

2018-2019 BUDGET QUESTION
Response to Request for Information

DEPARTMENT: Communications and Technology Management

REQUEST NO.: 150

REQUESTED BY: Kitchen

DATE REQUESTED: 8/30/18

DATE POSTED: 9/5/18

REQUEST: Please provide additional specifics on the \$362,000 included in the FY 2019 proposed budget for the new Public Information Request system in response to Resolution No. 20180628-066.

RESPONSE:

Communications & Technology Management (CTM) provides support services for open records requests in compliance with the Texas Public Information Act, known as Public Information Requests (PIRs), for the Mayor and Council (MaC), their staff, and the current and former City Manager. CTM provides similar services to the Law Department to support e-discovery for litigation.

CTM identified \$362,000 of savings in FY 2018 to support a pilot expansion of centralized PIR support services, which will fund the effort through FY 2019. During FY 2019, CTM will explore additional technology and process enhancements to decrease fulfillment cost and increase the quality and speed of the service. Once CTM confirms the efficacy of the pilot solution and identifies any required enhancements or modifications to the program, the department will submit any ongoing funding request as part of the FY 2020 proposed budget.

The current pilot consists of the following elements:

Item	Description	Amount
Discovery Attender	Software licenses for CTM support team	10,000
GovQA Redaction	Software licenses for PIR support staff across the City	52,000
Staff augmentation	Services to expand centralized PIR support	300,000
Total		362,000

Discovery Attender will eliminate false positives from the Microsoft search result and remove the burden for MaC PIR staff to manually search “unindexed items.” The GovQA licenses will provide programmatic redaction of “standard” items (e.g. social security numbers, personal email addresses, credit card number, etc.) and will allow MaC PIR staff and PIR SPOCs across the City to use the tool. This will help streamline redaction of “non-standard” items, like information restricted due to current legal status (e.g. drafts of an RFP in development). Upon receipt of the GovQA redaction licenses and onboarding of staffing augmentation resources, CTM will perform initial redactions on PIR results, before sending them on to MaC PIR staff for review and redaction of restricted, non-standard information. In combination, the elements of the pilot will significantly reduce the burden on MaC PIR staff to respond to PIRs.