

**MEMORANDUM****To:** MCWD Board of Managers**From:** IT Team**Date:** January 7, 2019**Re:** **IT Planning Update**

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**Purpose:**

In order to facilitate the discussion at the January 10 OPC meeting, this memo provides a summary of the work to date to evaluate the District's information technology (IT) system and implement IT updates.

**Background:**

The District's 2017 Strategic Alignment Plan identified the need for IT investment planning to enhance internal workflow and interaction with the public. In furtherance of this strategic goal, the District established an IT Team with representation from all major work areas in July 2018 to develop a course of action to improve the District's information technology usage.

In September District staff, consulted with League of Minnesota Cities, and Hennepin County IT professionals regarding the District's goals and vision for the IT update. Based on the feedback received District staff determined that, in order to implement the District's IT vision, we would solicit proposals for a virtual CFO to provide consulting services and assist with the overall planning and implementation for the IT update.

On September 13, 2018 staff provided an update to the committee reading the plan to solicit proposals for a vCIO and Managers Shekleton and Olson were appointed as Liaisons for the IT Plan.

Following the September 13, 2018 meeting the IT Team started the business analysis process which has been used to further refine the goals and needs of the organization. Through this process the goals for the IT update have been established as:

- Improve the quality of analysis, planning, and decision making of the organization
- Streamline business processes and improve efficiency

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- Integrate and align intradepartmental workflow
- Improve transparency, accountability and customer service

On November 1, 2018 the Board Liaisons were provided an update on the status of the business analysis and the roadmap that the IT Team was developing for the ongoing project including the GIS Technician.

### Business Analysis

The IT Team conducted a business analysis to evaluate interdepartmental technology use to inform the RFP process. The purpose of the business analysis was to identify current inter- and intra-departmental workflows, how they currently use technology, and how they could be improved with additional technological investment.

The IT Team's analysis started by identifying the departmental functions of the District. Once the functions were identified, each member of the IT Team worked with their department to identify the workflow and IT tools utilized in their department. The end result produced wire diagrams and flow charts showing the process steps utilized by departments. The departmental functions that were analyzed included:

- Monitoring data collection and analysis
- Permitting
- Planning
- Project development and implementation
- Project maintenance and land management
- Education and Communication
- Operations

The detailed process steps for each program were then used to identify where a program intersects with other program workflows in the District. This analysis will help identify technology needs for each program and where technology is needed to facilitate interaction and communication among programs. Utilizing this information, the IT Team developed a flow chart depicting how data and information moves through the organization (attachment 1). This information will be included as part of the RFP. The results of the business analysis will further be utilized to inform the informational meeting during the RFP process and the onboarding of the IT consultant.

### IT Consultant

The IT Team is using the information gathered through the business analysis to develop an RFP for an IT consultant to help guide the district through the technology update process. The consultant will be asked to help the District identify and select systems that meet the needs identified in the business analysis, develop a phasing plan and budget for the development and

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implementation, ensure the interoperability of the systems, and ensure staff is trained and processes established for the use of the systems implemented.

### Website Redesign

The IT Team is also working on an RFP for a website developer for a website redesign. The website redesign is being coordinated with both the organizational IT update and the organizational strategic communications plan. In 2019, we envision the website developer working closely with the IT consultant to ensure compatibility of existing and new IT systems with a redesigned website. Additionally, initial research and goal setting done as part of the strategic communications plan will help inform the website redesign.

### GIS Staffing

The human resources plan identified a dedicated Geographic Information System (GIS) staff position as an organizational need to integrate and leverage geospatial information internally and externally to guide policy development and capital project planning. As the plan for soliciting proposals for an IT consultant advanced, the IT Team recognized the value in initiating the hiring process so that individual could inform the geospatial systems that will be included in the comprehensive technology update.

The IT Team analyzed the position and defined the organizational needs, duties and responsibilities of the position and updated the Board Liaisons on the status of the process prior to moving forward with the hiring process. The GIS Technician will be housed under the Policy Planning Department and will provide GIS support across the organization. The hiring process for the GIS Technician is currently underway with second round interviews being conducted on January 7, 2019.

### **January 10, 219 OPC:**

During the OPC meeting, staff will review the process that the IT Team has gone through to date and discuss the business analysis and how the information and knowledge gleaned from that process is being utilized to build the RFP for the IT consultant.

### **Next Steps:**

The IT Team looks to bring the RFP for an IT consultant to the Board for approval no later than the February 28, 2019 meeting with a goal of having the IT consultant selected and onboarding started no later than the middle of May 2019. The first priority for the consultant will be to do an initial analysis of needs to assist with the 2020 budget development.

The RFP for the website redesign will follow closely behind the RFP for the IT consultant and RFP for the Strategic Communication Plan. The goal is to bring the website redeveloper on by

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the end of June to begin working in tandem with the IT consultant and to begin preliminary planning work for a website redesign.

We will continue to work with the Liaisons as we move through both RFP processes incorporating them in the informational meeting, proposal review, interviews and selection recommendation.

We hope to have the GIS Technician onboard in the next month to begin the process of organizing and collecting the District's data and learning the functions and needs of the organization so they can play a role with the IT consultant to ensure that GIS is fully integrated and supported by the technology update.

If there are questions in advance of the meeting, please contact: Cathy Reynolds at 952-641-4503.

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# Communications

