



REQUEST FOR COUNCIL ACTION

Title: Council of Governments Technology Services IGA

Preferred Agenda: June 23, 2020

Submitted By: Brandon Neish, Finance Director

Reviewed By: Ray Towry, City Manager

Type of Action: Resolution ____ Motion X Roll Call ____ Other ____

Relevant Code/Policy: SH Financial Policy

Towards Council Goal: Goal 2.1: Update & streamline processes

Attachments: Technology Services IGA

Purpose of this RCA:

To review an intergovernmental agreement between Oregon Cascades West Council of Governments (OCWCOG) and the City of Sweet Home for as needed technology services.

Background/Context:

The City of Sweet Home has entered into an intergovernmental agreement with OCWCOG for technology services for over a decade. The services of OCWCOG has been used previously by the City during an instance of Ransomware that impacted the City's network. While the City does contract with StepUP IT Services for its primary network and desktop support, the services of the COG are available on an as needed/emergency basis and their team is closer to Sweet Home should an emergent need arise. Attachment A of the IGA contains the hourly rates to be billed based on the services requested by the City.

The Challenge/Problem:

Should the City of Sweet Home renew an IGA with OCWCOG for technological support as needed?

Stakeholders:

- Sweet Home customers – As technology expands, customers doing business with Sweet Home have come to expect a certain level of service. Payment options in the Finance department, building permits online and more all require IT support to maintain operation. Having a team of professionals to draw from when critical.
- Sweet Home staff – This IGA gives staff a “tool in the toolbox” if the current contracted IT team cannot meet the needs of the City.

Issues and Financial Impacts:

There are no financial impacts unless the City utilizes OCWCOG's services which would then be billed at an hourly rate. Since 2009, the City has paid less than \$300 for technology services provided by OCWCOG.

Elements of a Stable Solution:

The City's current contract with StepUP IT Services provides essential stability for the City's IT infrastructure. The addition of this contract as a backup to those services provided by StepUP provides additional stability and resources at the City's fingertips.

Options:

1. Do Nothing. Council could decide to pass on this agreement. The City would maintain its relationship with StepUP IT Services for primary IT support and would rely on that agreement currently in place and staff to maintain the City's IT infrastructure.
2. Move to authorize staff to renew the intergovernmental agreement with Oregon Cascades West Council of Governments for technology services.

Recommendation:

Staff recommends option 2, Move to authorize staff to renew the intergovernmental agreement with Oregon Cascades West Council of Governments for technology services. While the City has not used the services often in its history, OCWCOG was there in the City's largest time of need and the IGA would allow for staff to balance out-of-scope costs with StepUP IT for support with costs using this IGA for support from COG.