Technology Department

- **Advanced Citywide Document Management Modernization:**

  - Completed multiple foundational components for the enterprise document management implementation, including the organization-wide requirements assessment, department-specific workflow documentation requests, and correction of structural inconsistencies in existing digital repositories. This work prepares Finance, Legal, and the City Secretary's Office for the first deployment phase and ensures future integrations will operate against a stable information architecture.

- **Strengthened Public Transparency Through Website Corrections and Posting Standardization:**

  - Identified and corrected an incomplete public notice for a Special Council Meeting, restored the appropriate posting language, ensured full packet visibility, and scheduled the required email notification to residents. This action reinforced public-facing transparency and ensured consistent meeting accessibility.

- **Improved Council Chambers and Emergency Operations Center Operational Reliability:**

  - Restored audiovisual function following intermittent issues, performed extended monitoring to validate system stability, and coordinated follow-up programming work to resolve persistent behavior. These efforts ensured reliable meeting operations and supported continuity for departmental and public-facing events.

- **Enhanced Organizational Cyber Readiness and Response Practices:**

  - Strengthened cybersecurity awareness by implementing external-message indicators, reinforcing reporting expectations, and responding promptly to email impersonation attempts. Additionally, substantial progress was made preparing two cybersecurity tabletop exercises aligned to real-world threat scenarios.

Technology Department
(Continued)

- **Improved Internal Communication Workflows and Standard Operating Guidance:**

  o Developed clear procedural documentation, including internal guidance for managing broadcast channels and operational steps for staff navigating basic system adjustments. These materials reduced recurring confusion and improved staff independence while preserving system integrity.

- **Supported Cross-Departmental Operations Through Responsive Technical Assistance:**

  o Provided real-time support for shifting departmental needs, including rapid resolution of meeting setup issues, clarification of device requirements, and restoration of presentation systems under limited notice. These actions minimized workflow disruption and maintained operational continuity for internal and public events.

- **Reinforced Governance, Procurement Clarity, and Audit-Ready Documentation Standards:**

  o Ensured accurate verification and documentation of service records, supported procurement workflow transparency, confirmed routing steps for financial approvals, and clarified administrative expectations surrounding contracted services. This strengthened cross-department coordination and improved readiness for compliance review.

- **Maintained Citywide Operational Planning and Integration Readiness:**

  o Continued forward progress on systems integrations that will support automation and citizen-facing digital improvements. This included confirmation of contract execution for the City's AI-based inquiry management platform, integration planning for future document ingestion, and maintaining stability across Cable TV channels following earlier joint corrective efforts.