

NOTICE OF STANDING COMMITTEES

Scheduled for
Tuesday, August 22, 2017,
beginning at 7:30 p.m. in

Council Chambers
Village Hall of Tinley Park
16250 S. Oak Park Avenue
Tinley Park, Illinois

**Finance Committee, *followed by*
Administration & Legal Committee**

A copy of the agendas for these meetings is attached hereto.

Kristin A. Thirion
Clerk
Village of Tinley Park

**NOTICE OF A MEETING OF THE
ADMINISTRATION & LEGAL COMMITTEE**

Notice is hereby given that a meeting of the Administration & Legal Committee of the Village of Tinley Park, Cook and Will Counties, Illinois, will begin at 7:30 p.m. on Tuesday, August 22, 2017, in Council Chambers at the Village Hall of Tinley Park, 16250 S. Oak Park Avenue, Tinley Park, Illinois.

The agenda is as follows:

1. OPEN THE MEETING
2. CONSIDER THE APPROVAL OF THE MINUTES OF THE SPECIAL
ADMINISTRATION AND LEGAL COMMITTEE MEETING HELD ON AUGUST 1,
2017.
3. DISCUSS HIRING INFORMATION TECHNOLOGY (I.T.) MANAGER.
4. DISCUSS ORDINANCE AMENDING THE CONSENT AGENDA.
5. RECEIVE COMMENTS FROM THE PUBLIC.

ADJOURNMENT

KRISTIN A. THIRION
VILLAGE CLERK

MINUTES
Special Meeting of the Administration & Legal Committee
August 1, 2017 – 6:46 p.m.
Council Chambers at
Tinley Park Village Hall
16250 S. Oak Park Ave.
Tinley Park, IL 60477

Members Present: M. Pannitto, Chair
M. Mangin, Village Trustee
C. Berg, Village Trustee

Members Absent: None

Other Board Members Present: M. Glotz, Village Trustee
B. Younker, Village Trustee

Staff Present: J. Vandenberg, Village President
D. Niemeyer, Village Manager
P. Connelly, Village Attorney
B. Bettenhausen, Village Treasurer
L. Valley, Executive Assistant
L. Godette, Deputy Clerk
T. Woolfalk, Commission Secretary

Item #1 - The meeting of the Special Meeting of the Administration & Legal Committee was called to order at 6:46 p.m.

Item #2 – CONSIDER APPROVAL OF THE MINUTES OF THE ADMINISTRATION AND LEGAL COMMITTEE MEETING HELD ON June 27, 2017 – Motion was made by Trustee Mangin, seconded by Trustee Berg to approve the minutes of the Administration & Legal Committee Meeting held on June 27, 2017. Vote by Vote call. Chairman Pannitto declared the motion carried.

Item #3 – DISCUSS CONTRACT WITH GOV TEMP FOR HR ASSISTANT DIRECTOR – Village Manager Dave Niemeyer requested that the contract with GovTemps USA for the Interim Assistant Human Resources Director be extended. The initial contract began June 22, 2017 and expires August 11, 2017. The extension of the agreement is for another 3 months to November 11, 2017. Motion was made by Chairman Pannitto seconded by Trustee Berg recommend to the Village Board the approval of an extension to the agreement with GovTemps USA for the Interim Assistant Human Resources Director. Vote by voice call. Chairman Pannitto declared the motion carried.

Item #4 – DISCUSS ORDINANCE – AMENDING CONSENT AGENDA ITEMS - Village Attorney Pat Connelly presented a review of Ordinance Amending Consent Agenda Items and the recommendations that were made by the Board at the previous Administration and Legal Committee meeting. Connelly noted the items of a routine nature were previously and unanimously approved by the standing Committee. The Village Attorney suggested that instead of submitting an all knowing definition of routine items, the Committee provided definitions of items that it does not want. A recommendation was made that no items be placed on the consent agenda that would result in expenditures in the amount of \$50,000 or zoning matters items shall be placed on the Consent Agenda. Village Attorney stated that Trustee Pannitto suggested prohibition against all items from Committee Meetings immediately preceding a board meeting.

**Minutes
Special Meeting of the
Administration & Legal Committee
August 1, 2017**

Trustee Pannitto asked if the Public had any comments.

Resident Diane Galante asked if the \$50,000 would be per year. Village Attorney Pat Connelly stated that it would be \$50,000 per year.

A motion was made by Trustee Mangin, seconded by Trustee Berg to recommend to the Village Board the approval of the Ordinance to amend consent agenda items. Vote by Voice Call. Chairman Pannitto declared the motion carried.

