



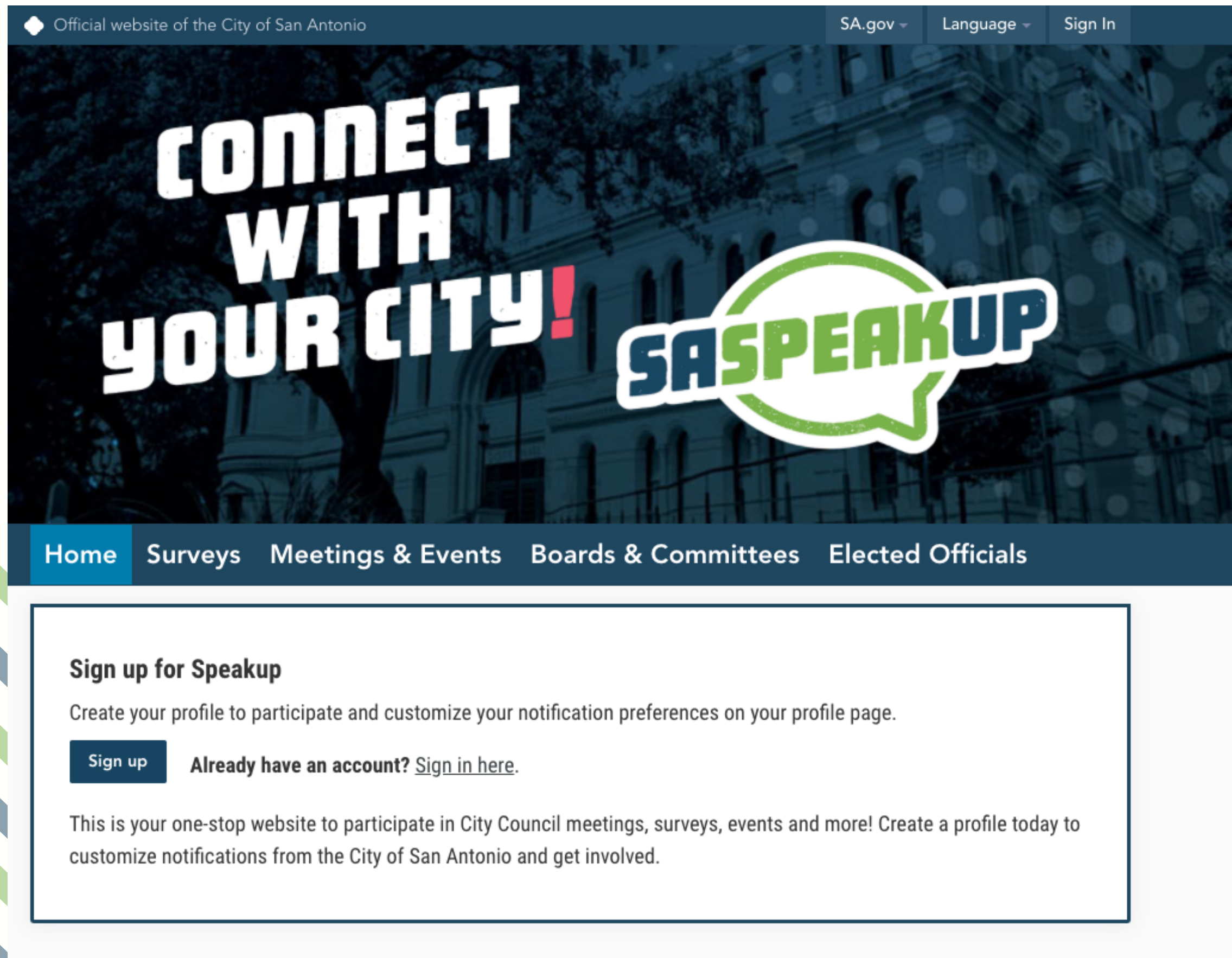
SASpeakUp Portal Update

PRESENTED BY:

LAURA MAYES, ASSISTANT DIRECTOR, GOVERNMENT AND PUBLIC AFFAIRS

MATT LLEWELLYN, BUSINESS RELATIONSHIP MANAGER, ITSD





It's here!
The SASpeakUp
Portal launched on
November 1, 2021.



