



Michael Patrick McGinn
Mayor of Seattle

Hand Deliver

August 12, 2010

The Honorable Richard Conlin
President, Seattle City Council
Seattle City Hall, 2nd Floor
Seattle, WA 98104

Dear President Conlin,

I am pleased to transmit to the City Council the following re-confirmation packet for my appointment of William (Bill) Schrier as the Chief Technology Officer for Department of Information Technology. The materials in this packet include:

A. William Schrier

This section contains Mr. Schrier's appointment forms and his résumé.

Mr. William Schrier has been an exemplary Chief Technology Officer for the City of Seattle's Department of Information Technology. He has an impressive record as an outstanding information technology executive with over two decades of experience with technology operations and public administration. Mr. Schrier manages a department of 205 employees and is responsible for budgets of more than \$56 million. Mr. William Schrier has many significant accomplishments as the Chief Technology Officer of Seattle's Department of Information Technology. Under his direction the Seattle Channel has flourished into a national award winning public access channel, he has overseen the installation of over \$13 million in technology, fiber optic and data networks around the City and developed an oversight program for all City of Seattle government information technology projects within all city departments.

Mr. William Schrier has earned a Bachelor of Science Degree in Physics and Mathematics from Loras College in Dubuque, Iowa and a Masters in Public Administration from the University Washington.

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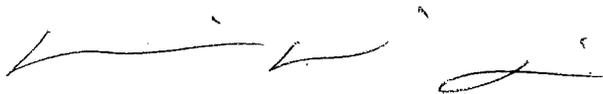
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Mr. Schrier's commitment to the betterment of our country is evident in his service of over twenty years in the United States Army and Army Reserve. Mr. Schrier's leadership and mentoring skills has also been demonstrated in his community volunteer work with the Catholic Archdiocese of Seattle. He is a bright, energetic and conscientious leader who will continue to be an asset to the City Council, the Mayor, and the residents of Seattle served by the Department of Information Technology.

If you have any questions about the attached materials or need additional information, please contact Timothy Killian, 233-3886.

Thank you for your consideration.

Sincerely,



Michael McGinn
Mayor

Attachments: Bill Schrier confirmation documents

Copy: Honorable Members of the Seattle City Council

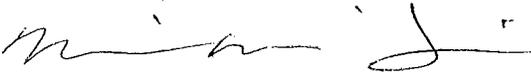
Section

A

**City of Seattle
Appointment**



Notice of Appointment

| | |
|--|--|
| Name: William (Bill) Schrier | <input checked="" type="checkbox"/> Executive <input type="checkbox"/> Legislative |
| Position: Chief Technology Officer Department of Information Technology | Date of Appointment: July 30, 2010 |
| Authority (Ord., Res.): | Term of Office: From: Confirmation To: Confirmation + Four Year Term or Mayor's Discretion |
| Comments: | |
| Authorizing Signature:  | Name and Title of Officer Making Appointments: Mike McGinn, Mayor |

Confirmed by the Following Vote at City Council

| | | |
|------------------|-----------------|--------------|
| In Favor: | Against: | Date: |
| By: | | |



**CITY OF SEATTLE - STATE OF WASHINGTON
OATH OF OFFICE**

STATE OF WASHINGTON

COUNTY OF KING

I, William Schrier, confirm that I am the person appointed on July 30, 2010, and confirmed by the City Council on March 21, 2011, to the position Chief Technology Officer of the Department of Information Technology, City of Seattle, in the State of Washington, and that I possess all the qualifications prescribed for said position by the Charter of the City of Seattle; that I will support the Constitution of the United States and the Constitution of the State of Washington; and the Charter and Ordinances of the City of Seattle; and that I will faithfully conduct myself as Chief Technology Officer of the Department of Information Technology

William Schrier

**Subscribed and sworn to before me
this _____ day of _____, 2011**

(affix seal)

Monica Martinez Simmons, City Clerk

Resume' of William M. (Bill) Schrier

May 2009

bill@schrier.org

Summary

An information technology executive with over 20 years experience in information technology operations and public administration, responsible for budgets of over \$59 million and managing an information technology department of 215 employees.

Present Position

Chief Technology Officer (CIO) and Director, Department of Information Technology (DoIT), City of Seattle, Washington - October 2003 to present. The senior information technology executive in Seattle's City government, reporting directly to the Mayor.