Item #5 –DISCUSS ORDINANCE – SURPLUS EQUIPMENT – Chairman Pannitto presented an overview of the ordinance authorizing the disposal of surplus personal property owned by the Village of Tinley Park. The Corporate Authorities of the Village of Tinley Park may dispose of personal property owned by the Village when, in the opinion of a simple majority of the Corporate Authorities, such property is no longer necessary or useful to, or for the best interests of, the Village.

The Committee asked what happens to the vehicles. Treasurer Bettenhausen explained that the vehicles go to auction after going through an evaluation process.

The criteria is that anything that has a value of \$1000 or more that the Village wishes to dispose of. Village Treasurer explained that all vehicles go through a valuation process and that most vehicles are old police vehicles that have been replaced with newer vehicles.

A motion was made by Trustee Mangin, seconded by Trustee Berg to recommend the authorization of the disposal of surplus personal property owned by the Village of Tinley Park. Chairman Pannitto declared the motion carried.

COMMENTS FROM THE PUBLIC - Resident Diane Galante asked where the Village advertises for open employment positions for the Village of Tinley Park. Ms. Galante stated that she is opposed to lifting the residency requirement for Village employees.

ADJOURNMENT

Motion was made by Trustee Mangin, seconded by Trustee Berg to adjourn this Special Meeting of the Legal & Administration Committee. Vote by voice call. Chairman Pannitto declared the motion carried and adjourned the meeting at 6:56 p.m.

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MEMORANDUM



To: Administration and Legal Committee

From: David Niemeyer, Village Manager 

cc: Village Board
Pat Carr, Interim Assistant Village Manager
Brad Bettenhausen, Village Treasurer

Date: August 18, 2017

Re: Information Technology Manager (I.T.)

As you may remember, in the 2016/17 budget, the position of Information Technology Manager was budgeted. I have included the portion of the Staffing Study that recommends this position and also a copy of the position description. As noted in the study, the Village is significantly understaffed in this area with 3 employees, compared to an average of 5.25.

There are several reasons for this recommendation, as noted in the study:

- It would provide a management position focused exclusively on IT, which would ensure that this function gets the necessary focus to provide a high level of service internally and lead the Village in a more accessible, citizen-friendly approach to digital technology.
- It will provide a dedicated management position able to lead and delegate the management of new software implementation along with maintaining current software and hardware systems.
- It will provide additional staffing to address the service level issues related to responsiveness and timely support which were identified in the internal customer satisfaction survey.

Many communities are also looking at its IT head to also lead innovation efforts. I am recommending placing this under the Assistant Manager's office to guide those efforts. The IT Manager will work with internal and external stakeholders to develop and encourage innovative best practices in local government administration with the goal of fostering a culture of innovation within the Village of Tinley Park. This position will provide counsel and strategic planning advice to the Village on all levels of IT programs and projects, and ensures that improving the end-user's experiences drives all change.

The expected starting salary is \$110 +- DOQ.

We would like to get the Administration and Legal Committee's recommendation to move forward with advertising for this position.

4. INFORMATION TECHNOLOGY

The Village's Information Technology staff currently function as part of the Treasurer's office, and they report to the Treasurer. They are responsible for maintenance of Village network connectivity, both internally and externally, including related hardware and software; providing support to all departments regarding hardware, software, and connectivity. This section explores the analytical process used by the project team and provides recommendations for appropriate staffing within this function.

1. STAFFING GUIDELINES

The Information Technology staff in Tinley Park should be equipped with the tools and training to support all digital technology in use by Village administrative staff, and they should be able to respond to all requests in a timely manner. IT staff should account for approximately 2-3% of a municipal organization's positions², meaning that each position in this function should be responsible for supporting no more than 50 staff.

2. COMPARATIVE SURVEY RESULTS

The following table shows the number of authorized full-time staff, part-time or seasonal staff, and full-time equivalents in each peer municipality, and compares the average of those towns and villages to the totals in Tinley Park.

INFORMATION TECHNOLOGY STAFFING			
Municipality	FT Staff	PT/S Staff	FTE's
Des Plaines	4	1	4.50
Mount Prospect	5	0	5.00

INFORMATION TECHNOLOGY STAFFING			
Municipality	FT Staff	PT/S Staff	FTE's
Oak Lawn	3	0	
Oak Park	8	0	8.00
Orland Park	4	3	
Palatine	7	1	
Skokie	6	0	6.00
Wheaton	5	0	5.00
Average	5.25	0.63	5.70
Tinley Park	3	0	3.00

The results of the comparative survey suggest that the Village's IT function is understaffed in comparison to its peers. Tinley Park has 3 authorized full-time positions, all of which are currently filled. Other municipalities average 5.25 authorized full-time staff. Tinley Park's 3 staff are well below this average. All but one peer municipality has more than 3 full-time IT staff. Use of part-time staff is not widespread in information technology, and Tinley Park is similar to many of its peers in using only full-time staff for IT work.

