

# Driving Innovation in Government

**Carole Post**

New York City Chief Information Officer

Digital Communities

Large Jurisdiction CIO Leadership Group

New York City

April 29, 2011

# DoITT Overview

**DoITT**  
is

**1 Modernizing**

Implementing state-of-the-art technology to improve services for New Yorkers

**2 Unlocking**

Making NYC government more transparent & accountable to New Yorkers

**3 Innovating**

Employing innovative tools, methods and relationships to empower New Yorkers

# DoITT is...

- 1200+ employees, across 3 boroughs
- Operating Budget = \$360+ million
- Capital Plan = Estimated \$1 billion
- Revenue = \$120 million

**DoITT  
today**

- IT Utility
- Mainframe Systems
- Citywide IT Help Desk
- Network Provider
- Network Security
- Programmers
- Technical Resource
- Webmasters
- Purchasing Agent
- Consultant
- Research & Development
- Partnerships/Community Engagement
- Emergency Responder
- Call Center Operator
- Pay Phone Enforcement
- Cable Franchisor

# IT LEADERSHIP

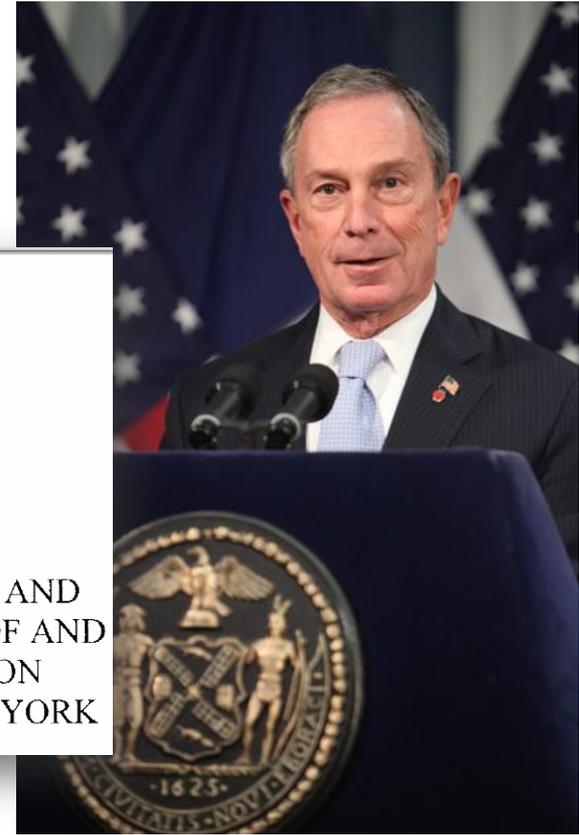


THE CITY OF NEW YORK  
OFFICE OF THE MAYOR  
NEW YORK, N.Y. 10007

EXECUTIVE ORDER No. 140

October 20, 2010

AUTHORIZING THE DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS TO CONSOLIDATE THE INFRASTRUCTURE OF AND ESTABLISH COORDINATED CITYWIDE POLICIES FOR INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS FOR THE CITY OF NEW YORK

