

# Department of **Digital Service & Open Government**

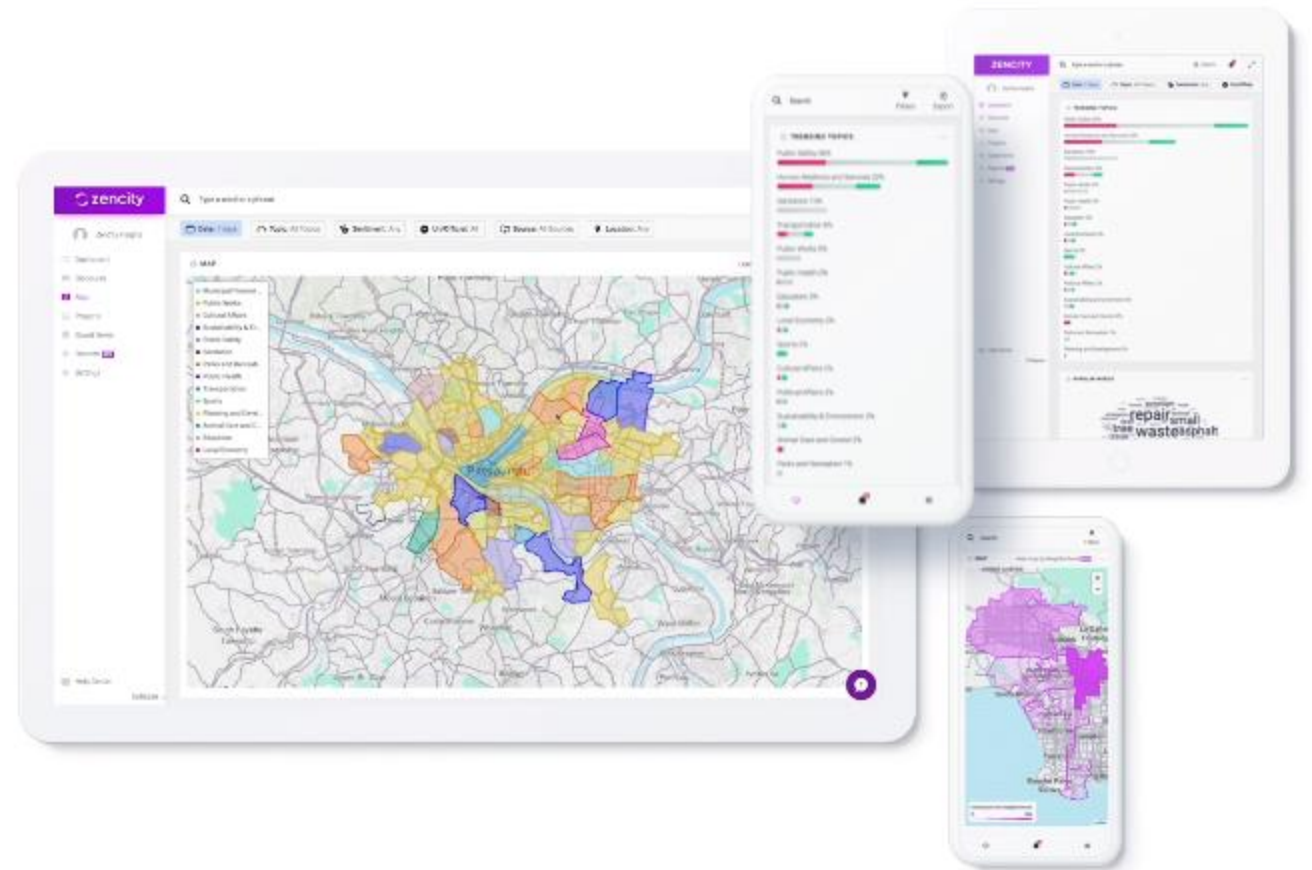
Department All-Hands Meeting  
January 14, 2020

# Agenda

- Updates (15 min)
  - ZenCity (Christine)
  - Requests for help: process & training (Christine)
  - Expectations re Mothership (Rebecca)
- Goals & Strategies (45 min)
  - 6-month status on 19/20 goals
  - Developing 20/21 goals

# ZenCity

- Kick-off meeting on 1/29, 10:30 a.m.
- Initial topics:
  - Housing
  - Homelessness
  - Traffic
  - Costco



# What to do if a request is assigned to you

- Direct people to [employees.cityofsanrafael.org/digital-get-help](https://employees.cityofsanrafael.org/digital-get-help)
- How to use CPConnect
- Respond within 2 business days
- Project scoping:
  - Time / effort
  - Strategic importance
  - Major tech projects
- Trello (card or board?)
- Product framing template

How can we help?