3. CUSTOMER SATISFACTION SURVEY RESULTS

The following table shows the responses of staff in internal customer departments to a series of questions about the service provided by the Village's IT staff. Responses are broken down by level of satisfaction with each area: Very Satisfied (VS), Satisfied (S), Neutral (N), Dissatisfied (D), and Very Dissatisfied (VD).

INTERNAL SATISFACTION SURVEY RESULTS – INFORMATION TECHNOLOGY					
Statement	VS	S	N	D	VD
1. Accessibility of IT Staff	6%	42%	26%	23%	3%
2. Accessibility of Policies and Procedures	3%	30%	37%	20%	10%
3. Appropriate follow-up by staff	10%	42%	19%	23%	6%
4. Accuracy of Information Provided	16%	45%	23%	13%	3%
5. Clarity of policies and procedures	7%	30%	33%	27%	3%
6. Customer Service / Courteousness	13%	48%	19%	19%	0%
7. Fair and consistent in providing service	7%	47%	27%	17%	3%
8. Knowledge of Service Area	16%	42%	26%	13%	3%

INTERNAL SATISFACTION SURVEY RESULTS – INFORMATION TECHNOLOGY					
Statement	VS	S	N	D	VD
9. Maintaining confidentiality	26%	52%	10%	13%	0%
10. Professionalism of staff	19%	52%	19%	10%	0%
11. Responsiveness	10%	32%	19%	29%	10%
12. Support provided to my department	13%	26%	26%	26%	10%
13. Timeliness in responding to requests	16%	23%	32%	19%	10%

As indicated in the table above, areas of greatest concern are responsiveness (#11), support (#12), and timeliness in responding to requests (#13). Each of these areas focus on customer service.

Respondents were also asked to identify areas for improvement in an open-ended question. The responses were focused on the following themes:

- Response Time
- Lack of detail knowledge about specific software programs
- Staffing, particularly the need for a dedicated Supervisor
- Desire for increased end-user training

These responses make it clear that timely responses are the biggest opportunity for improvement. Timeliness can be improved by increasing the number of staff available to respond to requests.

4. PERFORMANCE MEASURES

The information technology function can benefit from performance measures that focus on the level of service provided to the Village's devices, software systems, and users. This includes the availability of IT resources, timeliness of response to issues, and efficiency in budget and personnel utilization. Some examples may include:

- Network "up-time" (a typical target is 99.9%)

- Percent of issues resolved:
 - at first contact (target 25%)
 - within 24 hours (target 85%)
 - within 5 business days (target 95%)
- Level of satisfaction with IT Department on internal survey (target 85%)
- IT budget as a percentage of Village operating budget
- IT staff as a percentage of Village-wide FTE's (generally 2-3%)

The performance measures used in information technology should ensure that management remains informed about the reliability and availability of the Village's network, the percentage of Village resources which are allocated to information technology, and the IT department's ability to respond to service requests and resolve issues quickly. Likewise, the department should track its customer satisfaction ratings, and examine the *type* of service requests they receive to determine if there are some routine issues which could be resolved by users with some focused training. The metrics gauging level of service should be set by the Village based on the needs of user departments and the resources available for the IT department.

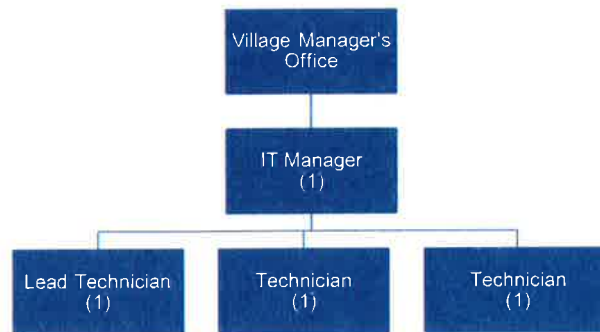
5. RECOMMENDATIONS

The Village should introduce a full-time Information Technology Manager to directly supervise the existing full-time positions. In addition to providing a number of staff more closely aligned with the typical range found in other towns and villages (although 4 FT staff is still comparatively lean), this step would produce a number of other benefits:

- It would provide a management position focused exclusively on IT, which would ensure that this function gets the necessary focus to provide a high level of service internally and lead the Village in a more accessible, citizen-friendly approach to digital technology.

