AGENDA BILL INFORMATION

TITLE:	AB23-037: CITY OF SNOQUALMIE AGREEMENT FOR CONSULTANT SERVICES IT Management, Operations, and Staffing Assessment	☐ Discussion Only ☒ Action Needed:
PROPOSED ACTION:	Authorize the Mayor to execute the Agreement for Consultant Services with BerryDunn for IT Management, Operations, and Staffing Assessment in an amount not to exceed $58,735.	☒ Motion ☐ Ordinance ☐ Resolution

REVIEW:	Department Director/Peer	Jen Ferguson	3/3/2023
	Finance	Jen Ferguson	3/3/2023
	Legal	Anna Astrakhan	3/3/2023
	City Administrator	Mike Sauerwein	

DEPARTMENT:	Information Technology	
STAFF:	Sarah Reeder	
COMMITTEE:	Finance & Administration	**COMMITTEE DATE:** March 7, 2023
MEMBERS:	Bryan Holloway James Mayhew Cara Christensen	
EXHIBITS:	1. AB23-037x1 Berry Dunn 2023 Agreement (3.3.23)_ 2. AB23-037x2 BerryDunn Proposal	

AMOUNT OF EXPENDITURE	$ 58,735
AMOUNT BUDGETED	$ 38,000
APPROPRIATION REQUESTED	$ n/a

SUMMARY

INTRODUCTION

The purpose of this agenda bill is for City Council consideration and approval of the agreement between BerryDunn and the City of Snoqualmie for the IT Management, Operations, and Staffing Assessment.

LEGISLATIVE HISTORY

On November 10th, 2023, The City of Snoqualmie and Berry, Dunn, McNeil, and Parker, LLC entered into an agreement for IT Project Management Program and Capacity Modeling services. The not to exceed amount of this agreement was within the Mayor's signing authority.

BACKGROUND

The City's IT Department is need of an external review to identify areas of improvement and ensure that right roles and responsibilities exists within the department. This is due to previous leadership issues within the IT department. The agreement includes support in recruiting and hiring the new IT Director. There have been issues with IT work product, leadership, and visibility within the City's IT Department. The City's Leadership and Administration wanted to ensure that the right steps were being taken to improve these issues.

The original agreement and scope of work was for Program Management and Capacity Planning which were believed to be the primary deficits that needed to be addressed. After preliminary findings and discussion with the Administration, it was determined that an expanded scope of work would be the best approach to assess the overall IT department, it's structure, governance, and operational management along with program management and capacity planning. There would have been a low likelihood of program management assessment being successful and effective without it.

BerryDunn has previously been engaged by the City to support the Program Management of the ERP project. Based on this experience a project proposal was requested.

ANALYSIS

After initial discovery into the project work, BerryDunn came back with the following recommendation and the basis for the change in project scope.

"In December, BerryDunn began working with the City and its IT Department. Initially, our aim was to create an IT Project Management Program and Capacity Model, which would serve as a framework for managing the City's technology project portfolio and IT staff's capacity to execute those projects. As our team began the proposed fact-finding meetings with City departments, participants expressed a strong desire to report on IT service-related performance. It became clear that with IT staff capacity based primarily on IT service desk ticket data, City departments will not buy-in to the IT Project Management Program and Capacity Model we initially planned to develop.

Additionally, we have learned that City leadership would like more information on the IT Department's staffing—including its organizational structure, positions, skills, capabilities, and gaps in best practice—after a salary and compensation study was unable to find regional peers with IT departments of similar size, structure, and skillsets.

In light of the initial feedback our team gathered from City department stakeholders, as well as the desire to better understand the IT Department's current staffing, we recommend changing the scope of our engagement from an IT Project Management Program and Capacity Model to an IT Operations, Management, and Staffing Assessment. This assessment will provide the City with an objective analysis of the IT Department and answer City leadership's IT Department staffing questions. This assessment will highlight the operations, management, and staffing areas that are performing at or beyond the level similarly sized cities and identify areas for improvement. The assessment will provide the City with clear, actionable recommendations that it may use to close the identified service level gaps."

BUDGET IMPACTS

The additional cost and expanded scope of this project is critical to ensure that the right roles exist and filled by the right individuals within the IT organization. The updated and overall agreement cost is $72,550 (Original agreement $44,995 plus expanded scope cost of $27,555) The original agreement has expired with only $13,815 invoiced against leaving $31,180 unspent on the original agreement, so the new agreement is

proposed to be $58,735 which includes the remaining portion of the expired agreement plus the expanded scope cost ($27,555 plus $31,180). To cover the new agreement amount of $58,735, there will be unused salary & benefit budget line items due to position vacancies. No budget amendment is needed for this project.

NEXT STEPS

PROPOSED ACTION

Move to Authorize the Mayor to execute the Agreement for Consultant Services with BerryDunn for IT Management, Operations, and Staffing Assessment in an amount not to exceed $58,735.