

Shelby County Government



Bylaws and Procedures for IT Governance

IT Steering Committee

July 2011

Revised: October 20, 2011

Revised: April 18, 2012

Revised: February 24, 2015

Revised: December 15, 2015

Revised: October 18, 2016

**Bylaws
Of
Information Technology Steering Committee**

**Article One
Name and Location**

Section 1. Name. The name of the organization shall be **Information Technology (IT) Steering Committee**.

Section 2. Location. Meetings may be held at such places within Shelby County, Tennessee as designated by the Chairperson or for sub-committees, the sub-committee chair.

**Article Two
Purposes and Responsibilities**

Section 1. Purposes. The Shelby County Board of Commissioners by resolution dated July 19, 2010 created an Information Technologies Steering Committee (Appendix 001). This committee is the County's IT executive oversight body providing IT guidance, recommendations, long range vision, policy, project prioritization and review. In addition, this Committee provides asset and resource authorization according to known budgetary and resource constraints.

The IT Steering Committee will provide a long range vision for the utilization of information technology, and will provide for improved coordination between County offices for the delivering technology resources to County citizens and employees.

Section 2. Responsibilities. The Information Technologies Steering Committee responsibilities include:

1. Provide guidance and recommendations to the Mayor and County Commission regarding the overall strategic direction and priorities of Shelby County Government's information technologies.
2. Review, recommend and prioritize requests for inclusion of information technology projects in the Capital Improvement Program.
 3. With respect to large Information Technology Projects and programs (requiring Shelby County Commission approval), the committee shall:
 - a. Take responsibility for the projects feasibility, business plan and achievement outcomes.
 - b. Ensure the project's scope aligns with the requirements of the stakeholder groups and to represent stakeholder interests in project deliberations.
 - c. Provide those directly involved in the project with guidance on business issues, especially issues which could compromise the success of the project.
 - d. Ensure effort and expenditures are appropriate to stakeholder expectations.
 - e. Assist in the evaluation of project risks and project risk management approaches
 - f. Keep the project scope under control as emergent issues force changes to be considered

4. For all other IT projects, the IT Steering Committee will work with Information Technology Services and the CIO to provide support, guidance and standards for their development in a consistent, repeatable manner.
5. Reconcile differences in opinion and approach and resolve disputes arising from them.
6. Make recommendations regarding the overall structure of IT in Shelby County Government.
7. Work toward the consolidation of Shelby County information technology infrastructure and develop conditions favorable to that goal.
8. Promote the use of commercial off-the-shelf software whenever possible

Section 3. Rules The IT Steering Committee shall observe the following rules and regulations: Shelby County Board of Commission relating to this committee, Robert's Rules of Order and all local, state and federal laws which apply to this committee.

Article Three Membership

Section 1. Membership. Members of the IT Steering Committee include:

- Chief Administrative Officer
- Director of each Division of the Mayor's Administration
- Sheriff
- Assessor
- County Clerk
- Register
- Trustee
- Chancery Court Clerk
- Circuit Court Clerk
- Criminal Court Clerk
- General Sessions Court Clerk
- Juvenile Court
- Juvenile Court Clerk
- Probate Court Clerk
- Commission Chief Administrator
- District Attorney
- Election Commission
- 2-4 Private Sector Individuals with technology credentials

Section 2. Qualification. Eligible persons with the titles noted in Article Three, Section 1 have been appointed as members to the Committee by resolution dated July 19, 2010 created an Information Technologies Steering Committee (Resolution #1) by the Board of Commissioners with the exception of the private sector individual with technology credentials and Directors. The private sector individuals will be appointed by the Mayor and approved by the County Commission. The private sector individuals cannot do business with Shelby County Government. The mayor may also replace a Director with an Administrator or above from that Division. The Sheriff, Assessor, County Clerk, Register, Trustee, each Court Clerk and the Juvenile Court representative may be either that official or their Chief Administrator. The Chief Information Officer shall serve as an ex officio member.

Article Four Executives and Sub-Committee Chairs

The IT Steering Committee shall select a Chairman and Secretary to serve a term of one year and no member can serve more than one term in a four year period.

