

Department of **Digital Service & Open Government**

Department All-Hands Meeting

March 29, 2019

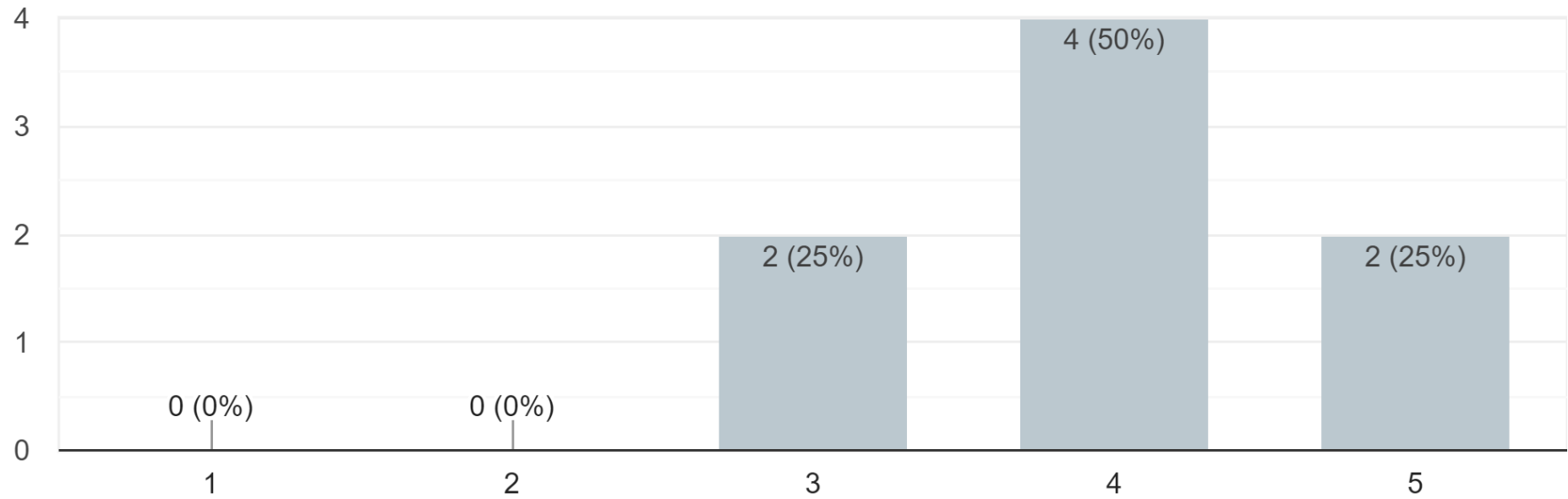
Agenda

- Feedback (2 min)
- Department Updates (10 min)
- Strategic Planning (40 min)

Feedback

How satisfied were you with the all-hands meeting?

