

INFORMATION, TECHNOLOGY, AND GENERAL SERVICES COMMITTEE REPORT relative to digital modernization and improving the City's online presence.

Recommendations for Council action:

1. INSTRUCT the Information Technology Agency (ITA) to redesign LACity.org and re-launch under LACity.gov (pending federal agency domain name approval).
2. INSTRUCT the ITA to review, consolidate, and update existing policies under a new City Web Policy and Standards, with new sections to ensure all websites are under the LACity.gov domain, secure, mobile responsive, accessible, provide fillable online forms, support language translation, have online payment options, and have up-to-date content.
3. INSTRUCT or REQUEST, as appropriate, City Departments, elected offices, boards and commissions, and elected offices to:
 - a. Update their websites to adhere to the new City Web Policy and Standards, maintain current and up-to-date information on websites, and notify the ITA Web Services Team (ITA.WebServices@lacity.org) of new department and project websites to ensure Section 508 accessibility checks occur for timely resolution of any identified issues.
 - b. Migrate their websites to a new LACity.gov subdomain, to be selected in accordance with the naming convention included in the new City Web Policy and Standards.
 - c. Update the Cyber Watch List maintained by the ITA Security Office (ITA.Security@lacity.org) with their public facing apps, websites, and servers at least quarterly to allow cyber vulnerability scanning and adhere to the updated City Information Security Policy, requiring all City Departments to implement cyber security controls and practices to protect from data breaches and cyber crimes.
 - d. Report with the resources needed, if any, to implement the above recommendations.
4. INSTRUCT the City Administrative Officer to identify funding sources, to be considered by the Council as part of the Fiscal Year 2022-23 budget development process or in the First Financial Status Report, for the following additional resources to increase ITA's capacity and capabilities for scanning more websites to ensure City websites are easy to read, resolve broken links quickly, and are ADA Section 508 accessibility compliant.
 - a. Two new positions in the class of Systems Analyst, Direct Cost of \$148,330 annually, to assist City Departments in conducting quarterly City website reviews and providing results and findings to department webmasters for timely resolution of any identified issues.
 - b. Approve additional annual funding in ITA's base budget, in the amount of \$65,000, to upgrade existing accessibility scanning tools.
 - c. Approve additional annual funding in ITA's base budget, in the amount of \$16,000, for the purchase and implementing a cloud-hosted City Data Lake platform to facilitate secure data sharing, data analytics, and the responsible use of emerging technologies, such as artificial intelligence, process automation, and machine learning.
5. INSTRUCT the ITA to continue working with the Controller and Council to perform a Citywide 311 Customer Strategy assessment using Grant Thornton consulting firm (Council File No. 21-0278) and, upon completion of the project, report to the Council with its findings and recommendations to improve the MyLA311 processes and systems.

6. INSTRUCT the ITA to update the existing City Information Security Policy requiring all City Departments to implement the necessary cyber security controls and practices, such as identity management system, data sharing standards and prompt remediation of known cyber vulnerabilities.

Fiscal Impact Statement: The ITA reports that the above recommendations will have a General Fund impact of \$229,330. This will include two position authorities, in the class of a Systems Analyst at a cost of \$148,330, \$65,000 for Accessibility Scanning tools and \$16,000 for the Data Lake Platform Hosting cost.

Community Impact Statement: Yes

Downtown Los Angeles Neighborhood Council
Granada Hills North Neighborhood Council
Palms Neighborhood Council
Reseda Neighborhood Council

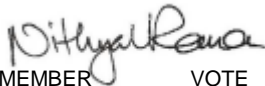
SUMMARY

At the meeting held on May 4, 2022, your Information, Technology, and General Services Committee considered an ITA report relative to digital modernization and improving the City's online presence.

After an opportunity for public comment was held, the Committee moved to approve the ITA recommendations as amended, as detailed above. This matter is now forwarded to the Council for its consideration.

Respectfully Submitted,

INFORMATION, TECHNOLOGY, AND GENERAL SERVICES COMMITTEE



<u>MEMBER</u>	<u>VOTE</u>
RAMAN	YES
BLUMENFIELD	YES
PRICE	ABSENT

ME 5/4/22

-NOT OFFICIAL UNTIL COUNCIL ACTS-