Section 1. Qualification. Any member in good standing is eligible to serve as a Chairperson, Secretary or Sub-Committee Chair.

Section 2. Powers. The Chairperson shall lead the IT Steering Committee which shall be the governing body of the organization and shall manage, control, and direct the affairs of the organization.

Section 3. Compensation. No member shall receive compensation for any service he or she may render to the organization. Members may be reimbursed for actual expenses incurred in the performance of their duties.

Section 4. Officers. Officers shall be elected at the last general business meeting at the end of each calendar year and will take office at the beginning of the first of the new year. The nominating committee will name a slate of officers and the floor will also be open for nominations. The officers will be elected by simple majority of the membership present. The officers and their respective duties are as follows:

1) The Chairperson shall:

- a) Preside at the IT Steering Committee meetings and Executive Committee meetings of the organization;
- b) Resolve problems in the membership;
- c) Perform any other specific duties as outlined in the bylaws of the organization.
- d) Report, quarterly, to the Board of Commissioners identifying SLA achievement and cost reductions

2) The Vice-Chairperson shall:

- a) Preside the IT Steering Committee meetings and Executive Committee meetings in the absence or inability of the Chairperson to serve;
- b) Perform administrative functions delegated by the Chairperson;
- c) Perform other specific duties as outlined in the bylaws of the organization.

3) The Secretary shall:

- a) Report on any recommendations made by the IT Steering Committee
- b) Maintain the records of the minutes, approved bylaws and any standing committee rules, current membership and committee listing;
- c) Record all business transacted at each meeting of the association as well as meetings of any Executive Committee meetings in a prescribed format;
- d) Maintain records of attendance of each member;
- e) Conduct and report on all correspondence on behalf of the organization;
- f) Other specific duties as outlined in the bylaws of the organization.

4) A Sub-Committee Chair shall:

- a) Preside at IT Sub-Committee meetings of the organization;
- b) Resolve problems in the Sub-Committee membership;
- c) Perform any other specific duties as outlined in the bylaws of the organization.

5) A Sub-Committee Secretary shall:

- a) Report on any recommendations made by the Sub-Committee;
- b) Maintain the records of the Sub-Committee minutes, current membership and sub-committee listing;
- c) Record all business transacted at each meeting of the sub-committee;

- d) Maintain records of attendance of each sub-committee member;
- e) Conduct and report on all correspondence on behalf of the sub-committee;
- f) Other specific duties as outlined in the bylaws of the organization.

6) The Chief Information Officer shall:

- a) Act in an advisory, non-voting capacity to the IT Steering Committee;
- b) Report, quarterly, to the Board of Commissioners identifying SLA achievement and cost reductions;
- c) Provide guidance to the IT Steering Committee regarding IT best practices;
- d) Assist the IT Steering Committee to align individual objectives and programs to enterprise objectives and strategies;
- e) Assist in developing IT policies, standards and procedures for the Shelby County enterprise;
- f) Assist the IT Steering Committee to unite IT processes across the Shelby County enterprise.

Section 5. Term. Each elected officer shall serve a term of one (1) year or until a successor has been duly elected or appointed. Term shall be the calendar year – beginning January 1st and ending December 31st. No member can serve more than one term in a four year period.

Section 6. Meetings. The Chairperson shall provide for by resolution the time and place for the holding of at least one annual meeting of the IT Steering Committee, and of the additional regular meetings of the IT Steering Committee, without other notice than such resolution.

Section 7. Notice. Notice of any special meeting of the IT Steering Committee shall be given at least two days previously thereto by oral or written notice delivered personally or sent by email to each member at his or her business address. Any member may waive notice of any meeting, and the attendance of a member at any meeting shall constitute a waiver or notice of such meeting. Generally, meetings will be posted on the Shelby County's Web site on the IT Steering Committee's web page.

Section 8. Quorum. A majority of the IT Steering Committee present at a meeting shall constitute a quorum for the transaction of business. The Steering Committee may vote to adjourn a meeting without transacting business, if it is determined that a vote would not represent the majority of members of the committee. The act of the majority of the members present at a meeting shall be the act of the IT Steering Committee.