Other Work and Military Experience

- IT operations and management positions at the City of Seattle and SAFECO Insurance
- Assistant Branch Manager, Equitable Savings and Loan, Seattle
- Police Officer, City of Dubuque, Iowa
- Commissioned Officer, U. S. Army Corps of Engineers (Reserve) (Retired)
- High School Teacher, science and mathematics

Educational Experience

M.P.A. (Masters in Public Administration); 2001, University of Washington, Seattle
B. S., Physics and Mathematics, Loras College, Dubuque, Iowa.

Community and Personal Service

United States Army and Army Reserve. Twenty-two years of increasingly responsible experience, beginning on active duty with the United States Army Corps of Engineers at Fort Belvoir, Virginia, and culminating as commander, 3rd Battalion, 104th Division Training Group (a unit of 200 soldiers), United States Army Reserve at Fort Lewis, Washington.

Catholic Archdiocese of Seattle. Fifteen years experience as a volunteer in parish elementary schools and with the Catholic Schools Office of the Archdiocese. This includes six years as a member of the Archdiocesan School Board, serving two years as President of that Board.

Personal Information

Address: [REDACTED] Seattle, WA 98116

Telephones: 206-[REDACTED] (home)
206-937-0633 (work)
206-[REDACTED] (mobile)

Electronic mail: bill.schrier@seattle.gov (work)
[REDACTED] (personal)

Selected Significant Personal Accomplishments

- 1996-2009: Directed technology support for City government at the City's Emergency Operations Center through 12 separate disasters, emergencies or disaster readiness tests.
- 2006 - 2008: Chair of the King County Regional Communications Board, which operates the public safety radio network for all police and fire agencies in the county.
- 2006 - 2009: Providing oversight and leadership to major upgrades / replacement to the City of Seattle's utility billing/customer information system and police dispatch/records management system.
- 2004 - 2009: Obtained and directed \$7,000,000 in homeland security grant funds for technology projects in the tri-county Puget Sound urban area.
- 2008 - 2010: Obtained \$3.4 million grant for upgrade of regional radio network.
- 2008 - 2011: Directing a \$9 million upgrade to City government Office, electronic mail and collaboration software and systems.

Selected Significant Accomplishments of Seattle's Department of Information Technology

This is a selected list of significant 1995 - 2009 projects in progress or finished by work units under my direction:

- The Seattle Channel named "top municipal television station" in the United States in 2007 and 2008.
- Two 10 year cable re-franchises concluded with Comcast and Broadstripe for 180,000 cable users in Seattle.
- Installed \$2.1 million fiber network to connect the five major seats of government and five major emergency operations centers in Western Washington for video teleconferencing and data communications.
- Developed and implemented an oversight program for all City government information technology projects in all departments. Presently overseeing and tracking 30 technology projects valued at over \$80 million. Since oversight began in 2003, no major City technology project has failed.
- Installation of \$7 million in technology in new Emergency Operations Center and Fire Alarm Center
- Installation of telephone and data networks to serve 1,100 employees in new City Hall and Justice Center;
- Installation of \$2.6 million in radio, telephone and data networking equipment in the new 911 call center / West Police Precinct of the Seattle Police Department.
- City's website www.seattle.gov named best large City web portal in 2001 and 2006.
- Development of an interactive voice response system to serve multiple departments of City government
- Installation of a \$1.5 million fiber optic cable network, 350 miles in length in Seattle to support multiple local, state and federal government agencies, including every Seattle school and college, 1996 to present.
- Acquisition of improved an improved Internet link at 23 megabits per second for Seattle City government (as the lead agency), in partnership with King County and the Seattle Public Library
- Installation of new telephone and data networks for over 2000 City government employees in Key Tower; Launched ArtZone television production effort - results in 12 hours a week of arts programming to be broadcast on the Seattle Channel and available for download by Comcast cable subscribers.



Seattle City Council

February 7, 2011

Bill Schrier, Director
Department of Information Technology
PO Box 94709
Seattle, WA 98124-4709

Re: City Council Expectations for Bill Schrier, Chief Technology Officer and Director of the Department of Information Technology

Dear Mr. Schrier:

Mayor McGinn has reappointed you as Chief Technology Officer (CTO) and Director of the Department of Information Technology (DoIT). To be successful, a director needs to work constructively with both the Executive branch and the City Council. A positive working relationship requires a director to be responsive to Council needs and priorities.

