

**CITY OF EL PASO, TEXAS
AGENDA ITEM
DEPARTMENT HEAD'S SUMMARY FORM**

DEPARTMENT: Information Technology Services

AGENDA DATE: May 1, 2018

PUBLIC HEARING DATE: N/A

CONTACT PERSON NAME AND PHONE NUMBER:

Enrique Martinez Jr. – Director, Information Technology Services, (915) 212-1400

DISTRICT(S) AFFECTED: All Districts

STRATEGIC GOAL: Goal 5 - Promote Transparent and Consistent Communication Amongst All Members of the Community

SUBGOAL: 5.2 Leverage and expand the use of current and new technology to reduce inefficiencies and improve communications

SUBJECT:

Presentation and discussion of the Department of Information Technology Services' Lean Six Sigma and Innovation projects. The projects focused on improving services, decreasing costs, and delivering outstanding customer service.

BACKGROUND / DISCUSSION:

The City of El Paso utilizes the Lean Six Sigma methodology with its city operations to become more effective and efficient while enhancing customer satisfaction in all of our service delivery systems. This aligns with the City's Mission: Deliver outstanding services to support a high quality of life for residents, businesses and visitors. Employees are engaged in city-wide teams and initiatives applying Lean Six Sigma methods and tools to deliver improved services throughout the organization.

PRIOR COUNCIL ACTION:

N/A

AMOUNT AND SOURCE OF FUNDING:

N/A

*****REQUIRED AUTHORIZATION*****

DEPARTMENT HEAD:

 c/o E.M.

Enrique Martinez Jr., Information Technology Services Director