COMMONWEALTH OF MASSACHUSETTS

CITY OF LOWELL

In City Council

ORDINANCE

An Ordinance amending *The Code of Ordinances* for the City of Lowell by transferring several positions from various departments to the Department of Management Information Systems. Other reorganizational amendments to various Departments, Divisions and positions follow.

The City Council by virtue of General Laws, Chapter 43, Section 5 has the right to reorganize the Departments of the City of Lowell; and

The voters of Massachusetts have adopted the Home Rule Amendment to the Constitution of Massachusetts (Amendment 89 of Article II of the Constitution of Massachusetts).

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF LOWELL, as follows:

I

Article VII of Chapter 20 of the City of Lowell Code of Ordinances ("the *Code*") adopted by the City Council on December 23, 2008 (as amended) entitled Department of Management Information Systems, is amended by transferring several positions from various departments to the Department of Management Information Systems. Pursuant to the Plan E form of government, the Department of Finance and all of its Departments and Divisions, except for the position of City Auditor, shall serve under the jurisdiction of the City Manager. The Department shall operate pursuant to the attached Table of Organization (Attachment "A"). Said Attachment is incorporated into this Ordinance.

In order to reflect ongoing changes to organizational responsibilities and staff titles reflective of their functions, the City Manager, shall have the authority to modify staff titles and the Table of Organization in said Department. It is further understood that any future changes of staff titles and/or the Table of Organization shall not result in any added or deleted positions, without prior approval by Ordinance by the City Council.

II

All paragraphs, sentences, clauses and phrases of this Ordinance are severable, and if any phrase, clause, sentence, paragraph or section of this Ordinance is found unconstitutional or otherwise invalid by the valid judgment or decree of a court of competent jurisdiction, such finding(s) shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of this Ordinance.

III

All provisions of the *Code* not inconsistent with this Ordinance shall continue in effect, but all inconsistent provisions are repealed.

IV

This Ordinance shall take effect upon its passage in accordance with the provisions of Chapter 43 and 40A of the General Laws of the Commonwealth of Massachusetts.

APPROVED AS TO FORM:

Corey Williams
City Solicitor

Ordin/reorg/MIS

Attachment "A"

MIS

FY24 Positions:

Chief Information Officer
MIS Director
Cyber Security Specialist,
Systems Administrator
Systems Administrator
GIS Manager
Network Systems Specialist
Application System Specialist
Application System Specialist
Sr. Application System Specialist
Cyber Security Administrator
Desktop Support Specialist
Application System Specialist
311 Director and Management Data Analyst
311 Specialist/ Jr. Data Analyst
311 Specialist/ Jr. Data Analyst
Technical Administrative Assistant
Technical Administrative Assistant (PT)

FY25 Positions:

Chief Information Officer
MIS Director
Cyber Security Specialist
Systems Administrator
Systems Administrator
GIS Manager
Network Systems Specialist
Application System Specialist
Application System Specialist
Sr. Application System Specialist
Cyber Security Administrator
Desktop Support Specialist
Application System Specialist
311 Director and Management Data Analyst
311 Specialist/ Jr. Data Analyst
311 Specialist/ Jr. Data Analyst
Technical Administrative Assistant
Technical Administrative Assistant
Deputy Chief Information Officer
Office Manager
Sr. Network Specialist
Desktop Support Specialist
Jr. Desktop Support Specialist
MIS Director (SAFE)
Systems Administrator (SAFE)
Systems Administrator (SAFE)
Application Specialist (SAFE)
Desktop Support Specialist (SAFE)
Desktop Support Specialist (SAFE)
MIS Director (APPS)
Application Specialist
Technology Trainer

City of Lowell
Management Information Systems
375 Merrimack Street • Lowell, MA 01852
P: 978.674-4099 • F: 978.970.4004 • www.lowellma.gov

MEMORANDUM

Mirán Fernandez
Chief Information Officer
Cable TV Coordinator

John Meyers
MIS Director

TO: Thomas A. Golden, Jr., City Manager

FROM: Mirán Fernandez, Chief Information Officer

DATE: March 1, 2024

Re: Recommendations to re-align and consolidate the delivery and governance of technology throughout the organization.

I write to recommend a complete re-alignment and consolidation of technology governance throughout the City of Lowell's various departments in order to ensure a maximum return on the taxpayer's technology investment.

Established by ordinance in 1988, the City's centralized Management Information Systems (MIS) department was created to perform the following: (1) maintain/manage existing computer systems, (2) address present/future needs, and implement improvements, and (3) focus on keeping ahead of ever-changing advancements of methods and technology in the information field.

As technology needs evolved, "secondary" MIS groups emerged at Police, Fire, the Library, and the Career Center, focused on meeting their own technology needs, within their own reporting structures, and with little governance or oversight by the City's centralized MIS department. The lack of centralized MIS structures, systems, and practices in place to assign decision-making authorities, define how decisions are to be made, and establish the organization's strategic direction, coupled with staffing changes and shortages within these "secondary" MIS groups present significant risks to the City overall technology posture. COVID and the cyber-related event served to highlight the variety of operational challenges created by the lack of centralized technology governance and the continuance of "secondary" MIS groups.

I respectfully request that these "secondary" MIS groups be (1) consolidated into and within the City's centralized MIS department, and (2) re-organized to support general applications, general operations, and public safety operations under unified governance guidelines. Throughout these changes, MIS will continue to work with the various departments to ensure their technology needs are met.

A properly re-aligned and consolidate technology organization will increase the delivery of technology services/ support, increase our operational flexibility and continuity, ensure technology decisions are consistent with best practices and secured properly, provide a unified and strategic technology roadmap, and return significant dividends on the taxpayer's technology investments

Thank you for your continued support.

Office of the City Manager
City Hall • 375 Merrimack Street • Lowell, MA 01852
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www.LowellMA.gov

Thomas A. Golden, Jr.
City Manager

May 21st, 2024

Mayor Daniel Rourke
And
Members of the Lowell City Council

Dear Mayor Rourke and Members of the Lowell City Council,

I am hereby requesting the council vote to amend Chapter 20 of the Code of Ordinances for three specific reasons. First is one of my administrations priorities with this budget is the reconfiguration of the Management Information Systems Department ("MIS"). The proposed ordinance allows for the reorganize of certain positions from other departments so they can be incorporated into MIS. The second amendment is one of this City Council's top priorities in establishing a marketing department within the CASE department. This would allow for certain positions from other departments to come into this new Marketing department, it would also add an existing position as a department head. Lastly, the administration would like to propose putting the recreation department back into DPW and removing it from Health and Human Services. This last amendment stems from a City Council motion a couple of months ago to have the administration look into combining these divisions again.

The Law Department has prepared a Vote to authorize passage of this proposed ordinance Amendment. Please let me know if they're any questions.

Sincerely,

Thomas A. Golden, Jr.
City Manager

CC: Conor Baldwin, Chief Financial Officer
Neil Osborne, HR Director