Virtual City Hall Team Charter

VCH Team Purpose	Shape the City's virtual presence, online services, transactions, interaction, information, engagement and transparency with our internal and external communities. • Assist with Virtual City Hall (VCH) Strategic Plan. • Develop transactional business processes. • Implement VCH Project Plan to define projects and priorities using established decision-making criteria. • Inform, engage and educate internal and external communities. • Gather public and internal needs. • Create Virtual City Hall policies and procedures.
Authority	Set citywide VCH strategic direction, set project priorities, resource planning and policies related to online services.
VCH Team	VCH Team members were appointed by their department head, which include representatives from City Attorney, City Managers, Clerks, Electric, Environmental Utilities, Finance, Fire, Information Technology, Parks, Recreation and Libraries, Police, Public Affairs & Communications and Public Works. Current VCH Team members include: • Scott Adrian, Information Technology • Javier Arambula, Finance • Sean Bigley, Environmental Utilities • Natasha Casteel, Parks, Recreation & Libraries • Gaston De Ferrari, Information Technology • Jamie Hazen, Public Affairs & Communications • Megan MacPherson, Public Affairs & Communications • Joe Mandell, Attorney • Vonette McCauley, Electric • Stefan Moore, Police • Sonia Orozco, City Clerk • Lon Peterson, Public Affairs & Communications • Jason Shykowski, Public Works • Julie Sparkes, Parks, Recreation & Libraries • Roger Root, Information Technology Members should demonstrate the ability to set VCH priorities with a citywide perspective and possess a combination of knowledge and authority within their focus area allowing them to effectively represent and communicate to their department/division or focus area.
VCH Steering Group	The VCH Steering Group are members one in the same; however, staff that are assigned to the steering group have additional ongoing responsibilities, such as:

	• Develop VCH Strategic & Project Plan • Implement VCH Strategic & Project Plan • Creating meeting agendas • Setup presentations • Facilitating meetings • Promote VCH goals and efforts Current VCH Steering Group members include: • Megan MacPherson, Public Affairs & Communications Director, City Managers Office • Lon Peterson, e-Government & Marketing Administrator, Public Affairs & Communications • Stefan Moore, Police Captain, Police Dept. • Julie Sparkes, Business Admin, Parks, Recreation & Libraries • Sean Bigley, Administrative Analyst, Public Affairs & Communications • Roger Root, Planning Manager, IT • Angela Bal, e-Government Analyst, Public Affairs & Communications
VCH Executive Sponsors	The VCH Executive Sponsors: • Support the efforts of the VCH Team. • Provide leadership and guidance. • Champion projects. • Find resources. Current VCH Executive Sponsors include: • Megan MacPherson, Public Affairs & Communications Director • Michelle Bertolino, Roseville Electric Director • Sonia Orozco, City Clerk • Hong Sae, Chief Information Officer • Dominick Casey, Parks, Recreation & Libraries Director
Member Terms	Team members are expected to attend meetings and complete assignments. If a member is unable to fulfill their responsibilities, the Public Affairs & Communications Director will consult with the appropriate department head for a suitable replacement.

Facilitator	The facilitator will lead the VCH meetings. The agenda is set by the VCH Steering Group.
Setting Priorities and Allocating Resources	The City hired Moss Adams to help the VCH Team to define and establish a decision-making process and associated authorities to set priorities on the current and future projects, resources and funding for the VCH's Project Plan. Moss Adams will provide the City with best practices and proven procedures to ensure a solid decision-making approach based on sound business practices. The following activities will be completed jointly by Moss Adams and the City: • Develop decision criteria for assessing and prioritizing VCH Projects. • Developing Decision Process Flow Chart. • Review materials with the VCH Steering Group. • Utilize Decision-Making Process in the VCH's Project Plan Development.
Project Assignments	Project assignments will be decided by the methodology and decision-making process listed above.
Meeting Frequency	• VCH TEAM meets quarterly. • VCH Steering Group meets monthly, unless otherwise needed based on initiatives and projects deadlines. • VCH Executive Sponsors meet as needed based on initiatives and projects deadlines.
Staff Support	The VCH Teams are supported by the Public Affairs & Communications Department, which maintains the VCH intranet website, documentation and communicate ongoing progress to the VCH Teams.
Definition	Project Plan A sequence of steps that must be taken, or activities that must be performed well, for a strategy to succeed. A project plan has three major elements (1) Specific tasks: what will be done and by whom. (2) Time horizon: when will it be done. (3) Resource allocation: what specific staff resources and/or funds are available for specific activities.