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MEMORANDUM

To: John Weidl, City Manager
From: Tim Neubeck, IT Administrator
Date: 11/7/23
Re: Digicorp Block Contract

I am asking for a $15,000 block contract with Digicorp to finish out through the end of the year and into next year. We began these contracts last year, and the City has leveraged Digicorp in the beginning to handle excess user request load; however, the relationship between the two groups is evolving. As it is nearly impossible to have staff versed in all necessary aspects of municipal IT operations – much less in a single person – Digicorp bridges the gap to ensure other City departments are able to operate effectively and efficiently. As more departments are reliant on technology to either expand or simplify existing services, Digicorp is an important tool to have. Without a managed service provider block contract like Digicorp, the City will be paying even more to ask for assistance during times of crisis

Going forward, the City will mainly leverage Digicorp for skills, expertise, and technology that we currently do not have in-house. Examples of this include higher tier networking, cybersecurity, and programming. Also, I will be on leave for up to 8 weeks, Digicorp will be vital in the meantime to ensure the City's IT infrastructure operates as intended. On-site to assist in my absence is an IT Intern working part-time to assist employees with desktop support issues and aiding Financial and Administrative Services Director Rachelle Blitch in being the conduit between the City and Digicorp. Beginning in 2024 after the IT Support Technician is hired, Digicorp will be exclusively used for these higher tier issues and projects. The City's infrastructure is extremely old, and their assessments and recommendations are integral to ensuring key devices do not fail and are instead sunset in a proper manner.

The $50,000 the City had going into 2023 was used across all departments to support both operations and capital projects. However, unbudgeted projects such as creating the TV Station and advising on fiber line issues ate substantially into this block. Many of the problems I have faced so far into my tenure revolved around the lack of documentation and absence of best-practices, and Digicorp has been vital in rectifying these issues. Right now, we are working on a project together to vastly overhaul our firewall and network systems as well as documenting the procedures so that current and successive employees can easily understand the state of the City's systems. In the past, the IT Department has been largely reactionary; however, with Digicorp's expertise in municipal IT operations, IT can be more proactive in anticipating other departments' needs with solutions on hand.

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