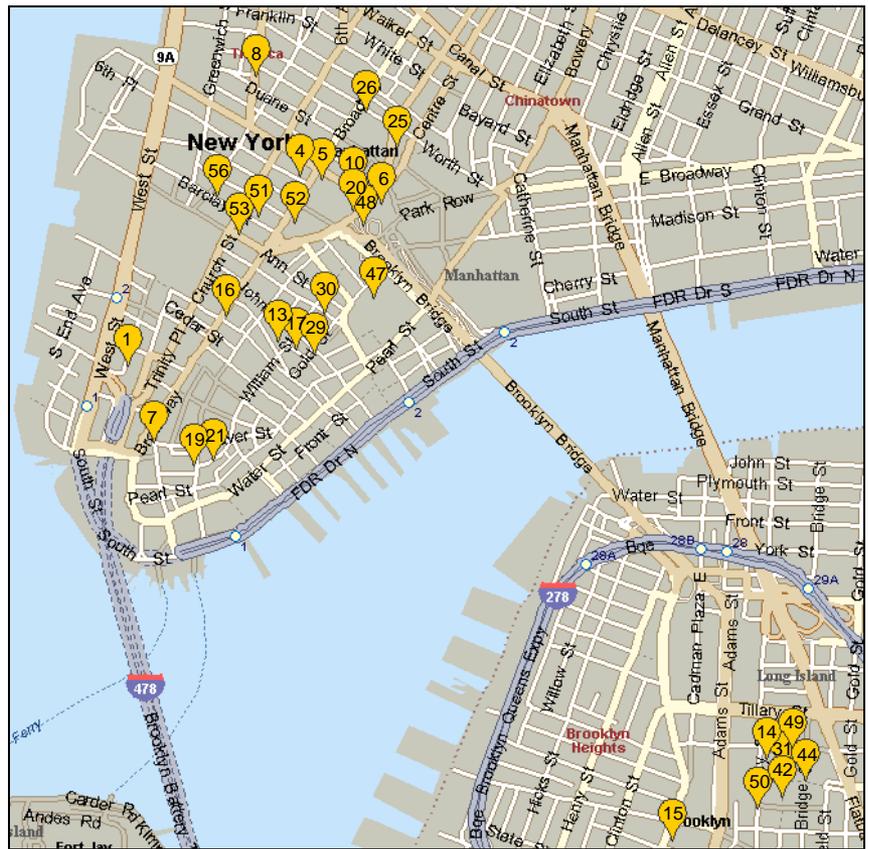


# 1 Modernizing...

## CITIServ: IT INFRASTRUCTURE CONSOLIDATION

### Today...

- Fragmented across 83 City entities
- More than 60 unique data centers of varying sizes and conditions
- Suboptimal disaster recovery, security planning, and 24/7 support



# 1 Modernizing...

## CITIServ: IT INFRASTRUCTURE CONSOLIDATION

### Tomorrow...

- Unified data center operations
- Unified disaster recovery facilities
- State-of-the-art IT shared services provided to City agencies
- Enterprise approach to IT service delivery
- Support individual agency application development and business solutions



# 1 Modernizing...

## IT CONTRACTS

**THE WALL STREET JOURNAL. NEW YORK**

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Kosher Inspectors Eliminated

NEW YORK | OCTOBER 21, 2010

### City Sets Deal With Microsoft

New York Sees \$50 Million in Savings

Article | Stock Quotes | Comments

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By JOSEPH DE AVILA

Microsoft Corp. will provide New York City with an array of computer services under a five-year agreement announced Wednesday, a coup for the tech giant in its race against Google Inc. for municipal contracts.

The agreement, unveiled at a City Hall news conference by Microsoft CEO Steve Ballmer and Mayor Michael Bloomberg, will consolidate all previous agency-by-agency service arrangements with Microsoft into a single citywide contract. The agreement is expected to save the city \$50 million over five years.

**The New York Times** Business Day Technology

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**Microsoft and New York in Software Deal**

By ASHLEE VANCE  
Published: October 20, 2010

New York City has put the squeeze on Microsoft, negotiating a bulk software purchase that should lower technology costs for the city and give government workers access to more modern applications.

Instead of having dozens of agencies buy business software from Microsoft, New York has set up a citywide, 100,000-person deal that it says will save \$50 million over five years. Mayor Michael R. Bloomberg and Steven A. Ballmer, Microsoft's chief executive, announced the agreement Wednesday morning at City Hall, hailing it as a "first of its kind" arrangement with a value of about \$20 million a year.

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**insider** a daily newsletter on government action of importance to business.

Today's News Tuesday, August 31, 2010

### Catching Greg Ball

The state GOP has forsaken Republican Assemblyman Greg Ball in his bid to replace state Sen. Vincent Leibell, who is retiring. But only recently has it begun to put money behind its designated candidate in the primary. Since January, Ball has spent more than \$300,000 campaigning for the state Senate seat. Mary Beth Murphy, a Town of Somers supervisor in Westchester, spent a mere \$25,000 in the same period. It was only in mid-July that state Republicans began to close the spending gap. They've invested \$55,922 in Murphy's campaign in the past month. With two weeks before the primary, Murphy has \$34,000 in cash compared with Ball's \$50,000.

