



Date: October 18, 2018
To: Patrick H. West, City Manager *T.M.W.*
From: Lea D. Eriksen, Director of Technology and Innovation *LE*
For: Mayor and Members of the City Council
Subject: **Updates on 1) City Technology Cloud Plan and 2) Assessment on Alternatives to Handset Phones**

At its June 19, 2018 meeting, the City Council requested the City Manager report within 120 days on:

1. The development of a plan to leverage the cloud for the City's data and systems; and,
2. An assessment on soft phones, bring your own device (BYOD) or other methodologies to minimize the number of handset phones.

The Technology and Innovation Department (TID) is preparing a report that will cover the City's existing use of the "cloud," plans to utilize it for upcoming projects/systems, and the approach and considerations for leveraging its use in the long-term. In addition, TID is also preparing a report that addresses: (a) the status of our work to minimize the number of handset phones used by the City through a pilot of soft phone technology; (b) the exploration of Microsoft Teams; and, (c) the proposed use of technology for private devices (BYOD) to ensure both security and appropriate records retention, and related policy considerations. We anticipate submitting both reports by November 30, 2018.

Thank you for your support and patience in this effort, as staff is diligently working to respond to these requests. Please contact me at (562) 570-6234 or via email at lea.eriksen@longbeach.gov with any questions.

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