Section 9. Voting. Each member, as described in Article Three, Sections 1 and 2 of these Bylaws, shall have the right to cast one vote at any matter at any particular meeting. The decision of a majority of the voting members present at a meeting at which a quorum is established will be binding on the organization, unless provisions of these Bylaws require greater vote.

Section 10. Proxy. No voting by proxy will be allowed.

Section 11. Removal of an Officer. If an officer does not fulfill duties required as described in this Article, that officer will be notified in writing of the meeting at which removal from office will be discussed and voted upon. At that meeting, the officer may present statements to the Steering Committee in an effort to retain the position. Removal will occur if so voted by majority of the Committee members present at the meeting.

Section 12. Special Elections If an officer is either required to step down or has resigned, the Nominating Committee shall follow the process described in Article Six, Section 1. The elected officer shall serve out the term of the original officer. If the newly elected officer has filled a position for less than one half of the original officer's term then that officer will continue to be eligible to serve an additional full term.

Article Five **General Provisions**

Section 1. Fiscal Year. The fiscal year of this organization shall follow the fiscal year of Shelby County Government.

Section 2. Participation. All County divisions and Elected Officials shall participate on the IT Steering Committee and significant initiatives shall be reviewed in light of the recommendations made by the Sparks Bureau of Business and Economic Research and endorsed by the Board of Commissioners (Appendices 002 and 003) by using the following priorities:

- Mandated requirements
- Enhance Security
- Improve internal controls, operational standards and organization accountability
- Reduce costs and/or enhance revenue when applicable
- Improve service quality and efficiency
- Ensure a current and supportable application and technology infrastructure

Section 3. Use of Information Technology Services. The consolidation of IT led by a CIO, key IT leaders and a stronger relationship model with elected officials and administration was the first recommendation of Sparks Bureau of Business and Economic Research. Based on the resolution passed by the Board of Commission (Appendix 004), all areas under the Mayor's Administration will consolidate under Information Technology Services. All County elected officials who chose to may also use Information Technology Services.

Article Six **Sub-Committees**

Section 1. Nominating Sub-Committee. Meet to receive nominations for the elected offices of the organization and to prepare a slate of nominees and a ballot for the election of officers. The committee shall be made up of the Chairperson, Vice-Chairperson and one at-large person nominated and elected by the IT Steering Committee.

Section 2. Executive Sub-Committee. Meet to review projects on behalf of the IT Steering committee on issues when timing is critical to the continuance of a project. The committee is composed of the Chairman, Vice-Chairman, Immediate Past Chairman, Secretary and CIO. This committee shall provide ideas, guidance and leadership to the organization. The committee may approve O & M expenses not in the CIP budget that must be submitted to the Shelby County Commission for approval when timing is critical to the continuance of the project. All other projects will be referred to the Project Approval Committee. The "Guideline for Overall Project Approval and Implementation" (Guideline 001) will be used to evaluate all projects requiring Shelby County Commission approval.

The Executive Sub-Committee is responsible for:

- Keeping the IT Steering Committee informed of current best practices in IT governance
- Reviewing IT governance trends for their applicability to the IT Steering Committee
- Updating the IT Steering Committee's IT Governance policies and procedures.

Section 3. Project Review Sub-Committee. Meet to review IT oriented expenses requiring Shelby County Commission approval, both Capital Improvement Projects (CIP) and any other project that must be submitted to the Shelby County Commission. This committee will determine project feasibility and make recommendations regarding the viability of a project and the priorities of projects to the IT Steering Committee for its approval. The committee is to be made up of Chairman and a Secretary. No Sub-committee member shall have a request for a CIP in that year. If the Chairman has a CIP to be reviewed, he or she cannot evaluate the requests but can still preside over the meetings. Projects may be requested to be reviewed throughout the year as determined by the Sub-Committee Chair. When timing is critical, the chair will determine the feasibility of calling an evaluation meeting or, with the concurrence of the CIO, will refer the project to the Executive Committee for evaluation.

Section 4. Judicial Technology Subcommittee. The goal of this subcommittee is to provide guidance, share knowledge and resources to facilitate IT coordination among the Courts of Shelby County Government. The committee is composed of a Chairperson and a Secretary and all members and nonmembers of the IT Steering Committee who have an interest in the Courts and who are willing and able to contribute to the subcommittee's mission.

