



Agenda Report

Fullerton City Council

MEETING DATE: NOVEMBER 5, 2019

TO: CITY COUNCIL / SUCCESSOR AGENCY

SUBMITTED BY: KENNETH A. DOMER, CITY MANAGER

PREPARED BY: ROBERT DUNN, CHIEF OF POLICE

SUBJECT: TEMPORARY INFORMATION TECHNOLOGY STAFF
AUGMENTATION AND ANALYSIS CONTRACT

SUMMARY

City Council approval is requested to temporarily supplement current Information Technology (IT) staffing with personnel provided by Glass Box Technology for \$68,000 per month and not to exceed \$500,000 in total.

RECOMMENDATION

1. Direct the City Manager, or designee, to execute a professional services agreement and future change orders with Glass Box Technology for IT staff augmentation in a form to be approved by the City Attorney.
2. Appropriate \$500,000.00 (\$476,000 base agreement amount plus \$24,000 in contingency) in the Information Technology Internal Service fund (Fund 68).

PRIORITY POLICY STATEMENT

This item matches the following Priority Policy Statements:

- Fiscal and Organizational Stability
- Public Safety.

FISCAL IMPACT

The Information Technology Internal Service Funds (IT ISF) has the necessary unappropriated (non-budgeted) cash on hand needed to absorb the staff augmentation contract with Glass Box Technology. It is important to note however, that the purpose of accumulating available cash on hand in the IT ISF is to ensure the adequacy of available cash balance needed to meet identified future capital needs for assets currently held by the IT ISF for aging replacement costs related to building and machinery and equipment.

Because the IT ISF accumulates cash slowly over time via its charges for services to other citywide funds, the use of the unappropriated cash will need to be replenished by an increased allocation to citywide funds in the Fiscal Year 2020-21 budget with the largest impact of this increase in cost to the General Operating Funds.

The purpose of the IT ISF is to support both Fiscal and Organizational Stability and Public Safety. To this end, as part of the staff augmentation, the City will conduct an information technology strategic plan which will help identify the necessary staffing, equipment and funding necessary for proper implementation of recommendations which will identify the need for increased future allocations.

DISCUSSION

In June of this year, information of a legally protected and sensitive nature belonging to the City of Fullerton was discovered on the Internet. Immediately, a need for a security review of our IT operation was identified and oversight of City of Fullerton Information Technology was assigned to the Office of the Chief of Police. Initially, the emergent nature of the protected material disclosure necessitated the quick selection of a company capable of providing technical competence as well as audit services spanning the spectrum of our IT environment.

Through conversations with and references from other municipalities, Glass Box Technology was identified and retained. During the initial retention period, it became apparent the timeline of the assessment and the need for technical expertise was greater than originally anticipated. By then, Glass Box Technology staff had already been working alongside incumbent IT staff for some time and had become familiar with the needs of our organization. Glass Box Technology was asked to provide a quote to extend and expand their services to continue efforts to secure and analyze our IT environment. The contract prices within the Scope of Work match the contract prices provided to other municipalities, including the City of Anaheim, on recently awarded projects and the City is effectively piggy-backing on the contracts that have been extended to other governmental agencies for similar work.

The Scope of Work provided Glass Box Technology will enhance the security and efficiency of our IT environment while we undertake a comprehensive analysis and organizational review. Moreover, Glass Box Technology is also capable of providing IT infrastructure recommendations, mapping and needs assessments. This information will be vital to budget decisions made as we implement future necessary technology upgrades.

Attachments:

- Attachment 1 – Statement of Work