

# REQUEST FOR BOARD ACTION / CONTRACT CONTROL FORM

**Tracking Number:** 11.

**Date of Request:** December 17, 2007

**Date Request Received:** December 18, 2007

**Board Meeting Date Requested:** January 7, 2008

**Board Meeting Date Assigned:** January 7, 2008

**Short Title:** Resolution Authorizing The Issuance Of A Purchase Order To The North Carolina School Of Government To Serve As A Consultant To The County In The Development Of A Strategic Technology Plan: \$8,000.

**Request Status:**  
 Request is proceeding to Board of Commissioners  
 More information is needed – see attached  
 Request on hold – no further information needed  
 Other:

**Background:** Currently, Pender County does not have an Information Technology Strategic Plan that enables the County to effectively forecast and budget for future technological needs. The development of a comprehensive IT Strategic Technology Plan, which can be thought of as a Capital Improvement Plan specifically for technology, will identify current uses of technology, existing deficiencies, and areas where a greater or different use of technology can enhance efficiency and productivity. This process, facilitated by the Technology section of the School of Government, creates a strategic plan to ensure the county receives the maximum return on future investments for technology. Ultimately, this strategic plan will ensure that IT meets the County's needs in regards to equipment, software, and support activities related to the County's computer, telephone, and network infrastructure.

(Administrative Use Only)

The development of this plan will be facilitated by the School of Government with the participation and contributions of all County departments. Once complete, this plan will be integral to our budget process and assist the Board of Commissioners and other decision makers in prioritizing and maximizing the effectiveness of the County's Information Technology investments.

**Specific Action Requested:** Approve purchase order to The North Carolina Institute of Government (IOG) for their consulting services in guiding and developing an IT Strategic Plan in the amount of \$8,000.00. This amount will be taken from the following line items:

660-406002

Requested by: Erik Harvey  
 Department: Information Technology Department  
 Title: Information Technology Director  
 Contact Phone: 910-259-0222  
 Contact Fax: 910-259-1503

**CONTRACT TYPE**

Renewal  Revision  
 For Service(s)  For Equipment  
 Intergovernmental – County as Grantee  
 Federal Grantor  
 State Grantor  
 Grant or  
 County as Grantor  
 County Funds  
 Other Funds:

**PURCHASING** Budgeted Item:  Yes  No  
 Date Rec'd:  Reviewed and Approved  
 Comments on Reverse

Date Sent: \_\_\_\_\_  
 Signed: \_\_\_\_\_

**ATTORNEY**  Reviewed and Approved  
 Date Rec'd:  Legal Problem(s)  
 Comments on Reverse

Date Sent: \_\_\_\_\_  
 Signed: \_\_\_\_\_

**FINANCE** Sufficient Funds  Available  
 Date Rec'd  Not Available  
 Budget Amendment Necessary  
 Budgeted Amendment is Attached  
 Comments on Reverse

Date Sent: \_\_\_\_\_  
 Signed: \_\_\_\_\_

**CLERK** Signature(s) Required:  
 Board Chairman/County Manager  
 Other:

Date Rec'd Approved by Board:  Yes  No  
 At meeting on \_\_\_\_\_

*This is a budgeted item.  
 Lori A. Boni*

**MANAGER'S RECOMMENDATION**

Respectfully recommend approval.

*LAB*

\_\_\_\_\_  
Initials

**RESOLUTION: NOW THEREFORE BE IT RESOLVED** by the Pender County Board of Commissioners that

a purchase order is authorized to be executed by the County Manager to the NC Institute of Government in the amount of \$8,000.00 for the IT Strategic Plan.

**Account #: 660-406002**

**AMENDMENTS:**

MOVED \_\_\_\_\_ SECONDED \_\_\_\_\_

APPROVED \_\_\_\_\_ DENIED \_\_\_\_\_ UNANIMOUS

YEA VOTES: Williams \_\_\_ Tate \_\_\_ Blanchard \_\_\_ Brown \_\_\_ Rivenbark \_\_\_