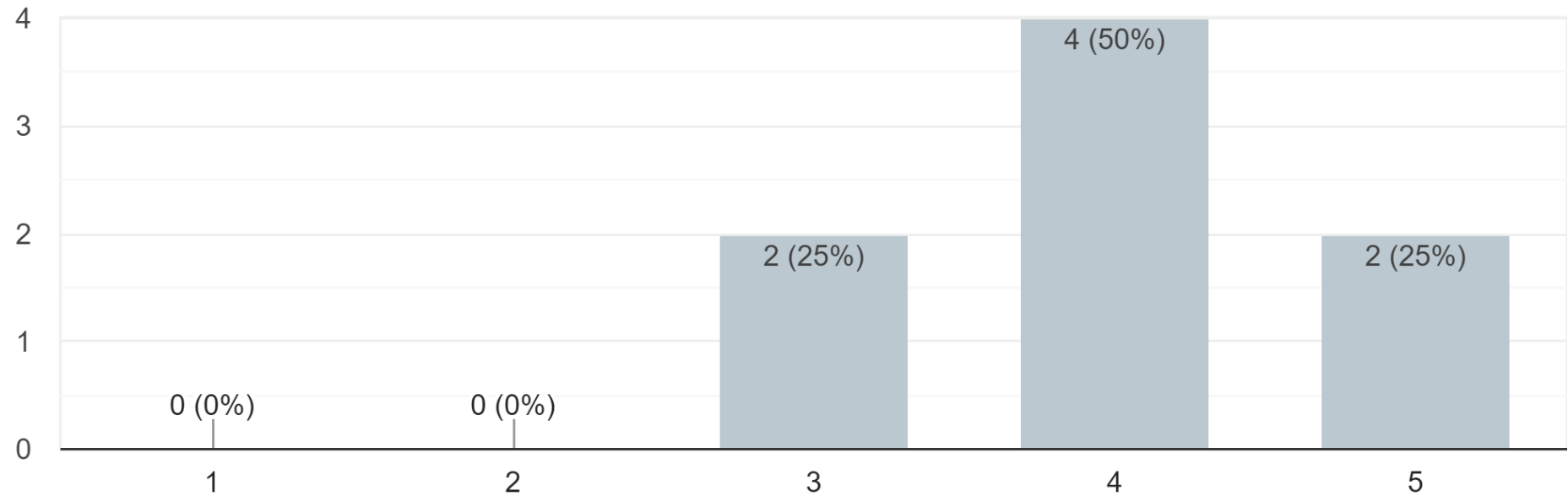
8 responses



Feedback

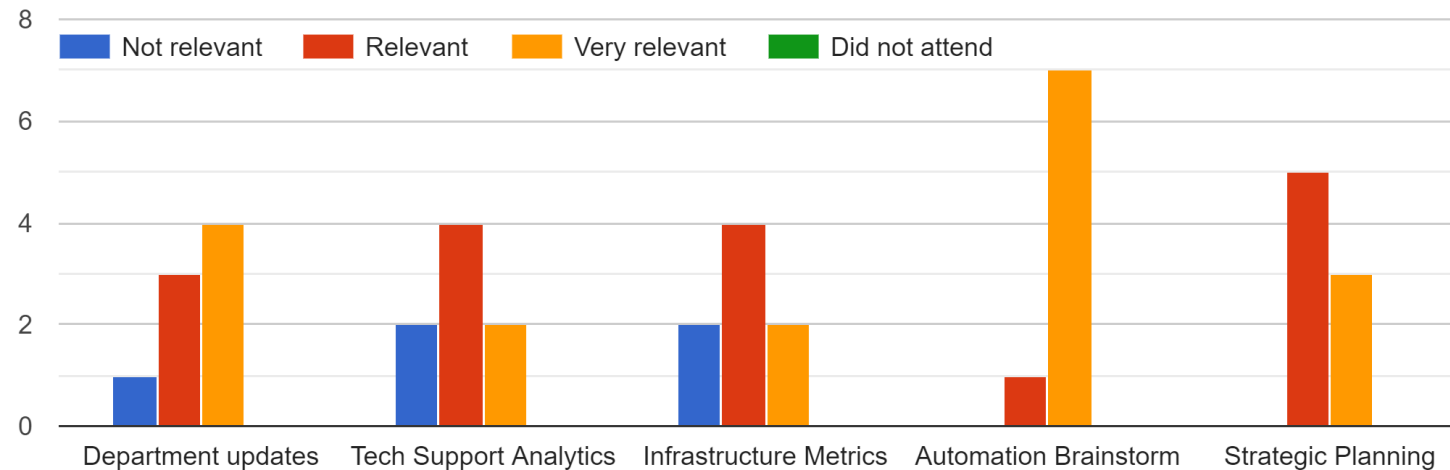
How relevant and helpful do you think it was for your job?

8 responses



Feedback

Which sessions did you find most relevant?



“Charts and graphs are fun, but the relevance goes down the more they're the same or similar each month; maybe highlight graphs with major differences and skip the ones where the network does something it always does each month? If we have a network spike of 3TB one day, the rest is old news (is one way of looking at it).”