Tell us a little about what you need.

First Name

Last Name

Email Address

Phone Number (optional)

Department / Division

What problem are we solving, and why does it matter?

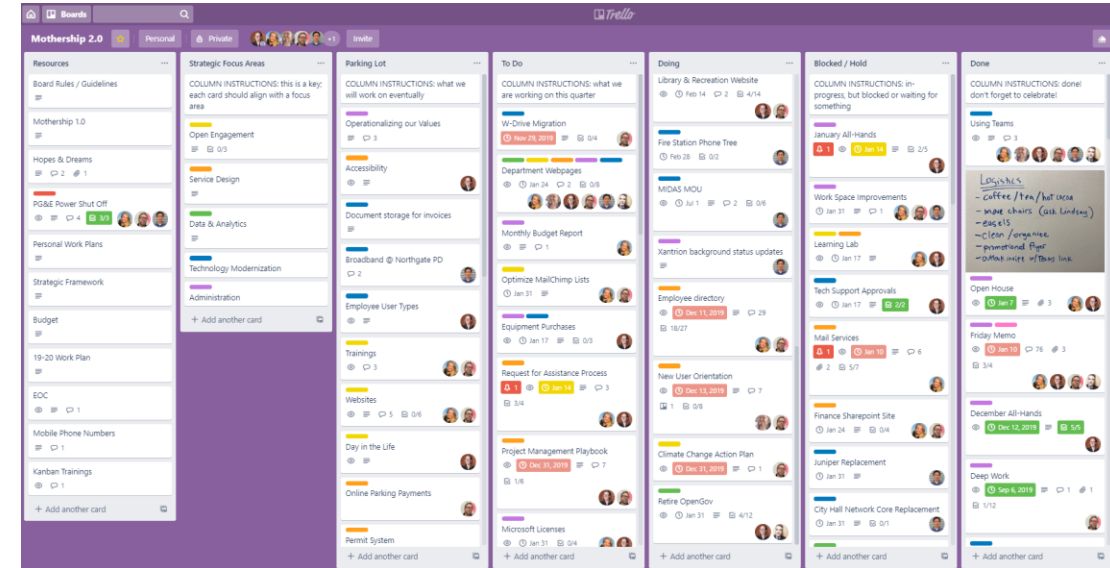
What will the future look like when we've successfully solved this problem?

When would you like to do this by?

Submit

# Mothership Expectations

- Review daily and keep your cards up-to-date
- Manage tasks & deadlines
- Link to other boards through Mothership
- Make sure your notifications are turned on
- Do not move to Done until all boxes are checked
- If deadline is going to be missed, communicate to Rebecca and other stakeholders



# 19/20 Goals & Strategies

- Begin digital inclusion initiative that increases internet connectivity in East San Rafael.
- Develop an online community engagement platform for the CCAP2030 that helps residents to learn about activities that reduce greenhouse gas emissions.

## **6-month update**

- ✓ Convened mini-strategic planning session
- ✓ Created website

# 19/20 Goals & Strategies

- Embrace principles of open government by improving financial transparency and using digital transparency portals to share key budget information with community.
- Build on the Latinx engagement strategy, as started in the Resident Engagement Plan, to increase civic participation and feedback from Spanish-speaking residents.

## 6-month update

✓ In progress

✓ In progress

# 19/20 Goals & Strategies

- Begin a multi-year disaster recovery project with the goals of increasing network survivability in a disaster event and reducing the network outage window.
- Update administrative technology systems and processes to streamline and connect cross-departmental workflow.

## 6-month update



- ✓ Convened a Learning Lab team to work on paperless forms and electronic signature solutions. Created an online ticketing process for Human Resources.



# 19/20 Goals & Strategies

- Develop a performance management program to make data-informed decisions and provide critical operating information to assess and improve service delivery.
- Create a digital permit guide to simplify the building permit process, and track all the permits, documents, plan reviews, and outside agency clearances.

## 6-month update

✓

- ✓ Assisted Community Development with procurement of Camino building permit guide software

# 20/21 Goals & Strategies

- ?