\_\_\_\_\_  
J. David Williams, Jr. Chairman

1/7/08  
DATE

\_\_\_\_\_  
Attest

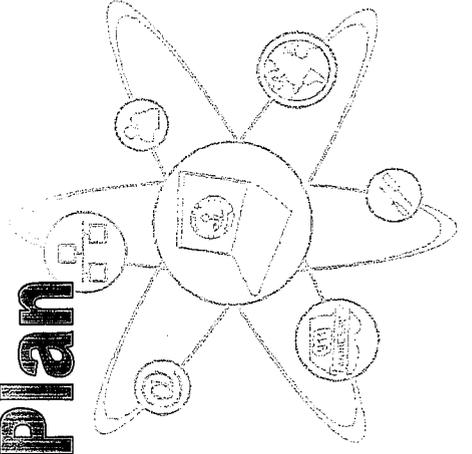
1/7/08  
DATE



***Pender County***

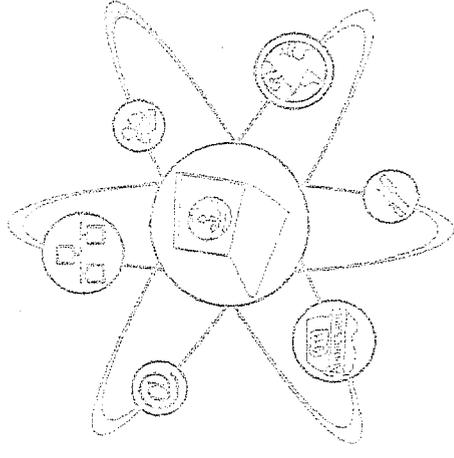
***Information Technology Department***

**Request for IT Strategic Plan**



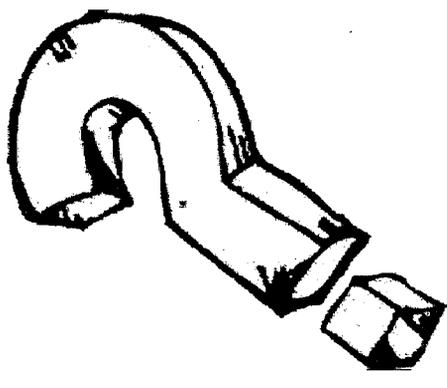
# Requested Services

- The Pender County Information Technology Department would like to request the services of the North Carolina School of Government to serve as a consultant to the county in the development of an Information Technology (IT) Strategic Plan.



## **What is this Strategic Technology Plan?**

- The IT Strategic Plan establishes a “technology roadmap” showing us where we are now and what we need over a 3 to 5 year period to meet our technology needs. In addition, the plan will assist the board to effectively forecast and budget for future technological needs.



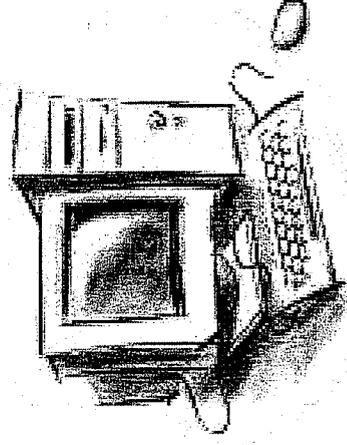
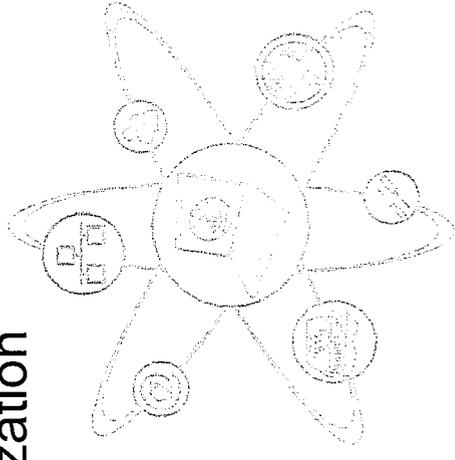
## **Why does the County need an IT Strategic Plan?**

- The county's reliance on computer, networks, and the Internet has increased dramatically over the last several years and in some cases has changed the way we serve our citizens and the way we perform many job functions. In light of this, it is evident that the county needs to have in place an IT Strategic Plan that will allow the county to be effective and efficient with our technology and ultimately, provide better services to our employees and citizens.