To that end, as part of the Council's reconfirmation review process, we want to communicate to you our expectations for your job performance if you are reconfirmed. The Council expectations (listed below) are intended to enhance your accountability to the Council. The expectations also provide a basis for Council evaluation of your performance if and when the Mayor reappoints you for another term in the future. Council expectations are intended to add to the Mayor's expectations and your responsibilities established in Seattle Municipal Code.

A copy of this letter has been placed in Clerk File 311028, which contains Mayor McGinn's request for your reconfirmation as CTO and director of DoIT.

I. City Council General Expectations for Bill Schrier as CTO and Director of DoIT

- A. Relationship with Council.** Mr. Schrier is expected to maintain a constructive working relationship with the Council, as demonstrated by:
1. Prompt and complete responses to Council information inquiries.
 2. Pro-active updates on policy development, operational concerns and financial matters of significance, so that the Council is informed of significant changes or controversies before the information reaches the media and/or before the Executive submits a request for Council action.
 3. Dependable implementation of formal policy direction provided by the Council.
 4. Assistance in the research and development of Council policy initiatives.

B. **Management Skills.** Mr. Schrier is expected to demonstrate strong management skills, with particular focus on the following Council priorities:

1. Public communication

- a. Conduct inclusive outreach to relevant stakeholders.
- b. Implement a strong ethic of customer service.
- c. Make information available so that the public can track the department's performance in delivering services.

2. Organizational management

- a. Coordinate productively with other City departments.
- b. Maintain strong working relationships with other governmental entities.
- c. Operate within budget constraints and pro-actively manage expenditures.
- d. Provide a fair and equitable approach to the award of City contracts.

3. Personnel management

- a. Develop and maintain strong morale among employees.
- b. Provide an inclusive work environment that offers equitable opportunities for all.
- c. Address issues of succession planning and the professional development of existing staff.

4. Service delivery, including both routine operations and emergent situations

- a. Ensure that on-going, day-to-day services are provided effectively and efficiently, and that the department tracks its performance in delivering such services.
- b. Make certain the department is able to deal with localized emergencies or service disruptions and has thoroughly planned how to manage its operations in case of a City-wide emergency.

II. Specific Expectations for Bill Schrier as CTO and Director of DoIT for 2011 – 2015

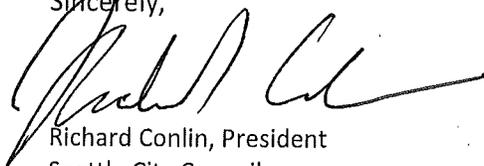
During the term from 2011 to 2015, Mr. Schrier is expected to implement (and provide regular progress reports on) the following Council expectations:

- A. **Technology Infrastructure.** Maintain and enhance the City's communications and computing assets, including telephone, radio, and e-mail systems, and networks and servers. Reliably meet expectations for performance of these systems. Plan and successfully implement the migration to an upgraded operating system for desktop and laptop PCs.
- B. **Technology Planning, Policies, and Standards.** Continue to lead City-wide efforts to implement consistent technology policies and standards, including those related to technology security. Provide City-wide oversight and monitoring of technology decision-making and purchasing. Lead strategic planning efforts for the City's information technology improvements.
- C. **Cable Television.** Administer the City's cable television franchises, with a focus on improving customer service. Implement a new model for providing public access television in Seattle.

- D. **Seattle Channel.** Continue to improve the performance of the Seattle Channel as one of the premier government-access television channels in the country.
- E. **Public Engagement.** Continue efforts to conduct outreach, improve the public's access to information, and increase effective interaction and engagement between the public and City officials. This includes implementing my.seattle.gov, single-sign-on, and Seattle Speaks, and updating the City's constituent relationship management systems.
- F. **Race and Social Justice.** Advance the City's Race and Social Justice Initiative. Focus on policies and practices to ensure that all residents have access to technology. Use the Technology Matching Fund grant program to increase digital equity and technology literacy while leveraging significant community contributions.
- G. **Broadband Initiative.** Continue to work with other City departments to explore ways to provide affordable, high-speed, Internet access to all residents, businesses, and institutions in Seattle.

The City Council looks forward to working cooperatively with you to ensure that DoIT continues to manage the City's technology resources and provide reliable and cost-effective technology services.

Sincerely,



Richard Conlin, President
Seattle City Council



Bruce Harrell, Chair
Energy, Technology and Civil Rights Committee

cc: Michael McGinn, Mayor, City of Seattle
Seattle City Council Members