### Mayor to his bureaucracy: Just Do IT

The data-driven, technology-focused Bloomberg administration has slowly raised the profile and prominence of the city's Department of Information Technology and Telecommunications.

First the mayor created the agency's signature program, 311; now, through an executive order he plans to sign after Labor Day, recalcitrant agencies will be required to give up control of their spending on computers and other information technology.

The executive order formalizes DoITT's power to manage the city's IT. Just as the Office of Management and Budget controls the allocation of city money, DoITT will now control the allocation of the city's technology resources.

The previous arrangement "was complicated, cumbersome and needless to say not very cost effective," said Mr. Bloomberg. "The economic downturn forces governments and companies to look and see whether what they've been doing is really necessary, and to

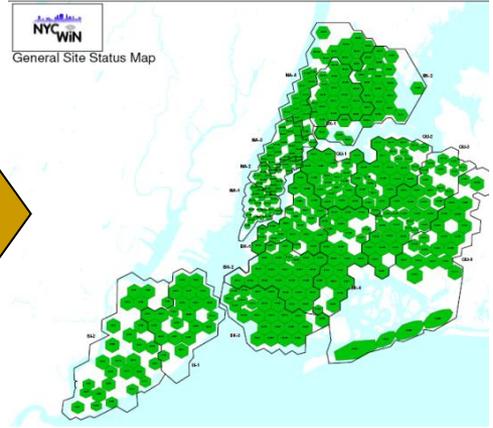
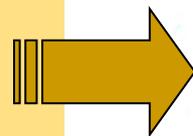
# 1 Modernizing...

