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| Committee: Information Technology Board | Date: 2024-10-28 |
| Common Council Item Number: ID#24-11223 | Date: 2024-11-06 |
| Submitted By: | City Administrator Approval: |
| Finance Department Review: | City Attorney's Office Review: |
| Subject: Review and Approve: Amendment to the Heartland Business Systems Technical Services Contract | |

Details:
The amendment aims to end the onsite support services portion of the contract with Heartland Business Systems. As part of the IT department's five-year financial management plan and the 2025 operating budget, the department will no longer rely on HBS for onsite support. Instead, the two positions will be brought in-house, with recent graduates filling these roles. Additionally, we will add an intern position to serve two key purposes: first, to help control operating costs by creating a pipeline for talent, anticipating some turnover in these roles; second, to collaborate with WCTC, offering near-graduation students valuable real-world experience.

This shift provides several additional benefits. By bringing these positions in-house, we gain greater control and flexibility over task management, allowing for faster adjustments to changing organizational needs. Internally managed positions also enable us to offer targeted training and mentorship, developing skills that directly align with our unique technical requirements. This structure creates a clear career progression, which can boost employee retention and reduce long-term recruitment costs.

Our partnership with WCTC not only strengthens ties with the local academic community, but it also provides us access to fresh talent, helping us stay updated on emerging technology trends and building a strong foundation for future adaptability. Furthermore, new graduates and interns who join our team are more likely to align with our organization's culture, fostering a cohesive, motivated team environment. Altogether, these adjustments ensure the IT department remains agile, cost-effective, and well-prepared for the future.

Options & Alternatives:

Financial Remarks:

The plan provides a 1.4% decrease in annual operational costs.

Executive Recommendation:

Recommend approving the Amendment