SHAKER HEIGHTS

Administration Committee
Tuesday, February 9, 2021
8:00 A.M.
Via Teleconference - Zoom

Members Present: Carmella Williams, Chairperson, Council Member
                   Tres Roeder, Council Member
                   Rob Zimmerman, Council Member
                   Kim Bixenstine, Resident Member
                   James Brady, Resident Member
                   Tamika Rashid, Resident Member
                   Brian Rosenfelt, Resident Member

Others Present: David E. Weiss, Mayor
                   Jeri Chaikin, CAO
                   Bill Gruber, Law Director
                   Sandra Middleton, Human Resources Director
                   Frank Miozzi, Information Technology Director
                   Julie Voyzey, Communications & Marketing Director
                   Vincent VanAuker, Sr. Enterprise Account Executive/Sales

The meeting was called to order by Chairperson Carmella Williams at 8:00 a.m.

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Approval of the November 11, 2020 Meeting Minutes

Chair Williams noted revisions to the CAO's name in which the last name was not included and asked if there were any other changes or comments to the minutes of the November 11, 2020 meeting.

It was moved by Member Kim Bixenstine and seconded by Member Brian Rosenfelt that the minutes be approved as submitted.

Minutes of the November 11, 2020 meeting were approved as corrected.

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NEOGOV Learning Management System Demonstration

Human Resources Director Sandra Middleton stated the City currently uses centralized group training with the primary platform being council chambers as well as sending employees for training through diversity centers, Cleveland State Leadership, etc. Employees also find and attend outside

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training to enhance skills and obtain continuing education credits. The City has defined a training platform that provides centralized training, other than mandated training such as sexual harassment and ethics, we believe would strengthen our workforce. This centralized training would train employees promoted to supervisory roles, enhance skills, increase job satisfaction and overall improve the quality of our workforce. NEOGOV offers a learning management system with over 1,200 courses as well as customized training. Director Middleton introduced Vincent VanAuker of NEOGOV.

Mr. VanAuker stated he is the east coast account executive for NEOGOV, which has been in practice for about 20 years. They focus exclusively on government and have over 6,000 government customers nationwide with about 50 at all levels of government across Ohio. Government agencies turn to NEOGOV software as they focus on the public section and understand the unique nuances of government. All developed systems, enhancements, training updates, etc. are based on feedback from current customers, keeping software development industry focused. The system is 100 percent web-based technology from any internet device.

Mr. VanAuker proceeded to give a demonstration of the system. The front end, referred to as human capital management, specializes in the areas of attraction and recruitment of new employees as well as the onboarding, in boarding and off boarding of the workforce. This is the recruit module where employees are brought up to speed quickly and facility any change to employment status.

The next module is the develop module used for performance management and training. It is an LMS tool with over 1,300 government specific trainings, which can be conducted virtually or in a classroom. A central employee repository tracks position management and personnel related data such as benefits, payroll and attendance.

The learning management component is the area of the City's focus. The screen shows an example of an employee dashboard with the top portion summarizing training activity including progress of a course, authorization, current enrollments and due dates. The system generates notifications to ensure training is completed. The middle section lists course cards and content. Courses can be marked as required or elective. The system has the ability to align direct reports so when an employee changes positions they are automatically assigned to the appropriate director level according to the hierarchy of what the agency inputs in the system. Supervisors have the capability to view an employee's status as well as enroll them in courses. The transcript tracks all training related activity including assessments, surveys, and results. In addition, external certifications and licenses accumulated outside the agency can be uploaded which can be used as a reminder when recertification is due. Therefore, the system provides a centralized training platform with a qualification and certification record.

The training catalog contains over 1,300 courses built in including popular employee liability courses such as sexual harassment prevention, ethics, health and safety along with courses such as diversity, leadership development, etc. In addition, the program has the ability to create and design your own courses that can be built into the library as well as link to any third party online course.

Regarding learning plans, the idea of an LMS system is not only to train, but also to continuously develop employees from within so they can be designed to create a specific track of trainings. For example, a new hire orientation plan would include all courses that new hires are required to

complete and their progress can be monitored. One popular learning plan is leadership where employees can develop different soft skills or leadership skills needed for advancement. Many agencies use this for succession planning purposes to identify qualified employees. Lastly, all employee information is stored in a talent profile. This includes enrolled and completed courses, certifications, surveys, documents, etc.