## NEW YORK CITY WIRELESS NETWORK (NYCWiN)



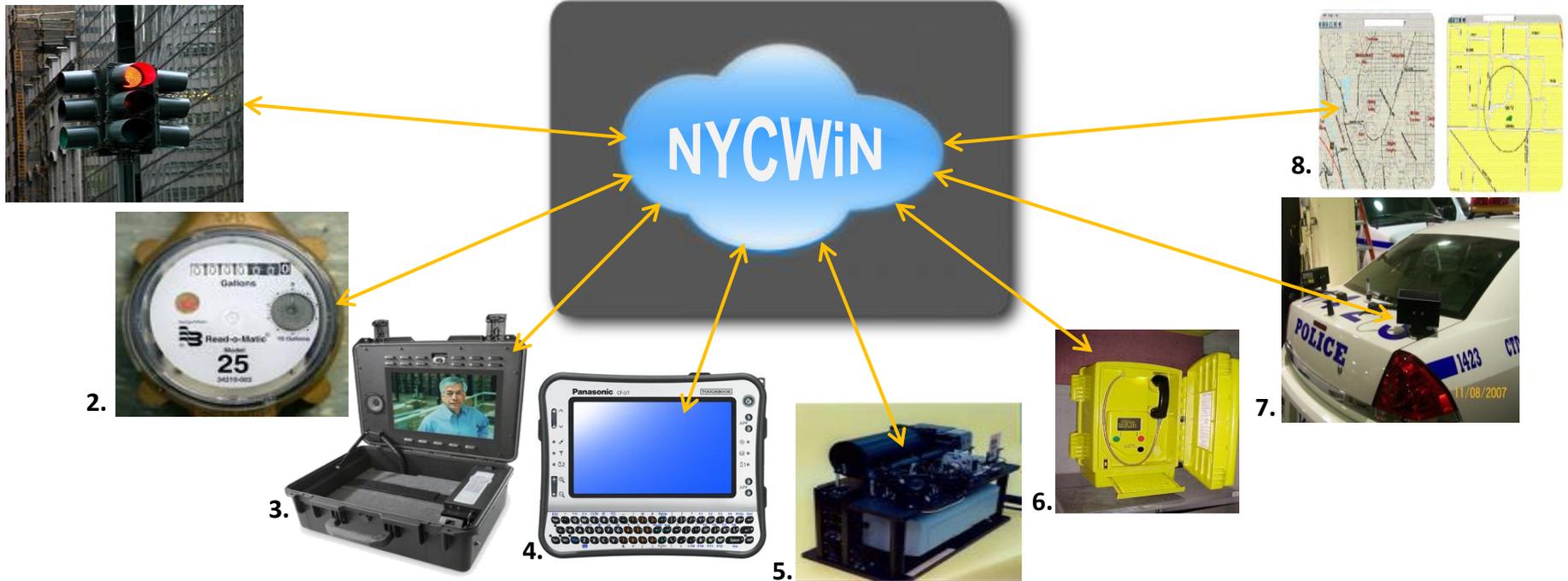
**NYCWiN System Acceptance**

- Achieved in May 2009
- 377 sites citywide
- Redundant Network Operations Centers



Over 96% coverage across five boroughs

# 1 Modernizing...



1. Remote traffic control	4. Handheld applications	7. Mobile and Data License Plate Recognition (Fixed and mobile)
2. Wireless Meter Reading	5. Sensor management (NBC, weather, etc..)	8. RMP Mobile Office
3. Wireless Video (Incident video and video conferencing)	6. Emergency call boxes	9. Automatic vehicle location



# 2 Unlocking...

## DATA

The screenshot shows the NYC DataMine website. At the top, there is a navigation bar with links for Search, Email Updates, and Contact Us. Below this is a menu for Residents, Business, Visitors, Government, and Office of the Mayor. The main header features the NYC DataMine logo and a search bar with a 'GO' button. A secondary navigation bar includes links for Translate this Page, Email a Friend, and Text Size options. The main content area is titled 'Raw Data' and contains a search interface with dropdown menus for 'Data by Category' and 'Data by Agency', and a text input for 'Data by Keyword'. There are 'search' and 'reset' buttons. Below the search interface, it displays 'Displaying all results' and '101 Records Found'. A 'Page: 1' dropdown and 'prev'/'next' buttons are also present. A list of datasets is shown, each with a title, file type, and frequency, and a plus icon to expand details:

- Citywide Events Calendar  
File type: XLS  
Frequency: Bi-weekly
- Electronics Stores  
File type: XLS  
Frequency: Monthly
- Parking Facilities  
File type: XLS  
Frequency: Bi-annually
- Sidewalk Cafes  
File type: XLS  
Frequency: Annually
- Laundry Facilities  
File type: XLS  
Frequency: Quarterly
- City-owned property from IPIS database  
File type: XLS  
Frequency: Annually

On the left side of the screenshot, there is a sidebar with a navigation menu: HOME, ABOUT NYC DATA MINE, DATA SETS, FREQUENTLY ASKED QUESTIONS, TERMS OF USE, and CONTACT NYC DATA MINE. Below the menu is a 'NYC Data Mine' welcome message and a 'NYC BigApps' logo with a brief description of the initiative.

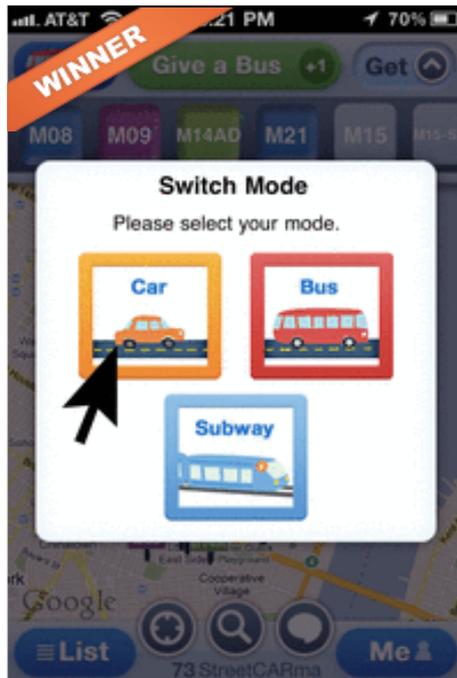


- [www.nyc.gov/data](http://www.nyc.gov/data)
- ~ 400 datasets
- Upcoming legislation – Intro. 29