What's Live Now



Constituent
Management



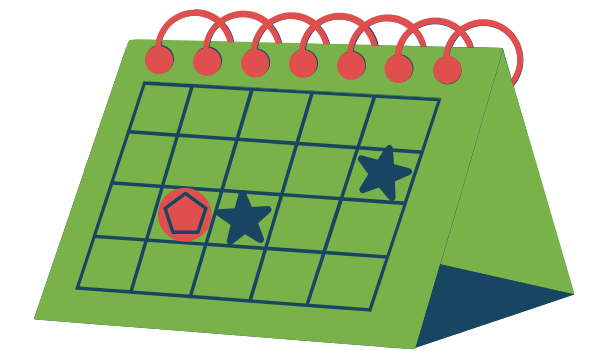
Boards &
Commissions*



Agenda
Management



Survey
Management



Calendar
Management

**The SASpeakUp Portal is a one-stop platform to allow residents to take control
of their relationship with the City**

Portal Development

- Collaboration and coordination across key internal stakeholders and staff.
 - City Manager's Office, City Attorney's Office, Office of the City Clerk, Government and Public Affairs and Information Technology Services Department
- Four rounds of user testing with internal staff (*including staff who never worked on the project to give fresh perspective*)
 - User functionality - desktop
 - User functionality - mobile
- Internal training and testing with COSA communications staff
- User testing with Ad Hoc Committee
 - "Sandbox" testing environment of live portal demo ahead of launch