- It will provide a dedicated management position able to lead and delegate the management of new software implementation along with maintaining current software and hardware systems.
- It will provide additional staffing to address the service level issues related to responsiveness and timely support which were identified in the internal customer satisfaction survey.

Additionally, the Information Technology function should be broken out as a separate department, with the Manager of the department reporting directly to the Village Manager's Office. The resulting organizational structure would look like the following:



This adjustment to the organizational structure will be more similar to that of the Village's peer organizations (none of which place the IT function in the Treasurer's Office). It will also reflect the department's role of internal service to all Village departments and ensure that the Village Manager's Office has the ability to closely monitor technology initiatives which impact multiple departments.

From a fiscal perspective, the creation of a separate Information Technology department with its own budget and oversight of the Village's hardware and software will allow the Village to accurately assess where technology expenditures arise. It will also provide opportunities to save money by standardizing Village-wide hardware and consolidating the purchasing and licensing of software. Efficiencies will be achieved

through a consolidated IT budget, reducing the number of software programs and licenses, and result in a standardization of equipment and software life cycle.

Recommendation: The Village should hire an Information Technology Manager to supervise the existing 3 FT staff in the function, bringing the total to 4 FTE's. This is an increase of one full-time staff.

Recommendation: Information Technology should become its own department, with the Manager reporting directly to the Village Manager's Office.



POSITION DESCRIPTION

Position Title: Information Technology Manager (IT)
Department: Information Technology
Direct Report: Assistant Village Manager
Employment Status: Exempt, Non-Union

Position Summary: Under the general direction of the Assistant Village Manager, the Information Technology (IT) Manager performs a variety of complex technical, administrative, and supervisory tasks in the development, configuration, installation, and maintenance of the Village's networks and information systems. The IT Manager will work with internal and external stakeholders to develop and encourage innovative best practices in local government administration with the goal of fostering a culture of innovation within the Village of Tinley Park.

Essential Duties and Responsibilities:

- Serves as the department head responsible for information technology (IT) operations and data-driven innovation in the Village of Tinley Park intended to facilitate the Village's continuous improvement.
- Set strategic direction and policy for technology and innovation.
- Develops, implements, enforces, and monitors information management systems policies and controls for legal and regulatory compliance and ensuring the protection of IT assets and data integrity, security, and privacy entrusted to or maintained by the Village's systems, networks, and information resources.
- Utilizes strong project management and implementation skills to develop and articulate a creative and innovative vision of the Village; finds innovative and creative solutions to operational issues and championing new and existing initiatives that streamline operations, enhance performance, and improve customer service across the organization to reduce redundancy.
- Manages the development, implementation, installation, and operation of information and functional systems for the organization, including supervision of project team, preparation of status reports, training end users, and implementing and monitoring appropriate security and backup procedures.
- Prepares annual budget requests after discussions with other department heads to determine needs; assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Researches, recommends, and develops plans and budget for systems development and hardware and software purchases, including but not limited to: developing, negotiating, and administering contracts for professional services and software and hardware acquisition; and providing support to end users in the selection, procurement, usage, and maintenance of software programs and hardware.
- Monitors and interprets developments in the field of information technology and evaluates their impact upon Village activities and information systems and makes recommendations for developing and implementing policy and procedural changes as required.
- Proactively evaluating Village management and staff of beneficial and prudent technology advancements
- Identifies training gaps and develops ongoing training programs to promote computer and software fluency across the Village's workforce, focusing on priorities and concerns of individual Village departments.
- Administers and maintains the MUNIS system.
- Develops and maintains a Village-wide business recovery plan to ensure timely and effective restoration of IT services.



POSITION DESCRIPTION

- Manages computer operation scheduling, backup, storage, and retrieval functions.
- Provides leadership and direction in the development of short and long range plans; gathers, interprets, and prepares data for studies, reports, and recommendations; coordinates IT-related activities with other departments and agencies as needed.
- Other duties as deemed appropriate by the Assistant Village Manager.

Required Knowledge, Skills, Abilities:

- Extensive experience working with Windows operating systems, computer networking, hardware and software troubleshooting, Microsoft Office Products, and database management.
- Possess a strong understanding and knowledge of local government organization and public administration theories, principles, and practices, including personnel management and budget administration.
- Ability to maintain a high level of communication with Village leadership, supervisors, and staff, working proactively to understand their needs and to align technology-related decisions with the organization's goals.
- Willingness to solicit and apply customer feedback (internal and external) in order to improve processes, products, and services.
- Advanced Knowledge of principles, practices and techniques of information technology as well as the activities, objectives and ideals of management information systems and programs; the technical aspects of automated systems design and computer operations.
- Extensive experience in systems administration, implementing and supporting large-scale application and infrastructure systems, application developing, and end-user support.
- Creative problem solving capabilities and a strong desire to use innovative techniques to resolve issues and ensure efficiency.
- Experience in working with internal leadership and managing a small staff, to include delegating tasks to subordinates, providing regular performance feedback, developing subordinates' skills and encouraging growth, conducting performance evaluations, and administering discipline when necessary.
- Knowledge of the principles and methods of strategic planning, performance measurement, and process improvement.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from non-technical users.