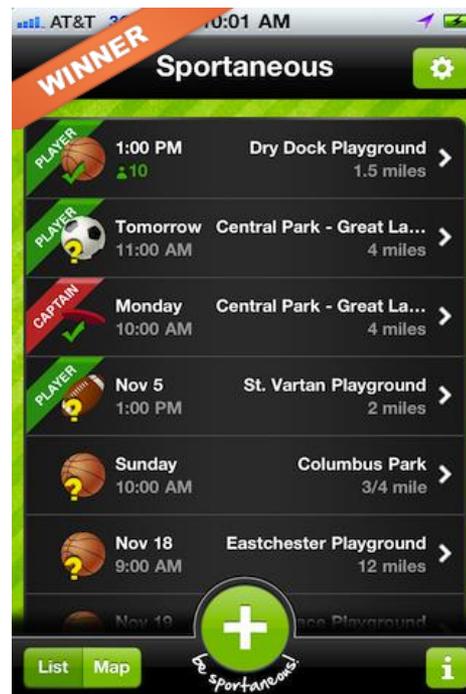
## 2 Unlocking...

# MOBILE APPS

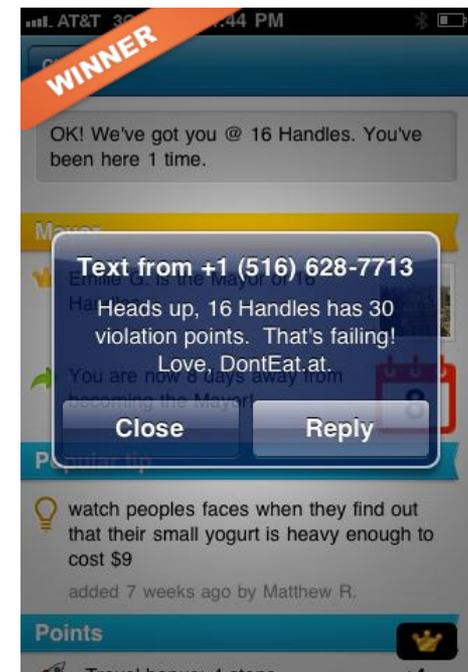
## NYC Big Apps 2.0



Roadify



Sportaneous



DontEatAt

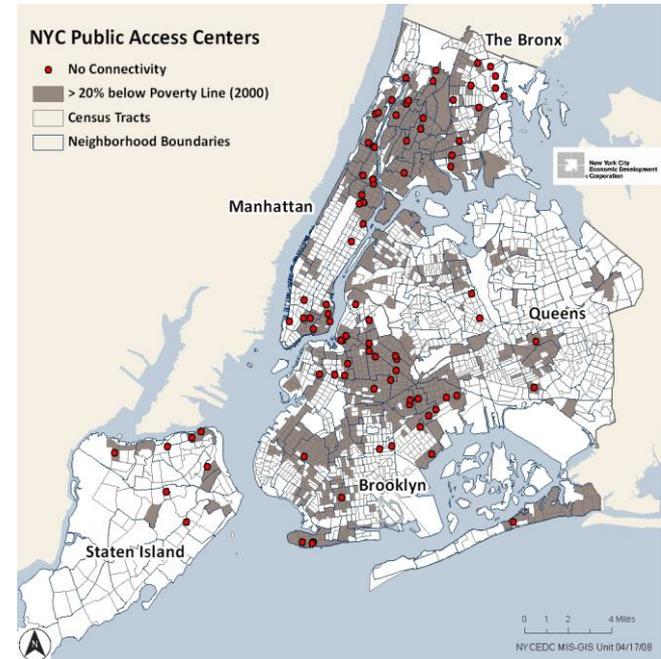
## 2 Unlocking...