Department Updates

- Tech Support Knowledge Base (Gus)
- Workspace (Sean)
- Department branding (Rebecca)
- New position update (Rebecca)

Tech Support Knowledge Base

Goal: Evaluate how KBs relate to self-sufficiency of City staff

- Currently - 91 KB articles and growing
- Last 30 days - linked KB articles 67 times within tickets

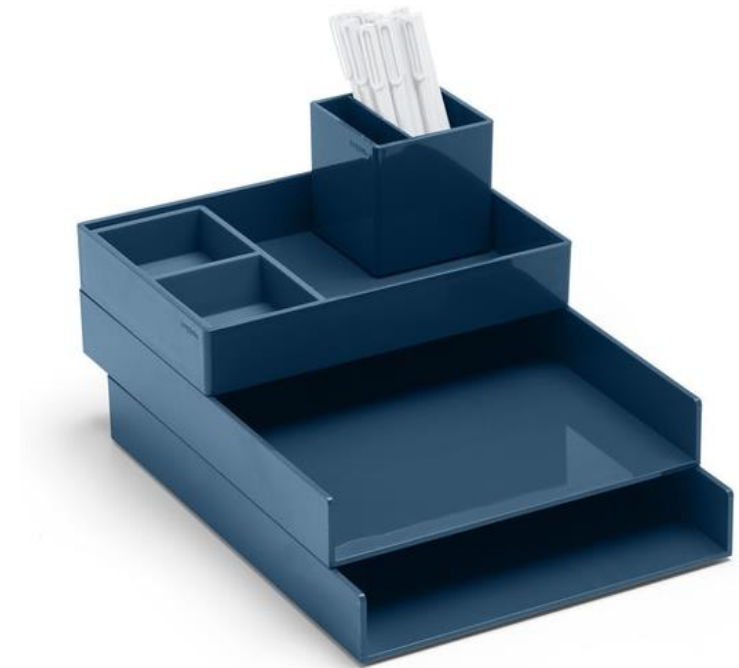
Next Steps

- Update and add more KB articles
- Compare to KB articles accessed, and ticket intake over time

Advice

- Get familiar with KB articles, use them when responding
- Consider turning ticket steps into new KB articles
- Questions/New ideas – talk to Eric

Workspace



Department Branding

- Refer to the department as “Digital” or “DS”
- Use the City’s branding guidelines: employees.cityofsanrafael.org/brand-guidelines/
- Every interaction is an opportunity

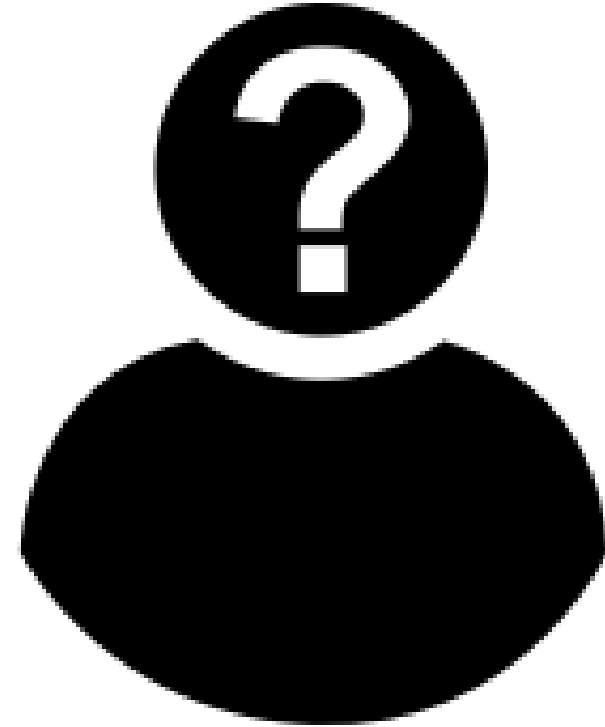


SAN RAFAEL

DIGITAL SERVICE &
OPEN GOVERNMENT

New Analyst

- Recruitment closes end of today
- 30 applicants, as of this morning
- First round of interviews on Tuesday, April 9
- Second interviews, Wednesday, April 10
- Estimated start date: mid-May



Strategic Planning

Goal: Work in small groups to brainstorm actions, tasks, projects for multi-year workplan.