Mr. VanAuker asked if there were any questions or comments. A member stated they used a similar system they found be very effective and were supportive of this idea while another member inquired about the process for building and developing their own courses/content. VanAuker responded by demonstrating how to input and build custom online courses through the completion of fields such as course code, category, scoring, recurrence, surveys, and uploading content. For example, how to upload a PowerPoint presentation, the timing of slides, should the training be a pass/fail score, etc. He also demonstrated how to set up reminders for course completion. In response to an inquiry asking if the program would be available for independent contractors, VanAuker stated they would have access via a username (email) and password.

Mr. VanAuker responded to several inquiries by committee members stating the pricing is tiered based on the number of users in increments of 50. For example, one tier is 300-349 users and the next level would be 350-400 users. The pricing tiers do not affect the cloud-based storage, as there are no storage limits on a per user basis. The tool platform can be used with any web browser, but it is recommended to use Chrome or Edge.

A member asked what NEOGOV support would entail from the initial production and throughout the contact. Implementation is approximately six to eight weeks working one-on-one with an implementation coordinator, meeting one to two times per week for an hour or so with NEOGOV importing employee records. Once the system is live, you continue to work with the coordinator for 90 days. Following the 90 days, there is a customer success team available 9:00 am to 9:00 pm Eastern time as well as 24-7 access to the NEOGOV community, a collection of resources and tutorials.

A member asked if an employee fails a course, is it reported to a supervisor and can they take it again until they pass. Supervisors are notified of results and when creating the course, it includes a component that determines whether a course or test can be taken more than once. It is part of the course creation tool.

In response to an inquiry regarding historical data, its licensing, storage and availability, VanAuker stated an inactive employee does not affect user court nor is it purged from the system unless requested. Records are saved for records retention purposes. All records and certifications will be accessible. Further inquiry was made regarding the interface between the NEOGOV program and other existing programs used by the City. The program has different integration options available including MUNIS, currently used by the City for employee information. When MIUNIS and NEOGOV are integrated, for example, rather than making a change in both systems, it can be completed in one and be reflected in both. This is what we refer to as ongoing employee integration. NEOGOV integrations are set up on a flat file basis, which is taking field data accumulated in NEOGOV or MUNIS, sending it to central SFTP folder, encrypted and scheduled for input into the other respective system which can be scheduled hourly, daily or weekly.

The committee had no further questions for Mr. VanAuker and he exited the meeting at which time Director Middleton asked the committee for their thoughts on the NEOGOV system. A member asked about the contract approval process and the timeline for implementation. Director Middleton stated a Request for Proposals (RFP) would be required due to the pricing. NEOGOV is only one of the many tools available. In addition, this training system will tie into completing the management performance piece of the compensation/classification study approved in 2019. Director Middleton is anticipating completion by the end of year depending on this committee's feedback and/or recommendations.

A member asked if the system must go out for an RFP, and other vendors are considered, would they present to the committee. Considering the cost may be more than $25,000 and therefore, require Council approval, than an RFP would be necessary. Currently, the city has a quote for about $24,000, which legally would not require approval. However, Director Middleton indicated even if the cost is under $25,000 she would bring at least one more presentation to the committee for comparison.

In response to a question about current training and if it has continued during COVID, Director Middleton stated a lot of training is through webinars and pre-COVID, employees were also attending in-person seminars. Training is managed at the director/employee level and difficult to track. For example, with continuing education credits, people may ask if they completed a certain class, did they complete requirements, etc. Fire completes numerous training tracked in a standalone system and public works drivers must renew CDL licenses. Centralizing this information would be appealing to employees as well as better managed by the City.

The committee agreed to purchase of a centralized training platform as well as having a presentation from another vendor.

They further discussed the details of pricing and whether $24,000 will provide everything the City needs as often times, prices unexpectedly increase from the base price. The current quote, based on the number of employees, has a base price of about $19,000 with an additional $5,000 for implementation. Director Middleton stated the base price, established according to tiers, would not change as long as the City stays within the quoted tier. It includes all courses requested with the ability to upload personal courses. Implementation costs could vary from the $5,000 quoted.

A member asked about the process/approval if implementation quotes increase bringing total costs over the $25,000 threshold would the City need to repeat the RFP process. In response, it would not need to be re-done, as professional services are exempt from competitive bidding in City ordinances, although traditionally quotes are still obtained. If spending more than $25,000, it would be vetting through this committee and an explanation of the review process presented to Council.

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There being no further business, the meeting was adjourned at 8:28 a.m.

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Carmella Williams, Council Member, Chair
Administration Committee