Physical Demands: Work is commonly performed in a quiet office setting, and requires the ability to operate, maneuver, and/or provide simple but continuous adjustment on equipment, machinery, and tools such as a computer and other office machines, and/or materials used in performing essential functions. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and meet the physical requirements necessary to safely and effectively perform assigned duties.

Minimum Qualifications:

- Bachelor's Degree from an accredited college university in Computer Science or closely related field. Master's degree preferred.
- A minimum of five to seven years of progressively responsible managerial, supervisory, and administrative experience in the field of Information Technology.
- Experience using MUNIS a plus, but not required.



POSITION DESCRIPTION

- Knowledge of Windows operating systems, computer networking, hardware and software troubleshooting, Microsoft Office Products, and database management.
- The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

August 4, 2017

Starting Salary 110,000+- DOQ

MEMORANDUM



To: Administration and Legal Committee

From: David Niemeyer, Village Manager *DN*

cc: Village Board

Date: August 18, 2017

Re: Consent Agenda

Trustee Pannitto would like to further discuss the Consent Agenda Ordinance. He would like to discuss the sections of the code dealing with staff appointments and Letters of Credit. Attached is the ordinance as it is current proposed.

ORDINANCE NO. 2017-O-053

AN ORDINANCE AMENDING SECTION 30.30(C)(1) OF THE TINLEY PARK VILLAGE CODE PERTAINING TO CONSENT AGENDA ITEMS

WHEREAS, Section 6(a) of Article VII of the 1970 Constitution of the State of Illinois provides that any municipality which has a population of more than 25,000 is a home rule unit, and the Village of Tinley Park, Cook and Will Counties, Illinois, with a population in excess of 25,000 is, therefore, a home rule unit and, pursuant to the provisions of said Section 6(a) of Article VII, may exercise any power and perform any function pertaining to its government and affairs, including, but not limited to, the power to tax and to incur debt; and

WHEREAS, the Corporate Authorities hereby desire to amend Section 30.20 of Chapter 30 Title III of the Tinley Park Municipal Code to more clearly define the items that can be placed the Board of Trustees Consent Agenda; and

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Trustees of the Village of Tinley Park, Cook and Will Counties, Illinois, as follows:

Section 1: The Preambles hereto are hereby made a part of, and operative provisions of, this Ordinance as fully as if completely repeated at length herein.

Section 2: That Title III Chapter 30 Section 20(C)(1) (30.20(C)(1)) of the Tinley Park Municipal Code entitled “Order of Business; Consent Agenda” is hereby amended by adding the following underlined text:

(C) (1) The Village Manager shall prepare an agenda for each meeting of the Village Board, including a consent agenda. The consent agenda shall include all items of a routine and non-controversial nature which shall be limited to the following:

- (a) Appointments of officers or employees;
- (b) Payments of all bills, including payroll;

- (c) Honorific resolutions;
- (d) Proclamations;
- (e) Approval of block parties, parades and fundraisers;
- (f) Authorizing advertising for bids;
- (g) Authorizing reductions in or release of letters of credit; and
- (h) Setting hearing dates and times.
- (i) Items of a routine nature previously and unanimously approved by a Standing Committee; however, no items which will result in the expenditure of more than \$50,000 or items related to zoning matters shall be placed on the consent agenda.

Section 3: Any policy, resolution, or ordinance of the Village of Tinley Park that conflicts with the provisions of this Ordinance shall be and is hereby repealed to the extent of such conflict.

Section 4: That this Ordinance shall be in full force and effect from and after its adoption and approval.

Section 5: The Village Clerk be and hereby is authorized and directed to publish this Ordinance in pamphlet form.

ADOPTED this ____ day of _____, 2017, by the Corporate Authorities of the Village of Tinley Park on a roll call vote as follows:

AYES: _____

NAYS: _____

ABSENT: _____

APPROVED this _____ day of _____, 2017, by the President of the Village of Tinley Park.

Village President

ATTEST:

Village Clerk

COMMENTS FROM THE PUBLIC

ADJOURNMENT