



CITY COUNCIL

# Staff Report

**Meeting Date:** Nov. 19, 2019

**To:** Mayor and City Council

**From:** Scott Chadwick, City Manager

**Staff Contact:** Maria Callander, Director of Information Technology  
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**Subject:** Update on the City's Digital Information Network

## Recommended Action

Receive an informational presentation on the city's current digital information network and its deficiencies, in preparation for a later presentation offering a proposed new and more robust network.

## Executive Summary

The city of Carlsbad currently contracts with an outside vendor for the digital information network used by its employees. This service has not met the city's needs and expectations and does not provide an adequate foundation for desired improvements and the city's anticipated future demand.

## Discussion

The network provides internet access, delivers email and powers many other critical business applications used by the city. It is basically the essential pipes that carry the data and information from one computer to another.

The demands on this system, known as a wide-area network, have steadily increased over the years as the city's use of digital applications and data has grown.

Since 2016, the city has relied on a managed service provided under a contract for its wide-area network. The benefits that had been expected from contracting out this vital service have not been realized. City staff has noted the following deficiencies:

- Unreliability
- Significant delays in providing service, below what was promised
- Unscheduled outages
- Excessive need for city staff support to keep the system running properly

In addition, the network is outside the control of the city, so it cannot be readily adapted to meet Carlsbad's anticipated future demand for a robust digital information network.

The city needs a robust digital network to develop a unified communication system and provide improved services to residents. Such a network would also provide the digital connectivity needed to continue to make technology driven improvements to other elements of the city's infrastructure.

#### **Fiscal Analysis**

This is an informational report only, so there is no fiscal impact from this item.

#### **Next Steps**

A second presentation on this topic will offer the City Council a proposed solution that staff believes would give Carlsbad the information technology infrastructure the city needs to achieve its digital goals.

#### **Environmental Evaluation (CEQA)**

Pursuant to Public Resources Code Section 21065, this action does not constitute a "project" within the meaning of CEQA in that it has no potential to cause either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, and therefore does not require environmental review.

#### **Public Notification and Outreach**

This item was noticed in accordance with the Ralph M. Brown Act and was available for public viewing and review at least 72 hours prior to scheduled meeting date.

#### **Exhibits**

None