



## JACKSONVILLE CITY COUNCIL

### TRUE COMMISSION PERFORMANCE COMMITTEE MEETING MINUTES February 19, 2009 11:45 a.m.

**Information Technology Department offices  
Ed Ball Building  
214 N. Hogan Street**

**Attendance:** Committee Members John Palombi, Marcella Lowe, Steve Jarecki, Nicole Lester, Randy Deen

**Excused:** Greg Anderson (Chair)

**Guests:** Kevin Holzendorf, Eric Nagel, Greg Vickers – ITD; Thomas Martin, Max Marbut – *Financial News and Daily Record*

The meeting was called to order at 11:45 by John Palombi. Information Technology Department Director Kevin Holzendorf greeted the group and introduced members of his staff in attendance. He explained that ITD is an internal service operation, serving the citizens of Jacksonville indirectly by serving City departments. They utilize a system under which strategic objectives lead to performance measurement, which leads to individual manager and employee responsibilities. The IT Steering Committee consists of all of the City's department heads and Constitutional officers as voting members and the Council Auditor and Office of General Counsel serving as non-voting members.

ITD supports over 200 computer applications and wants to do less if possible via applications portfolio screening and analysis. They operate two different types of applications: 1) commoditized IT – basic off-the-shelf functions that can be bought and run anywhere (i.e. the general ledger function); and 2) differentiated IT – specialized applications particular to an entity (i.e. the CARE complaint system). They utilize a rationalization process under which applications are evaluated twice (by ITD and by the user agency) on criteria of value, risk, and cost rated on a 4-point scale. Eric Nagel of the ITD's Portfolio Management Group explained that the rationalization process is a powerful tool but they've just gotten started using it and need to build from work with one sample department. The evaluation matrix is based on research produced by the Gartner Group and the CIO Executive Board, both well-known experts in the IT field.

The City's application architecture includes 3 major platforms – Sun, Intel and Libra servers. Jacksonville does not have a single data warehouse yet – it has lots of independent but connected databases that take a lot of tending. They hope to migrate more data over to fewer or perhaps even one data warehouse over time. A Jacksonville Children's Commission unified database will be a first big step toward a true data warehouse. In answer to a question, ITD indicated that the JCC database will not, at least initially, be able to automatically identify which JCC grant/contract recipient agencies receive funding from multiple city agencies. The JCC has other more pressing priorities, but they hope to add that feature eventually.

Commissioner Jarecki suggested the need for the Performance Committee to have a future session on ITD's budget, organizational efficiency and application development model(s).

Mr. Holzendorf stated that ITD has been leveraging the national economic slowdown by talking to vendors and striking better deals on contracts with companies that are desperate to keep the City's business. He also stated that ITD's leadership talks to the JEA, Sheriff's Office, Property Appraiser, etc. on a regular basis even though they're not directly supported by ITD.

In response to a question about why ITD's internal service charges to other agencies in last year's budget did not cover 100% of ITD's budget, Mr. Holzendorf responded that it was a City budgeting decision. Only about 50% of ITD's budget is made up of internal service charges from other departments; the other 50% is directly appropriated to the ITD's budget. In answer to a question about whether ITD had all the resources it needs to be successful, Mr. Holzendorf responded that it did, although in the current economic times every department and agency is scrimping and saving wherever possible.

Greg Vickers explained that ITD's Customer Relationship Managers (CRMs) are account managers assigned to each department or division. Their job is to be fully aware of the client's needs and plans and how that relates to what ITD is doing for other departmental clients. ITD has developed a standardized project development methodology that ensures everyone is working in concert and as efficiently as possible. In answer to a question about whether ITD is a vehicle for enforcing standard ways of doing things within City government, he responded that it might be used for that purpose to some extent by Chief Administrative Officer Alan Mosley's directive.

Mr. Holzendorf reported that ITD will be moving the data center from the City Hall Annex second floor to all new servers in the Ed Ball Building later this year. The old hardware will be moved to the Emergency Operations Center on Laura Street to become the basis of a new emergency backup computer system.

There being no further business, the meeting was adjourned at 1:16 p.m.

Jeff Clements, Chief  
Council Research Division  
630-1405

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3:15 p.m.