Section 5. PCI Compliance Sub-Committee. The goal of this subcommittee is to provide guidance, share knowledge and resources to facilitate and maintain PCI compliance in Shelby County Government. The committee is composed of a Chairperson and a Secretary and all members and nonmembers of the IT Steering Committee who are impacted by PCI compliance and who are willing and able to contribute to the committee's mission.

Section 6. GIS Sub-Committee. The GIS Subcommittee is responsible for coordinating the efforts of all Committee members in the development and distribution of GIS related data and applications as defined by the needs of Shelby County Government. In addition, the Sub-Committee will provide recommendations to representatives of ReGIS regarding County and region wide GIS standards, data use policies, and shared applications. The committee is to be made up of Chairman, and a Secretary and all members and nonmembers of the IT Steering Committee who are willing and able to contribute to Shelby County's GIS goals. In addition, the Director of ReGIS shall be present at the meeting to act as an advisor.

Section 7. Temporary Sub-Committees. As the need arises, temporary sub-committees may be created at the will of the IT Steering Committee. These committees will serve a specific purpose and will last until the purpose has been completed. Makeup of these committees will be decided by the IT Steering Committee majority and will be determined by the requirements of the task.

Article Seven Amendments

Section 1. Amendments to Bylaws. These Bylaws may be altered, amended, or repealed and new Bylaws may be adopted by a majority of the IT Steering Committee, provided that such alterations, amendments, or proposed substitute Bylaws have been read or distributed to all members present at the previous regular meeting or such action may be made at a special meeting held at least ten days after the regular meeting at which the reading or distribution was made.

Section 2. Guidelines and Amendments to Guidelines. Guidelines to govern specific procedures or processes of the IT Steering Committee or its Sub-Committees may be added as Guidelines to this document. These Guidelines may be altered, amended, or repealed and new Guidelines may be adopted by a majority of the IT Steering Committee, provided that such alterations, amendments, or proposed substitute Guidelines have been read or distributed to all members present at the previous regular meeting or such action may be made at a special meeting held at least ten days after the regular meeting at which the reading or distribution was made. Guidelines will be added and numbered in the order they were first submitted, even if changes are introduced later.

Section 3. Reference documents. Reference documents that note how and why the Bylaws, Amendments or Guidelines have been created by the IT Steering Committee or its Sub-Committees may be added as Appendices to this document. These documents may be altered, amended, or repealed as new documents are adopted by a majority of the IT Steering Committee, provided that such alterations, amendments, or proposed substitute documents have been read or distributed to all members present at the previous regular meeting or such action may be made at a special meeting held at least ten days after the regular meeting at which the reading or distribution was made. Appendices will be added and numbered in the order they were first submitted, even if changes are introduced later.

Appendix 001 – Resolution 1

Item #: 15

Moved by: GIBSON

Prepared by: Mike Swift

Seconded by: PELLICCIOTTI

Approved by: Brian Kuhn
County Attorney

RESOLUTION ESTABLISHING AN IT STEERING COMMITTEE TO PROVIDE STRATEGIC GUIDANCE FOR THE UTILIZATION OF TECHNOLOGY THROUGHOUT COUNTY GOVERNMENT. SPONSORED BY COMMISSIONERS GIBSON AND PELLICCIOTTI.

WHEREAS, The Sparks Bureau of Business and Economic Research's Information Technology Strategic Plan calls for the creation of an Information Technologies or IT Steering Committee; and

WHEREAS, The IT Steering Committee will provide a long range vision for the utilization of information technology; and

WHEREAS, The IT Steering Committee will provide for improved coordination between County offices for delivering technology resources to County citizens and employees.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF SHELBY COUNTY, TENNESSEE, That Shelby County Government establishes an IT Steering Committee in accordance with the recommendation of the Sparks Bureau of Business and Economic Research.

