security. Due to limited resources, T&I cannot accommodate all requests for service internally but will partner with departments to coordinate and standardize internal and external IT-related service delivery through review, consultation, cost planning and contracting.

Scope:

This policy affects IT-related activities in all City departments, regardless of funding source, and extends to any external agency or company required to interface with the City's technology infrastructure. The policy affects ALL IT-related items which include, but are not limited to:

- a) contracts for IT services, consulting (including the hiring of temporary technology staffing coordinated and approved through the Human Resources Director and the Chief of Staff), licenses or products
- b) computer hardware, including processors, memory and storage
- c) instrumentation, monitors, scanners and other data input devices/systems
- d) printers, plotters, CD/DVD burners and other data output devices/systems
- e) technology-related security, interfaces and access authorizations, including internet service providers
- f) software, including "shrink wrap" software and software developed in-house or by an external agency or company
- g) software licenses and maintenance agreements for all technology-related systems
- h) communications lines or circuits and structured wiring

- i) business application software and business application development
- j) turnkey software, hardware and/or system solutions
- k) global positioning system (GPS) receivers, processors and software and GPS-enabled cameras and other devices
- l) telephones and telephone systems, including facsimile, wireless, paging, VoIP, SIP and similar services
- m) radio communications and electronics systems and devices
- n) databases and data stores
- o) web site design/redesign for all internal and/or external sites indicating affiliation with the City of Tampa
- p) video-teleconferencing systems
- q) associated recurring maintenance to these types of systems
- r) associated security procedures for these types of systems

In partnership with Purchasing, Revenue & Finance, Legal and the respective functional department(s), T&I shall provide technical guidance, analysis, oversight and coordination for the preparation and evaluation of ALL Requests For Proposals (RFPs), Requests For Quotation (RFQs), Invitations to Bid (ITBs), Single Sources (SSs) and Requests For Information (RFIs) related to procurement of technology.

City Departmental Responsibilities:

1. Coordinate with T&I for technology initiatives prior to procurement (regardless of the cost), including internally maintained and externally hosted systems and services. For developmental activities, T&I should be involved from the conceptual stages and initial vendor presentations (coordinated through the Purchasing Department) in order to provide advice, consultation or support to the functional department. Independent, departmentally hosted vendor presentations relating to technology initiatives are not permissible under this policy. Procurement of consumable supplies such as blank CDs/DVDs, laser and inkjet printer cartridges and paper does not require T&I coordination, but does require coordination through the Purchasing Department.
2. Include T&I in the annual project and program management governance review and validation to plan Fiscal Year T&I and department IT resource requirements.
3. Include T&I in the approval chain of all Information Technology related DocGenda items.
4. Complete work order requests for technology-related activities through Department Liaisons (using service desk tickets and/or through submission to the Information Technology Steering Committee) and track the progress of such activities using appropriate work flow management processes.

T&I Responsibilities:

1. Publish and maintain City standards for Architecture, Hardware, Software, Security, Telecommunications, IT Project Management and External IT Service Delivery providers. These standards will be applied to new and replacement systems / solutions to expedite fulfillment of needs. When needs fall outside existing standards, coordination will be expedited on a case by case basis.
2. In partnership with Purchasing, procure all Enterprise computer hardware, including personal computers, monitors, printers/copiers and scanners and coordinate the purchase of all departmental computer hardware, including personal computers, monitors, printers/copiers and scanners. Properly dispose of all equipment once it has reached the end of its useful life.
3. In partnership with Purchasing, procure all Enterprise computer software and business applications and coordinate the purchase of all departmental computer software and business applications.
4. In partnership with Purchasing, procure all Enterprise telecommunications hardware and software and coordinate the purchase of all departmental telecommunications hardware and software. Properly dispose of all equipment once it has reached the end of its useful life.
5. Provide consultation and recommendations on all proposed automation initiatives from concept through contract negotiation to implementation, including assigning a Project Manager to an approved project.
6. Provide technical support to Revenue & Finance as they review all programs developed to generate or manipulate financial information.
7. Provide an architecture roadmap for all IT systems.
8. In partnership with Revenue & Finance and with assistance from Internal Audit, establish and maintain an IT fiscal baseline so that ongoing savings can be measured and managed.
9. Provide technical guidance and support to the City's Information Technology Steering Committee and Governance Committee and change management structure.
10. Provide technical guidance and support necessary for the preparation and evaluation of Requests For Proposals (RFPs), Requests For Quotation (RFQs), Invitations to Bid (ITBs), Single Sources (SSs) and Requests For Information (RFIs) related to procurement of technology, as it is defined in this policy.

Authorized by:



Darrell Smith, Chief of Staff

Date:



10/22/08