1. CALL TO ORDER

9:30 AM meeting was called to order by Chair Janice Anderson at 9:35 AM.

2. ROLL CALL

PRESENT: Anderson, Eckhoff, Hart, Puchalski (9:40 AM), Wiley (9:43 AM)
ABSENT: Chaplin

3. CHAIRMAN'S REMARKS

None

4. PUBLIC COMMENT

None

5. APPROVAL OF MINUTES

A. Strategic Planning Committee - Regular Meeting - Nov 28, 2017 9:30 AM

RESULT: ACCEPTED [UNANIMOUS]
MOVER: Grant Eckhoff, District 4
SECONDER: Greg Hart, District 3
AYES: Anderson, Eckhoff, Hart, Puchalski, Wiley
ABSENT: Chaplin

6. IT LEAN PROJECT UPDATE

Greg Smith from Information Technology updated the committee on three LEAN projects. The first one is the creation of a web-based map ordering application that will enable customers to order hard-copy map products online from GIS. The new web portal will allow customers to view available map products and request maps via an online form which will include pricing information. A GIS technician will work with each requestor to create custom maps. The web service is scheduled to go live during the third quarter of 2018.
The next project is the creation of a Project Management Request Form based on LEAN principles that is designed to facilitate communication and resource allocation between IT and other departments. It is a demand management and resource tracking resource designed to prevent duplication of efforts for multiple staff working on multiple projects.

The third project involves examining and improving Help Desk protocols. Staff have evaluated existing procedures, eliminated redundancy, and shortened the time it takes to arrive at 1st-level problem resolution, and are reviewing potential replacements for their tracking system.

7. PERMITTING SOFTWARE LEAN UPDATE

Nick Kottmeyer, Director of Public Works, briefly reviewed the process by which the four permitting departments (Public Works, Stormwater, Building and Zoning, and Transportation) identified the need for a comprehensive permitting program. The applications currently in use are almost 15 years old, of limited usefulness, and can no longer be updated. Beginning in 2015 the departments began assessing various permitting software programs and, in the process, realized that they had divergent needs; however, all of the departments were looking for solutions offering the best customer service and cost-effectiveness. Based on those criteria, Stormwater chose to use Accela Permitting Software, and Public Works, Transportation, and Building and Zoning chose to update their current software platforms.

Tony Charlton, Stormwater Division Director, stated that the department works closely with municipalities in DuPage County, and any software application under consideration would need to provide the capability for online submittals and online permitting. This would offer greater convenience for their clientele, as well as eliminate the need for costly paper submittals. In the process of reviewing various software products, Stormwater chose Accela because it was found to have the best public interface, online submittal and online review capabilities.

Lucy Chang, Project Engineer, noted that Accela will be introduced in three phases. The first phase is to launch the application internally within the Stormwater department after staff have become trained and standardized procedures are put in place. Staff conducted test simulations of the online permit submittal process in order to uncover potential problems with the system. The department anticipates going live with the internal launch on April 9. The second phase will be to launch the public portal, allowing clients to create their own accounts for submitting permits and checking the status of their submissions. The third phase will be to introduce online reviewing of submittals, allowing revisions to be made electronically.

8. OLD BUSINESS

None

9. NEW BUSINESS

None

10. ADJOURNMENT

Without objection, and with no further business before the committee, Chair Anderson adjourned the meeting at 9:50AM.
1. CALL TO ORDER

9:30 AM meeting was called to order by Chair Janice Anderson at 9:30 AM.

2. ROLL CALL

PRESENT: Anderson, Chaplin, Eckhoff, Hart, Puchalski, Wiley
ABSENT: 

3. CHAIRMAN'S REMARKS

In her opening remarks, Chair Anderson noted that today’s meeting will include a review of the FY2018 strategic initiatives submitted by County departments as they prepare to implement the strategic plan during the coming fiscal year. The Information Technology department will also provide an update on their LEAN training workshops from September, October and November.

Chair Anderson noted that this will be the last committee meeting of 2017, and she will be working with staff and the committee to determine the dates of the committee’s quarterly meetings in 2018.

4. PUBLIC COMMENT

None

5. APPROVAL OF MINUTES

A. Strategic Planning Committee - Regular Meeting - Aug 22, 2017 9:30 AM

| RESULT: ACCEPTED [UNANIMOUS] |
| MOVER: Elizabeth Chaplin, District 2 |
| SECONDER: Donald Puchalski, District 1 |
| AYES: Anderson, Chaplin, Eckhoff, Hart, Puchalski, Wiley |

6. FY2018 DEPARTMENTAL STRATEGIC INITIATIVES

Chair Anderson noted that for the last two months County departments have worked to develop a
set of strategic initiatives which they will seek to implement during the 2018 fiscal year. Chad Shaffer, Chief Policy and Strategy Manager, prepared a summary of the 57 strategic initiatives submitted by County departments and linked to the strategic imperative(s) they impact (Quality of Life, Financial Planning, Customer Service, ACT Initiative and Economic Growth). Some of the initiatives are new and some have carried over from fiscal year 2017, as they require multi-year implementation. During December and January, departments will share their detailed work plans for each initiative with their parent committees and will provide periodic implementation updates throughout the year.

In his summary of the departmental strategic initiatives, Mr. Shaffer noted that 19 of the 57 initiatives address Financial Planning; 13 deal with improving Customer Service; 12 impact Quality of Life, 8 initiatives advance DuPage County’s ACT Initiative, and 5 pertain to Economic Growth. He highlighted three departmental initiatives: Community Services’ plan to merge the Psychological Services unit into the Health Department; Information Technology’s focus on expansion of GIS shared services with park districts, municipalities and the existing Forest Preserve agreement; and Public Works’ partnership with the Flagg Creek Sanitary District to consolidate the Highland Hills Sanitary District.

Chair Anderson asked for members’ feedback about the strategic initiatives and what ideas they had to further improve the process. Discussion ensued regarding the departmental initiatives and ideas for future consideration.

7. INFORMATION TECHNOLOGY DEPARTMENT LEAN TRAINING UPDATE
Don Carlsen, Chief Information Officer, and Greg Smith, Information Technology (IT) Operations Manager, presented a summary of the IT Department’s LEAN training from September, October, and November of 2017. Mr. Smith noted that IT staff are applying the LEAN tools and principles learned in the training workshops to the following projects, all of which focus on enhancing customer service: (a) GIS/Hardcopy Map Ordering - the goal is to design and implement a more streamlined hard-copy map ordering process across departments utilizing a single website access; (b) New User Requests - to improve the process by which departments submit their requests for technology access for new employees, and improve IT’s means of tracking the progress of job requests; (c) Project Management Request Form - this tool is designed to improve resource allocation and communication within the IT department and between IT and other County departments; (d) Help Desk Protocol - the implementation of new technology platforms and applications in recent years necessitates an upgrade to the current IT Help Desk procedures; and (e) Documentation - documentation for information technology projects, processes, and procedures currently resides in several locations and sometimes in multiple versions, and can be difficult for users to access. The web team is exploring using SharePoint 2.0 as a searchable, project-based central repository for all IT documentation.

Both Mr. Carlsen and Mr. Smith noted that the LEAN training was a valuable and positive experience. Mr. Shaffer mentioned that these LEAN projects are ongoing and that there will be follow-up sessions with the LEAN consultant during upcoming check-in meetings. Mr. Carlsen and his staff will be updating the Strategic Planning Committee on the progress of these projects as they are being developed.

8. OLD BUSINESS
9. NEW BUSINESS
None

10. ADJOURNMENT
Without objection, the meeting was adjourned at 9:53AM.