BE IT FURTHER RESOLVED, That the responsibilities of the IT Steering Committee shall be:

1. Provide guidance and recommendations to the Mayor and County Commission regarding the overall strategic direction and priorities regarding information technologies.
2. With respect to large (over \$100,000.00) Information Technologies projects and programs, the committee should:
 - a. Take responsibility for the project's feasibility, business plan, and achievement of outcomes.
 - b. Ensure the project's scope aligns with the requirements of the stakeholder groups, and to represent stakeholder interests in project deliberations.

Appendix 001 – Resolution 1

- c. Provide those directly involved in the project with guidance on project business issues, especially issues which could compromise the success of the project.
 - d. Ensure effort and expenditure are appropriate to stakeholder expectations.
 - e. Assist in the evaluation of project risks and project risk management approaches.
 - f. Keep the project scope under control as emergent issues force changes to be considered.
 - g. Reconcile differences in opinion and approach and resolve disputes arising from them.
 - h. Make recommendations regarding the structure of the Information Technologies Department and the hiring of a Chief Information Officer.
3. Review requests for inclusion of information technology projects in the Capital Improvement Program and to make recommendations regarding both inclusion of those projects in the Capital Improvement Program and the prioritization of those projects recommended.

BE IT FURTHER RESOLVED, That the IT Steering Committee include the:

1. Chief Administrative Officer
2. Director of each Division of the Mayor's Administration
3. Sheriff
4. Assessor
5. County Clerk
6. Register
7. Trustee
8. Chancery Court Clerk
9. Circuit Court Clerk
10. Criminal Court Clerk
11. General Sessions Court Clerk
12. Juvenile Court
13. Juvenile Court Clerk
14. Probate Court Clerk
15. Commission Chief Administrator

Appendix 001 – Resolution 1

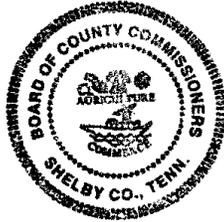
16. Private sector individuals with technology credentials – at least two and not more than four persons

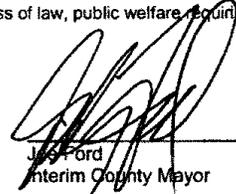
The Mayor may replace any of the Directors with an Administrator or above from that Division. The Sheriff, Assessor, County Clerk, Register, Trustee, each Court Clerk and the Juvenile Court representative may be either that official or their Chief Administrator.

The private sector individuals will be appointed by the Mayor and approved by the County Commission. The other Elected Officials are encouraged to make recommendations for these positions. The IT Steering Committee shall select a Chairman and a Secretary to serve a term of one year and no member can serve more than one term in a four year period. The Chief Information Officer shall serve as an ex officio member.

BE IT FURTHER RESOLVED, That the IT Steering Committee and/or the CIO will report to the Board of County Commissioners on a quarterly basis identifying SLA achievement and cost reductions.

BE IT FURTHER RESOLVED, That this Resolution shall take effect from and after the date it shall have been enacted according to due process of law, public welfare, requiring it.





Jeff Ford
Interim County Mayor

Date: 7/19/10

ATTEST:



Carolee Hyde
Clerk of County Commission

ADOPTED: JULY 12, 2010

Appendix 002 – Resolution 2

Item #: 16

Moved by: RITZ

Prepared by: Mike Swift

Seconded by: MALONE

Approved by: Christy Kinard

RESOLUTION ENDORSING THREE MAJOR RECOMMENDATIONS BY THE SPARKS BUREAU OF BUSINESS AND ECONOMIC RESEARCH AND REQUIRING THE CENTRALIZATION OF INFORMATION TECHNOLOGIES. SPONSORED BY COMMISSIONER J. W. GIBSON, II.

WHEREAS, The Sparks Bureau of Business and Economic Research presented their report titled "Shelby County Information Technology Strategic Plan" and in their presentation they emphasized three major recommendations:

1. Consolidate Shelby County information technologies infrastructure.
2. Extensive use of commercial off-the-shelf software.
3. Revamp IT organization structure and governance:
 - a. Create an Information Technologies Steering Committee.
 - b. Create a Chief Information Officer position and organization reporting to the Mayor.