## The IT Strategic Plan will focus on?

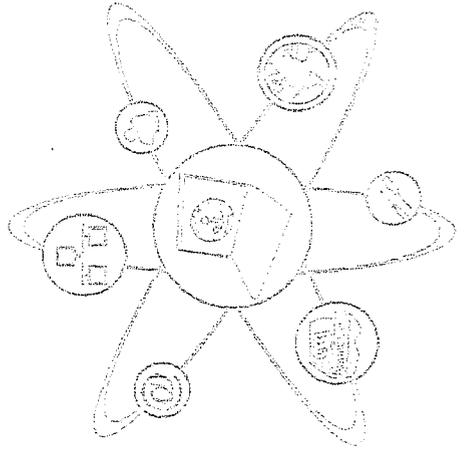
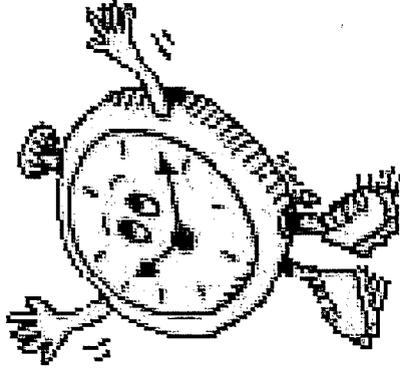
- Provide IT roadmap for 3-5 years (investments and prioritization)
- Add continuity to IT operations by identifying weaknesses and vulnerabilities
- Engage county staff in understanding and supporting technology efforts
- Increase the visibility of IT
- Identify best practices from other public sector agencies across the US (reduce “reinventing the wheel” mentality)
- IT Management Model
- Equipment “Life Cycle” Planning (Hardware Replacement policy)
- Software and Hardware Purchases and Standardization
- Training staff
- User Support



# Duration of Services

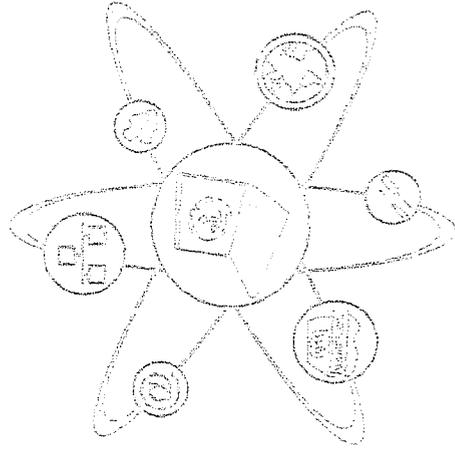
When?

January 16, 2008 to May 1, 2008.



# Conclusion

- Pender County IT Department recognizes that the County will continue to face extraordinary financial and organization challenges in the months and years ahead. It is our expectation that the IT Strategic Plan will assist the Board and other decision makers in prioritizing and maximizing the effectiveness of the County's information technology investments.



**Agreement for Services  
Between the School of Government Foundation and Pender County**

This is an agreement between the Pender County (County) and the School of Government Foundation (Foundation). Its purpose is to secure professional services for the County.

**1. School Services:**

Development of Strategic Information Technology Plan. The steps involved in the planning process include:

- Establish current status review through the use of interviews and focus groups
- Establish satisfaction baseline through the use of surveys and interviews
- Conduct issue identification sessions with selected staff
- Conduct needs definition session with selected staff
- Prepare draft reports
  - Articulate current strengths, weaknesses, opportunities, and threats
  - Highlight success stories
  - Identify future projects for the County
  - Offer commonalities identification between departmental efforts
- Conduct review/priority setting sessions with Commissioners, management, and selected staff
- Prepare strategic information technology plan

**2. Duration of Services:**

The services outlined in this agreement will take place from January 16, 2008 to May 1, 2008.

**3. Compensation:**

County agrees to pay \$8000.00 to the Foundation as follows: \$3000.00 upon execution of this agreement and the balance upon completion of the Strategic Technology Plan.

**4. Payment:**

Payments should be made to:

School of Government Foundation, Inc.  
CB#3330 Knapp-Sanders Bldg  
UNC-Chapel Hill  
Chapel Hill, NC 27599

**5. Ownership of Materials**

The materials produced will become the property of the County. The County may grant permission to the Foundation to distribute the materials and information in a manner mutually acceptable to the County and the Foundation.

**6. Liaisons:**

Pender County: Erik Harvey will serve as liaison. Shannon Schelin will serve as liaison for the Foundation.

**7. Modifications, Extension, and Termination:**

This agreement may be modified or extended by mutual consent of the parties. Either party may terminate the agreement at any time with written notice to the other party.

**Pender County**

By: \_\_\_\_\_

Date:

\_\_\_\_\_

Manager  
Pender County

**School of Government Foundation, Inc.**

By: \_\_\_\_\_

Date:

\_\_\_\_\_

Michael R. Smith  
Executive Director