# DIGITAL INCLUSION

- ✓ NYC Connected Learning (\$22 million)
- ✓ NYC Connected Communities (\$14 million)
- ✓ NYC Connected Foundations (\$6 million)

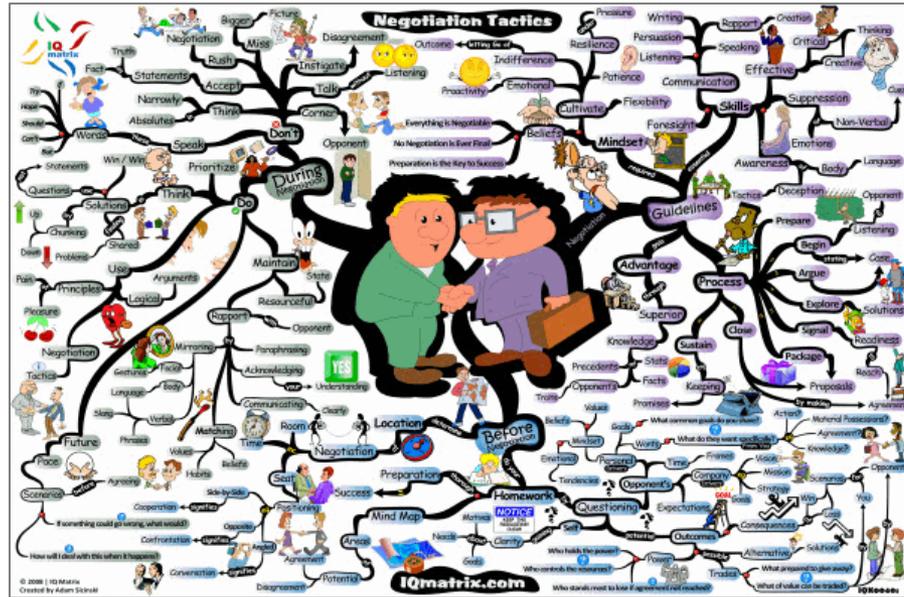


**BROADBANDUSA**  
CONNECTING AMERICA'S COMMUNITIES



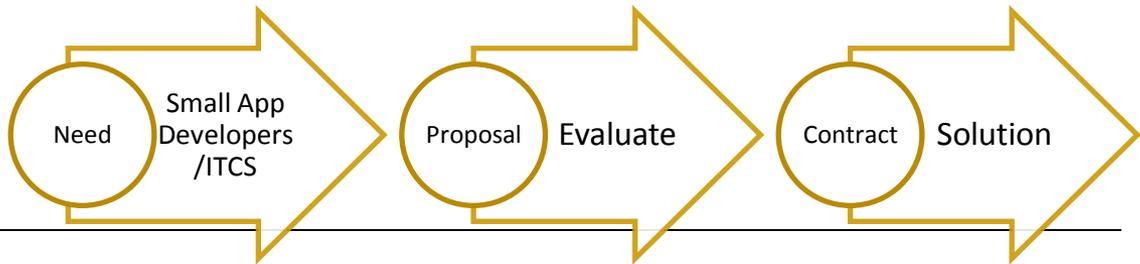
# PROCUREMENT

Current Process



**NYC SPARK**

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## TABLET PILOT PROGRAMS

- Unique approach
- Repeatable model
- Enhancing City's mobile workforce

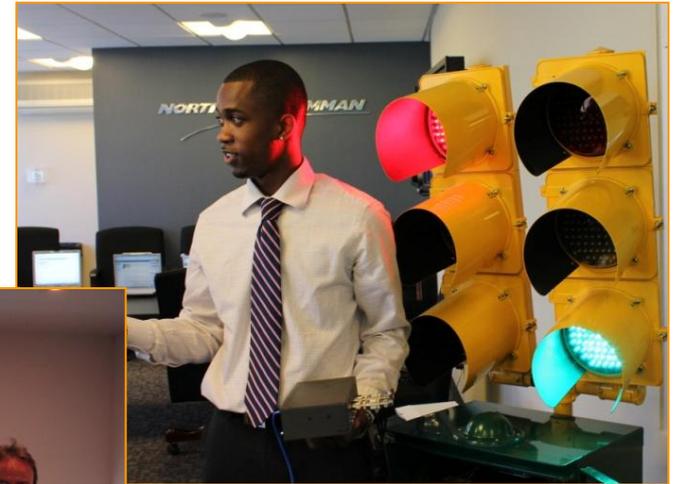


### 3 Innovating...

## Common Goals... Common Solutions



# Enabling the connected city



# Q&A