WHEREAS, There is significant duplication of information technologies within Shelby County Government; and

WHEREAS, Substantial cost savings, as well as efficiency and effectiveness can be gained by combining information technology services; and

WHEREAS, All county-wide information technologies including purchase and support of all computer hardware, commonly used software such as the Microsoft suite of products, desktop support, help desk can and should be provided by a single data center; and

WHEREAS, Each office or department should continue to have primary responsibility for computer software that is solely or primarily for that office or department; and

WHEREAS, Currently information technologies are substantially centralized for all offices and departments except for the Sheriff, Trustee, Assessor, Register, Juvenile

Appendix 002 – Resolution 2

Court, Health Department and Head Start; and

WHEREAS, Centralized services provided to each elected official should be supported by a service level agreement (SLA) that documents the services to be provided and service level commitments to provide assurance and accountability regarding these services being provided in an acceptable manner; and

WHEREAS, The transition of services to the Information Technologies Department should be done in a planned and orderly manner.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF SHELBY COUNTY, TENNESSEE, That we concur with the recommendations of the Sparks Bureau of Business and Economic Research to consolidate information technologies infrastructure, use commercial off-the-shelf software and revamp the IT organization structure and governance.

BE IT FURTHER RESOLVED, That as part of the consolidation of information technologies, the Information Technologies Department shall be the sole provider of information technologies infrastructure within Shelby County Government which includes but is not limited to:

1. Hosting all computer servers in the County's two datacenters or in other locations determined by the CIO and/or IT Department Administrator based on proximity needs and other issues.
2. Providing the local area network (LAN), wide area network (WAN), Internet (ISP), email and physical cabling, thereby providing all communications from the datacenters to the wall jacks.
3. Desktop support for telephones and computers including the purchase, installation and maintenance.
4. Help desk for all of Shelby County Government for "trouble calls" and project initiation.
5. Review and recommendation of all software requested by departments and offices to maintain consistency and avoid duplication.
6. Selection and acquisition of all software used by multiple offices.

BE IT FURTHER RESOLVED, That these functions should be transitioned to the Information Technologies Department as quickly as practical. For those offices and

Appendix 002 – Resolution 2

departments not substantially centralized as identified above, a transition plan shall be submitted to the County Commission by December 31, 2010, with the transition to be completed by December 31, 2011. The transition plan should be agreed upon by both the Elected Official or Division Director and the Information Technologies Department, however, if they cannot agree, each should submit a transition plan.

BE IT FURTHER RESOLVED, That transition plans shall include the transfer of all positions and budgeted costs for services that will be transferred to the Information Technologies Department. The transition plans shall also identify positions that will be eliminated.

BE IT FURTHER RESOLVED, That every effort shall be made to accomplish personnel reductions by attrition. Those positions determined not be necessary shall be eliminated. If a position to be eliminated is currently filled, that person will be given first consideration for any appropriate vacant positions and they shall be given at least 60 days notice before their position is eliminated.

BE IT FURTHER RESOLVED, That each office or department will continue to have full responsibility for any computer software applications that are solely or primarily for their office or department and that office or department may retain the positions and operating costs related to those software applications as agreed upon between the Elected Official or department head and the Information Technologies Department.

BE IT FURTHER RESOLVED, That service level agreements are to be agreed upon with each office for the services provided.

BE IT FURTHER RESOLVED, That we hereby request the Mayor to prepare Resolutions to create an Information Technologies Steering Committee and to amend the FY 2011 Operating Budget to add a Chief Information Officer position.

BE IT FURTHER RESOLVED, That resources other than the General Fund should be used for information technology costs where appropriate. For offices that have Data Processing Fee Funds, these funds shall pay all appropriate costs before the use of any General Fund Budget.

BE IT FURTHER RESOLVED, That this Resolution shall take effect from and after the date it shall have been enacted according to due process of law, public welfare requiring it.

