Council-Manager Memo #55
Wednesday, July 28, 2010

CHARLOTTE.

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INFORMATION:

Stabilization of Website Technology Platform

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The City of Charlotte recently completed an upgrade of the technology infrastructure that supports the City and County's website. The upgrade moved the website content from the former Content Management System (CMS) to Microsoft SharePoint. The upgrade was necessary due to the age of the CMS platform, which is no longer supported by Microsoft. Without support, a system crash could negatively impact the availability of valuable citizen resources, such as CharMeck 311 information, on charmeck.org for extended periods of time. Additionally, continuing with CMS posed serious risks to charlottenc.gov (the City's website) and mecklenburgcountync.gov (the County's web site). Based on Web Trends data, the site receives over 750,000 site visits per month.

SharePoint provides the technology environment in which the City and County can expand comprehensive citizen service. The new platform allows for new add-on applications and hosting of future mobile applications.

Ongoing investments in web site technology will allow citizens to conduct business, search for information and request services more efficiently, while helping the City and County to manage costs. The costs of conducting business online are a fraction of the costs associated with conventional in-person or telephone transactions.

While data migration has been completed, staff will spend the next 60 days making content and functionality improvements. Eventually, the site will undergo a rebranding effort to improve usability.

Starting August 1, citizens are encouraged to visit charmeck.org and provide feedback via a link encouraging comments that will be located on the home page.

Fiscal Year 2010 Audit Summary

Staff Resource: Greg McDowell, Internal Audit, 704-336-8085, gmcdowell@charlottenc.gov

Attached is the Fiscal Year 2010 Mid-Year Audit Summary prepared by the Internal Audit division of the City Manager's Office. Internal Audit staff completed a number of managed-competition, agreed-upon procedures reviews, and performance audits during fiscal year 2010. Significant efforts were made to follow up on previous procurement audits, and to support CATS light rail construction. Internal Audit continues to support the City's efforts to

INFORMATION (continued):

properly report and manage American Recovery and Reinvestment Act (ARRA), or Stimulus Act Funds.

(see attached, left side table of contents)

Charlotte-Mecklenburg Government Center Earns ENERGY STAR Designation
Staff Resource: Dianne Frederick, E&PM, 704-432-4350, dfrederick@charlottenc.gov

The CMGC has again earned the ENERGY STAR designation from the US Environmental Protection Agency. The annual recognition is the mark of superior energy performance and identifies the facility as one the most efficient buildings in the nation. To earn the label, a facility must demonstrate energy performance in the top 25% compared to similar buildings nationwide. Conditions for thermal comfort, indoor air quality and luminance levels must also be met. The facility information for CMGC can be viewed at www.energystar.gov/BuildingsList.

The CMGC competed in the "office building" category and is now one of two ENERGY STAR office buildings in center city (28202) and one of 37 in Charlotte. The City has received a plaque for display and may use the official ENERGY STAR logo to promote the designation. This is the second year E&PM Building Services has applied for and been awarded the distinction, although CMGC had been running at this efficiency level for several years prior.