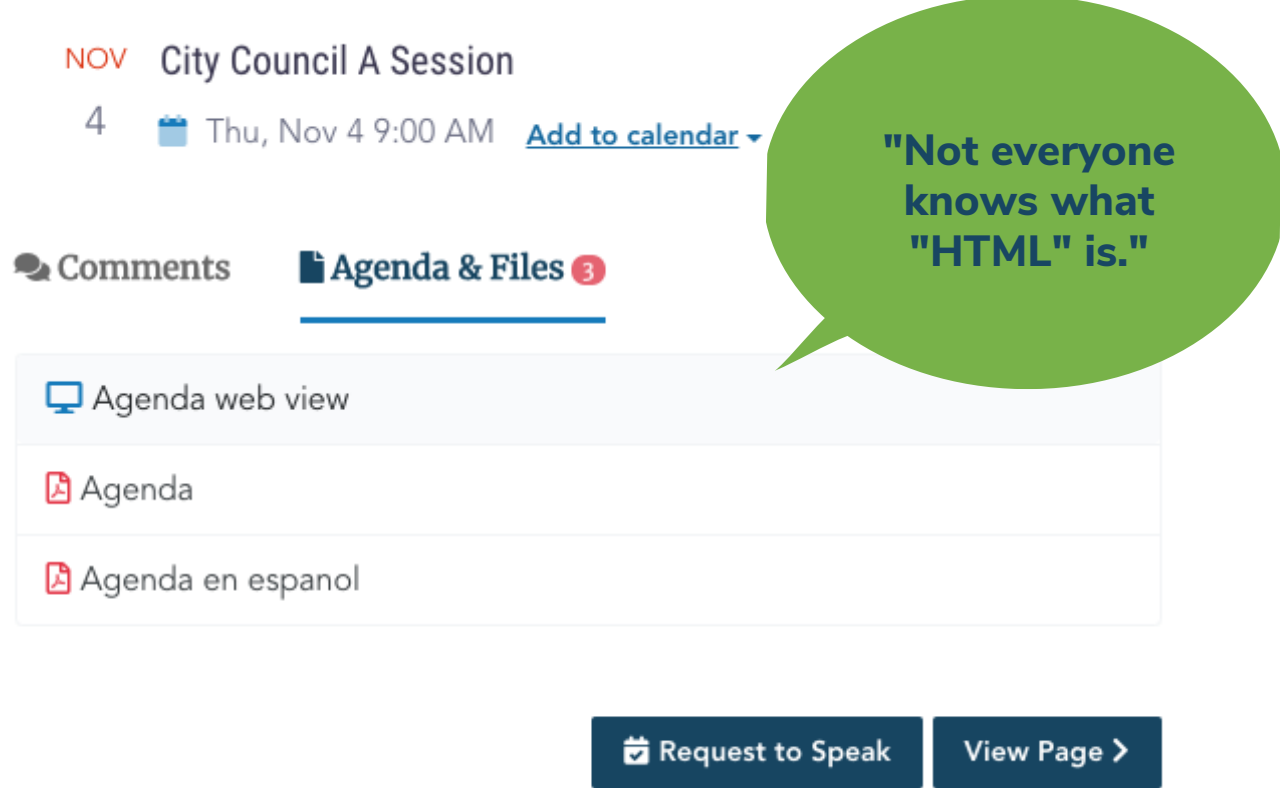
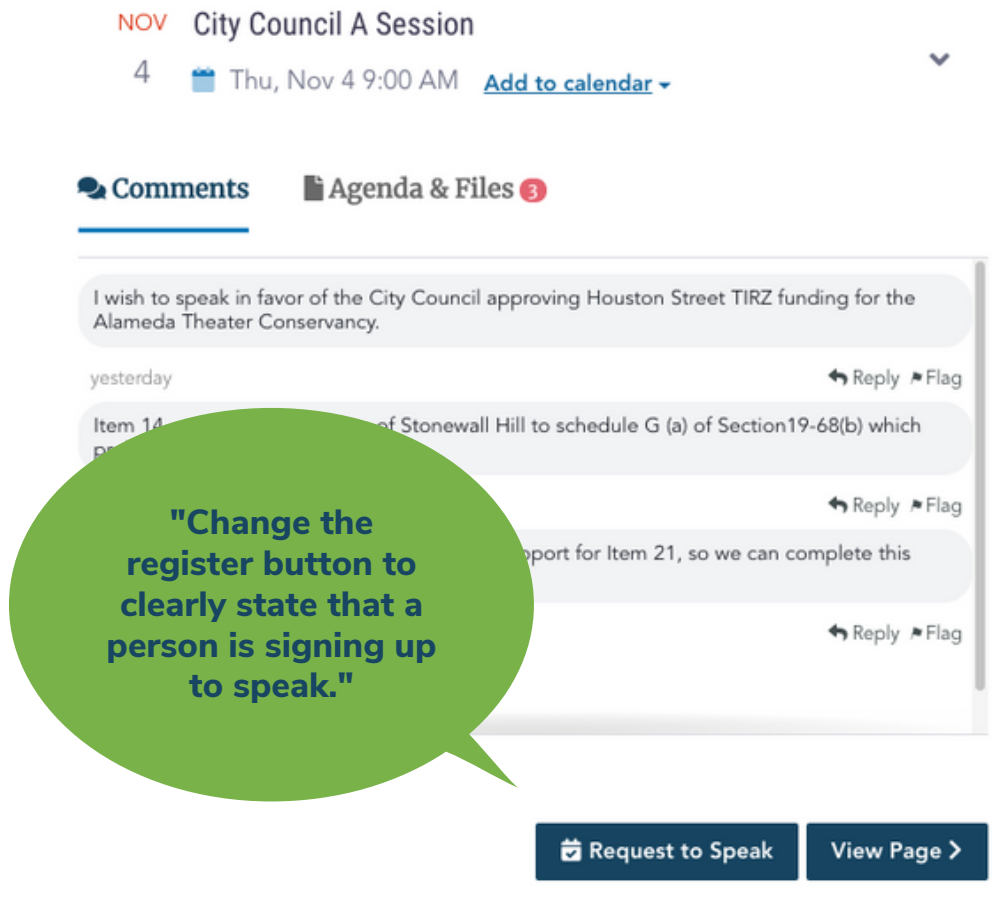
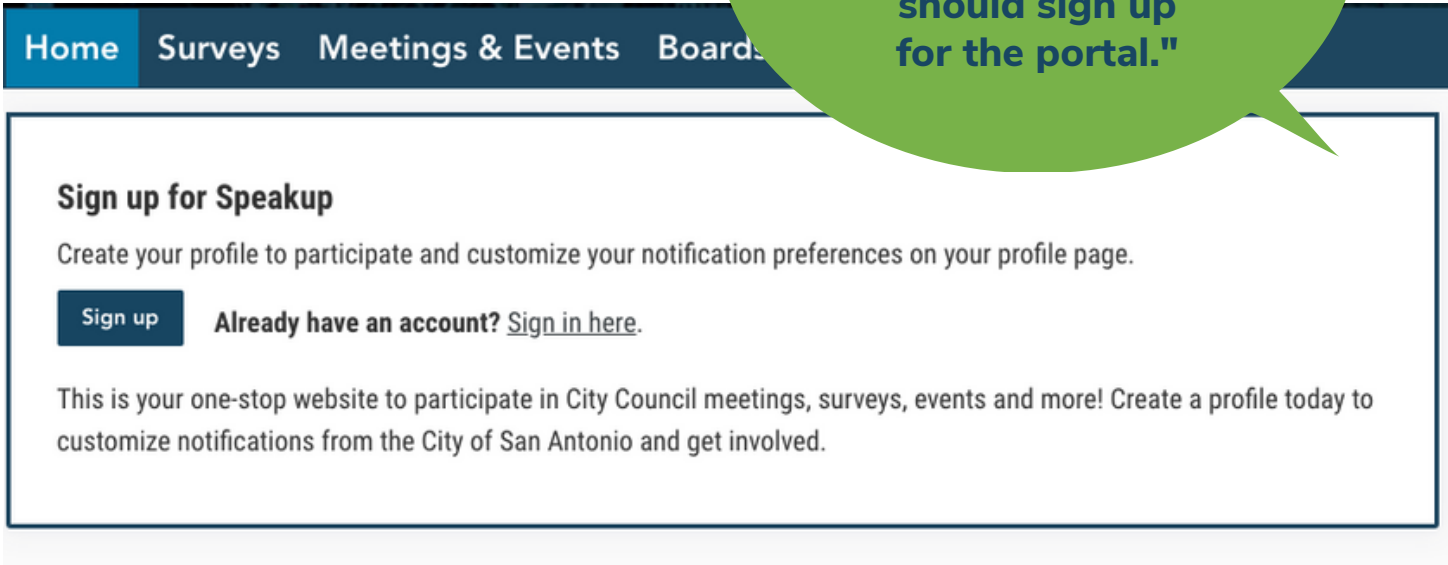
Ad Hoc Committee