Appendix 002 – Resolution 2





Job Ford
Interim County Mayor

Date: 7/19/10

ATTEST:



Caroline Duff
Clerk of County Commission

ADOPTED: JULY 12, 2010

Appendix 003 – Resolution 3

Item #: 17

Moved by: BURGESS

Prepared by: _____

Seconded by: HARVEY

Approved by: _____

RESOLUTION AMENDING RESOLUTION NO. 16 ADOPTED JULY 12, 2010, WHICH ENDORSED RECOMMENDATIONS BY THE SPARKS BUREAU OF BUSINESS AND ECONOMIC RESEARCH AND REQUIRED THE CENTRALIZATION OF INFORMATION TECHNOLOGIES, AND REQUIRING THE COOPERATION OF ALL ELECTED OFFICIALS TO IMPROVE CUSTOMER SERVICE THROUGH IMPROVED INFORMATION TECHNOLOGIES AND ENTERING INTO SERVICE LEVEL AGREEMENTS. SPONSORED BY COMMISSIONER HEIDI SHAFFER.

WHEREAS, The Sparks Bureau of Business and Economic Research report titled "Shelby County Information Technology Strategic Plan" stated:

1. "Central IT does not provide adequate services for either elected officials or the Administration."
2. "There is a general lack of confidence between other County Government organizations and Central IT."
3. "Two of the larger Administration departments maintain IT staffs to support their applications and information needs with support from Central IT."
4. "The current Central IT help desk environment suffers from a crucial lack of substantive performance measures and its unwillingness to commit to industry norm service level agreements (SLAs) that hold CIT accountable for its performance."
5. "Staffing levels are known to be well above what would be expected for the services being delivered by the Central IT Department."
6. "By law and Charter, there are organizational and functional boundaries between the Board of Commissioners, elected officials, and the Mayoral Administration that cannot be breached via a wholesale reorganization such as is commonly seen in the private sector."
7. "Since neither the Mayor nor the Board of Commissioners has the authority to force the transfer of positions and staff among and between the elected officials organizations and the Administration, the

Appendix 003 – Resolution 3

reorganization of IT management and staff envisioned here cannot simply be achieved via executive fiat."; and

WHEREAS, The newly elected Commissioners and County officials should have the opportunity to participate in determining the scope of this issue before being expected to vote on funding for such an extensive and high impact project; and

WHEREAS, The objective is to provide the best service possible to the citizens of Shelby County; and

WHEREAS, It is the desire of the newly elected Commissioners to require that all County-wide Information Technologies, including purchase and support of all computer hardware, commonly used software such as the Microsoft Suite of products, desktop support, and a help desk be provided by a single data center to all areas within the County Mayor's Administration, including the Health Department and Head Start, and to any other County elected officials requesting such services; and that the transition plan that is due on December 31, 2010, include all such offices.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF SHELBY COUNTY, TENNESSEE, That Resolution No. 16 adopted July 12, 2010, be and is hereby amended so as to concur with the recommendations of the Sparks Bureau of Business and Economic Research to consolidate Information Technologies infrastructure, use commercial off-the-shelf software, and revamp the IT organization structure and governance, but only within the areas of the Mayor's Administration, including the Health Department and Head Start, and with any other County elected officials who request such services.

BE IT FURTHER RESOLVED, That the IT centralization plan that is due on December 31, 2010, shall include all areas within the County Mayor's Administration, including the Health Department and Head Start, and any other County elected officials who request such services.

BE IT FURTHER RESOLVED, That all County elected officials shall cooperate and coordinate with the Mayor's Administration and other County elected officials to improve efficiency and effectiveness within IT in order to improve service to our customers.

BE IT FURTHER RESOLVED, That service level agreements are to be agreed upon with each office for the services provided.

BE IT FURTHER RESOLVED, That resources other than the General Fund should be considered for information technology costs where appropriate. For County Charter offices that have Data Processing Fee Funds, these funds should pay all appropriate costs before the use of any General Fund Budget subject to the offices' budget and County Commission approval.

Appendix 003 – Resolution 3

BE IT FURTHER RESOLVED, That this Resolution shall take effect in accordance with the Shelby County Charter, Article II, Section 2.06(B).

