MEMORANDUM

TO: Mayor and City Council

FROM: Stephen Elkins, Chief Information Officer

DATE: February 12, 2019

SUBLECT: Update to Resolution 20180628-066 on PIR processing for City Council

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The purpose of this memorandum is to present an update regarding Communications & Technology Management's (CTM) 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).

Background
City Council Resolution No. 20180628-066 directed the City Manager to: 1) recommend an appropriate centralized staffing model that would report to Council and would allow for PIRs received by Council offices to be responded to in an efficient and timely manner; 2) formulate a budget item for Council consideration that includes the estimated salary and benefit costs for the determined staff model that would be tasked with processing and managing some or all PIRs for all the Council offices (this budget item should not come out of existing City Council and Mayor's Office budgets); and 3) return with a budget item to Council in time for the item to be considered and potentially funded for the Fiscal Year 2018-2019 Budget.

Result
CTM provides support services for open records requests for the Mayor and Council (MAC), their staff, and the current and former City Manager. CTM also provides similar services to the Law Department to support eDiscovery for litigation.

In FY 2018, CTM identified $362,000 of savings to support a pilot expansion of centralized PIR support services, which partially funded the effort for FY 2019. The current pilot consists of the following elements:

Item	Description	Amount
Staff augmentation	Services to expand centralized PIR support	300,000
Discovery Attender	Software licenses for CTM support team	10,000
eDiscovery	Software licenses for automated redaction*	TBD*
Total*		**$310,000***

*CTM conducting market research for eDiscovery and automated redaction

CTM has increased contract staff resources responsible for conducting comprehensive searches of emails and compiling responsive results into portfolios for review and redaction by the named responders. Additionally, the Discovery Attender software has minimized false positives from existing software search results and limited the burden for MAC Single Points of Contact (SPOCs) to manually search duplicative data sets.

As part of the pilot, CTM also licensed redaction tools available through the City's current PIR platform and conducted a proof-of-concept (POC) with the vendor. The POC ended on January 18, 2019, identifying City requirements that the current platform does not support, and the vendor refunded the cost of the redaction licenses.

CTM has already initiated additional market research to explore solutions that will meet the full requirements established as part of the POC, and will work toward the purchase of eDiscovery software that will enable CTM and Law to start rolling out centralized email PIR fulfillment and redaction for MAC and City Departments. The software will also enable redaction of "standard" items (e.g., social security numbers, personal email addresses, credit card number, etc.) and "non-standard" items (e.g., information restricted due to federal regulatory requirements). Initial cost estimates for eDiscovery software range between $300,000 and $400,000.

Once CTM confirms the efficacy of the pilot solution and identifies any required enhancements or modifications to the program, the department will augment resources with FY 2019 funds and submit any ongoing funding requests as part of the FY 2020 proposed budget.

cc: Spencer Cronk, City Manager
        Elaine Hart, Deputy City Manager/CFO
        Anne Morgan, City Attorney
        Jannette Goodall, City Clerk
        Kevin Williams, Chief Information Security Officer