



Legislation Text

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AMENDING TMC Ch. 126 - Info. Technology  
Info. Tech./Law  
A. Bennett (x1331)/E. Granata (x1034)

**Repealing Toledo Municipal Code (“TMC”) Chapter 126; enacting a new TMC Chapter 126; and declaring emergency.**

**SUMMARY & BACKGROUND:**

This Ordinance repeals Toledo Municipal Code (“TMC”) Chapter 126, Department of Information and Communications Technology and enacts a new Ch. 126, Department of Information Technology to update the Chapter to align with current operating structure and recognize the addition of the division of Customer Service and Engagement, which moved responsibilities from DPU to Information Technology as a better fit with the provision of Engage Toledo as a city-wide service center.

NOW, THEREFORE, Be it ordained by the Council of the City of Toledo:

SECTION 1. That the existing Toledo Municipal Code (“TMC”) Chapter 126, Department of Information and Communications Technology, which reads as follows:

**CHAPTER 126**

**Department of Information and Communications Technology**

- 126.01 Establishment.
- 126.02 Appointment of Director.
- 126.03 Appointment of Commissioner.
- 126.04 Appointment of four Managers.
- 126.05 Sections within the Department.
- 126.06 Section of Applications and Support.
- 126.07 Section of Network/Servers.
- 126.08 Section of Operations.
- 126.09 Section of Telecommunications.

**126.01 Establishment.**

There is hereby established the Department of Information and Communication Technology.

**126.02 Appointment of the Director.**

(a) The Director of Information and Communications Technology shall be appointed by the Mayor in the manner provided by the Charter and shall serve at the pleasure of the Mayor.

(b) The Director shall be accountable to the Mayor and is responsible for the effective administration of the various divisions, sections, offices and programs within the Department.

### **126.03 Appointment of Commissioner.**

(a) The Commissioner of Information and Communications Technology shall be appointed by the Mayor in the manner provided by the Charter and shall serve at the pleasure of the Mayor.

(b) The Commissioner shall be accountable to the Mayor and is responsible for the effective administration of the various divisions, sections, offices and programs within the Department.

### **126.04 Appointment of four Managers.**

(a) Four Managers of Information and Communications Technology shall be appointed to manage the four departmental sections set forth in Section 126.05 below.

(b) The Managers shall be accountable to the Director and are responsible for the effective administration of the various divisions, sections, offices and programs within the Department.

### **126.05 Sections within the Department.**

There are hereby established four (4) Sections, as listed below, within the Department of Information and Communications Technology, each Section to be under the direction of a Manager. Each Manager named herein shall execute the duties imposed by ordinance of Council and such further duties as may be prescribed by the Director.

- (a) Section of Application and Support.
- (b) Section of Network/Servers.
- (c) Section of Operations.
- (d) Section of Telecommunications.

### **126.06 Section of Applications and Support.**

There is hereby created a Section of Applications and Support within the Department of Information and Communications Technology, which shall be under the supervision of a Manager of Applications and Support. The Section of Applications and Support shall coordinate, implement and administer the systems and software that support the business functions of the City of Toledo. The Manager of Applications and Support shall be appointed by the Mayor in the manner provided by the Charter and shall serve at the pleasure of the Mayor.

### **126.07 Section of Network/Servers.**

There is hereby created a Section of Network/Servers within the Department of Information and Communications Technology. The Section of Network/Servers shall coordinate, implement and administer the City's network/server technology infrastructure systems and software that support the City of Toledo's business communication functions. The Section shall be under the supervision of a Manager of Network/Servers who shall be appointed by the Mayor in the manner provided by the Charter and shall serve at the pleasure of the Mayor.

### **126.08 Section of Operations.**

There is hereby created a Section of Operations within the Department of Information and Communications Technology. The Section of Operations shall coordinate, implement and administer the City's computer room operations. The Manager of Operations shall be appointed by the Mayor in the manner provided by the Charter and shall serve at the pleasure of the Mayor.

### **126.09 Section of Telecommunications.**

There is hereby created a Section of Telecommunications within the Department of Information and Communications Technology, which shall be under the supervision of a Manager of Telecommunications. The Section of Telecommunications shall coordinate, implement and administer the telecommunication functions that support the business functions of the City of Toledo. The Manager of Telecommunications shall be appointed by the Mayor in the manner provided by the Charter and shall serve at the pleasure of the Mayor.

is repealed.

SECTION 2. That a new TMC Chapter 126, Department of Information Technology, is enacted to read as follows:

**CHAPTER 126**  
**Department of Information Technology**

- 126.01 Department of Information and Technology Established.
- 126.02 Appointment of the Director, duties
- 126.03 Appointment of Deputy Director, duties
- 126.04 Division of Customer Service and Engagement.

**126.01 Department of Information Technology Established.**

The Department of Information Technology is established as an administrative department in the City.

**126.02 Appointment of the Director; duties.**

(a) The Director of Information Technology shall be appointed by the Mayor in the manner provided by the Charter and shall serve at the pleasure of the Mayor.

(b) The Director is responsible for the administration and operations of the Department of Information Technology. The Director shall be responsible for the City's information technology systems, including but not limited to infrastructure support related to network and server systems, telecommunications, hardware, services, computers and components, applications, software, and systems support and security for city functions across all departments and divisions, as well as end user support. The Director shall undertake such other duties and responsibilities as assigned by the Mayor.

**126.03 Appointment Deputy Director; duties.**

A Deputy Director of Information Technology may be appointed by the Mayor in the manner provided by the Charter and shall serve at the pleasure of the Mayor. The Deputy Director shall serve as the Acting Director in the absence or unavailability of the Director of Information Communications. The Deputy Director shall report to the Director and shall perform such other duties as may be prescribed by the Director or the Mayor.

**126.04 Division of Customer Service and Engagement.**

(a) The Division of Customer Service and Engagement is established in the Department of Information Technology, under the supervision of the Commissioner of Customer Service, who shall be appointed by the Mayor as provided in the Charter and shall serve at the pleasure of the Mayor.

(b) The Commissioner of Customer Service shall report to the Director of Information Technology and the Mayor. The Commissioner of Customer Service shall be an ad hoc member of the communications team as coordinated by the Marketing and Communications Department and shall work with all city departments, divisions and external customers to assist in the appropriate dissemination of service requests and responses. The Commissioner shall be responsible for the management, operation and improvement of the city’s Engage Toledo call center and the reporting and response system with both internal and external customers.

SECTION 3. That it is found and determined that all formal actions of this Council concerning and relating to the passage of this Ordinance were passed in an open meeting of this Council, and that all deliberations of this Council and any of its committees that resulted in such formal action, were in meetings open to the public, in compliance with all legal requirements including Section 121.22 of the Ohio Revised Code.

SECTION 4. That this Ordinance is declared to be an emergency measure and shall be in force and effect from and after its passage. The reason for the emergency lies in the fact that same is necessary for the immediate preservation of the public peace, health, safety, and property and for the further reason that it is necessary to align with continuing Information and Technology operations and effectively and timely engage in planning and implementation of programming to address important City government and community needs.

Vote on emergency clause: yeas \_\_\_\_\_, nays \_\_\_\_\_.

Passed: \_\_\_\_\_, as an emergency measure: yeas \_\_\_\_\_, nays \_\_\_\_\_.

Attest: \_\_\_\_\_  
Clerk of Council

\_\_\_\_\_  
President of Council

Approved: \_\_\_\_\_

\_\_\_\_\_  
Mayor

I hereby certify that the above is a true and correct copy of an Ordinance passed by Council

\_\_\_\_\_.

Attest: \_\_\_\_\_  
Clerk of Council