Mark H. Luttrell, Jr.
County Mayor

Date: _____

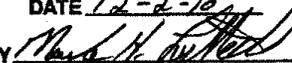
ATTEST:





Clerk of County Commission

ADOPTED: November 22, 2010

VETO
DATE 12-2-10
BY 
SHELBY COUNTY MAYOR

Appendix 003 – Resolution 3



Shelby County Government

MARK H. LUTTRELL, JR.
MAYOR

December 2, 2010

Commissioner Sidney Chism
Chairman, Shelby County Board of Commissioners
160 N. Main Street, Suite 450
Memphis, TN 38103

Dear Chairman Chism:

In accordance with Section 2.07 of the Shelby County Charter, I am returning Resolution #17 adopted by the Shelby County Board of Commissioners on November 22, 2010 with my veto affixed. As I stated in the Budget Committee meeting of December 1, 2010, I cannot support this measure which has the effect of diluting the efficiency gains and cost savings that were provided in the original Information Technology consolidation plan passed by resolution in July 2010.

I regret that the veto is necessary; however, I cannot in good conscience approve a measure that is not in the best interests of Shelby County Government and the taxpayers of Shelby County. I am agreeable to further discussions on this issue and hope that an agreement can be reached that both the Commission and Administration can accept.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark H. Luttrell, Jr.", is written over a faint circular stamp.

Mark H. Luttrell, Jr.
Mayor

CC: County Attorney

VASCO A. SMITH, JR. ADMINISTRATION BUILDING
160 North Main Street, Suite 850 • Memphis, TN 38103 • 901-545-4500 • Fax 901-545-4759
www.shelbycountymn.gov

Appendix 004 – Resolution 4

Item #: 1

Moved by: BUNKER

Seconded by: THOMAS

Prepared by: Steve Summerall

Approved by: Christy L. Kinard
Assistant County Attorney

RESOLUTION OVERRIDING THE COUNTY MAYOR'S VETO OF ITEM NO. 17, ADOPTED BY THE BOARD OF COUNTY COMMISSIONERS ON NOVEMBER 22, 2010, ENTITLED "RESOLUTION AMENDING RESOLUTION NO. 16, ADOPTED JULY 12, 2010, WHICH ENDORSED RECOMMENDATIONS BY THE SPARKS BUREAU OF BUSINESS AND ECONOMIC RESEARCH AND REQUIRED THE CENTRALIZATION OF INFORMATION TECHNOLOGIES, AND REQUIRING THE COOPERATION OF ALL ELECTED OFFICIALS TO IMPROVE CUSTOMER SERVICE THROUGH IMPROVED INFORMATION TECHNOLOGIES AND ENTERING INTO SERVICE LEVEL AGREEMENTS." SPONSORED BY COMMISSIONER HEIDI SHAFER.

WHEREAS, The Shelby County Board of Commissioners adopted Resolution No. 17, on November 22, 2010, which amended Resolution No. 16, adopted July 12, 2010, that endorsed recommendations by the Sparks Bureau of Business and Economic Research and required centralization of Shelby County Government Information Technologies; and

WHEREAS, The County Mayor vetoed the Information Technology Resolution on December 2, 2010, and sent back to the County Commission for action; and

WHEREAS, Pursuant to Article II, Section 2.07 (B), of the Shelby County Charter, the Shelby County Board of Commissioners desires to override the veto of the County Mayor for said Resolution.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF SHELBY COUNTY, TENNESSEE, That pursuant to Article II, Section 2.07 (B), of the Shelby County Charter, that the County Mayor's veto of Item No. 17, adopted on November 22, 2010, is hereby overridden.

BE IT FURTHER RESOLVED, That because of said override, Item No. 17, adopted November 22, 2010, is in full force and effect.

Appendix 004 – Resolution 4

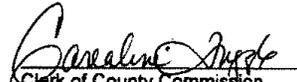
BE IT FURTHER RESOLVED, That this Resolution shall take effect immediately, the public welfare requiring it.



Mark H. Luttrell, Jr.
County Mayor

Date: _____

ATTEST:



Caroline Meade
Clerk of County Commission

ADOPTED: DECEMBER 31, 2010

NOTE: PURSUANT TO SHELBY COUNTY CHARTER, SECTION 2.07(c), IF COUNTY MAYOR FAILS TO SIGN OR VETO RESOLUTION WITHIN TEN DAYS THE RESOLUTION BECOMES EFFECTIVE WITHOUT THE SIGNATURE UPON THE EXPIRATION OF THE TEN-DAY PERIOD OR AT A LATER DATE IF THE RESOLUTION SO PROVIDES.