COMMITTEE MEMBERS:

- Bianca Maldonado, Chair, D7
- Jordan Ghawi, Mayoral
- Cynthia Spielman, D1
- Thea Setterbo, D2
- Terry A. Ybanez, D3
- Velma Peña, D5

- Committee has met twice:
 - October 11, 2021 - Orientation and Portal Briefing
 - October 26, 2021 - Sandbox testing prior to launch
 - Committee will reconvene this month
- 

Ad Hoc Committee Feedback





Ongoing Work

- Development of Boards and Commissions application system.
- Additional staff training and data migration.
- User experience fixes and updates.
- Continuous review and performance updates



Project Team

Organizational Stakeholders:

- Craig Hopkins, ITSD
- Kevin Goodwin, ITSD
- Laura Mayes, GPA
- John Peterek, CMO
- Debbie Racca-Sittre, OCC
- Emily McGinn, CMO

Core Team:

- Matthew Llewellyn, ITSD
- Mario Aguilar, ITSD
- Madison Mai, ITSD
- Sarah Carolan, ITSD
- Lorena Lamza, ITSD
- Richard Jernigan, ITSD
- David Kurpgeweit, CAO
- Michael Gonzalez, ITSD
- Megan Janzen, CMO
- Aurora Perkins, OCC
- Melanie Morales, GPA
- Berta Rodriguez, GPA
- Khalia Barrett, GPA



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