

CM Fernando Cabrera

Chairman – City Council Committee on Technology

NYC Dept. of Information Technology
& Telecommunications (DoITT)

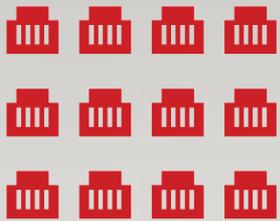
Carole Post
Commissioner

December 8, 2010

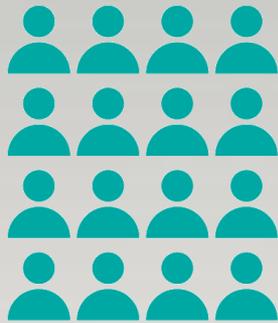
Agenda

- Introductions
- About NYC Government and DoITT
- Oversight of the IT Investment Portfolio
- Core Infrastructure
- Project Management Services
- Enabling an Open, Transparent, and Participatory Government
- Bridging the Digital Divide
- SimpliCity: NYC 2011 & Beyond
- Questions

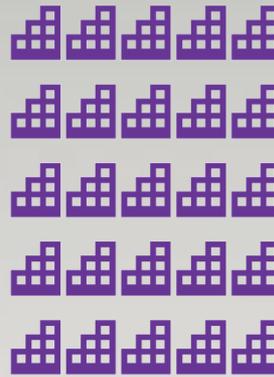
New York City is...



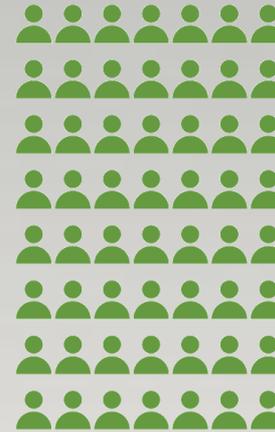
MORE THAN 120
Government Offices



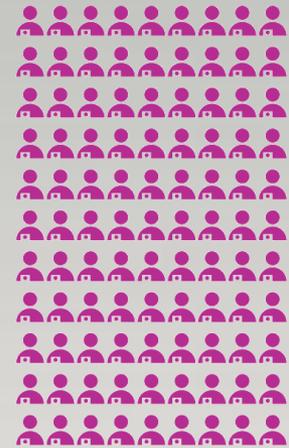
350,000
City Employees



230,000
Businesses



8 MILLION
Residents



48 MILLION
Visitors



DoITT today

- IT Utility
- Citywide IT Help Desk
- Network Provider
- Emergency Services & Security
- Programmers
- Technical Resource
- Pay Phone Enforcement
- Webmasters
- Mainframe Systems
- Purchasing Agent
- Consultant
- IT Infrastructure
- Research & Development
- Call Center Operator
- IT Service Provider
- Data Pipeline
- Cable Franchisor

Enabling the Connected City



- **“Delivery Strategy”** refers to DoITT’s core service delivery initiatives, which underpin the critical work necessary to meet the City’s technology needs and provide the highest quality customer service.
- **“Accountability”** refers to DoITT’s responsibility to be fully answerable to support the Mayor’s mandate. Roles and responsibilities will be clarified and objective performance metrics established.
- **“Asset Stewardship”** refers to DoITT’s role to efficiently and cost-effectively develop and manage the City’s technology resources: fiscal and physical plus vendor oversight. **“Workforce Development”** refers to growing DoITT into a rewarding and desirable career destination.
- **“Professional Profile”** refers to DoITT’s unique brand that should connote excellence in service delivery and professionalism for internal and external stakeholders.
- **“Great Service. Great City.”** summarizes the driving force behind DoITT’s work: Customer Service.

Oversight of the IT Investment Portfolio

Executive Order and CITIServ
Project Management Services



Executive Order

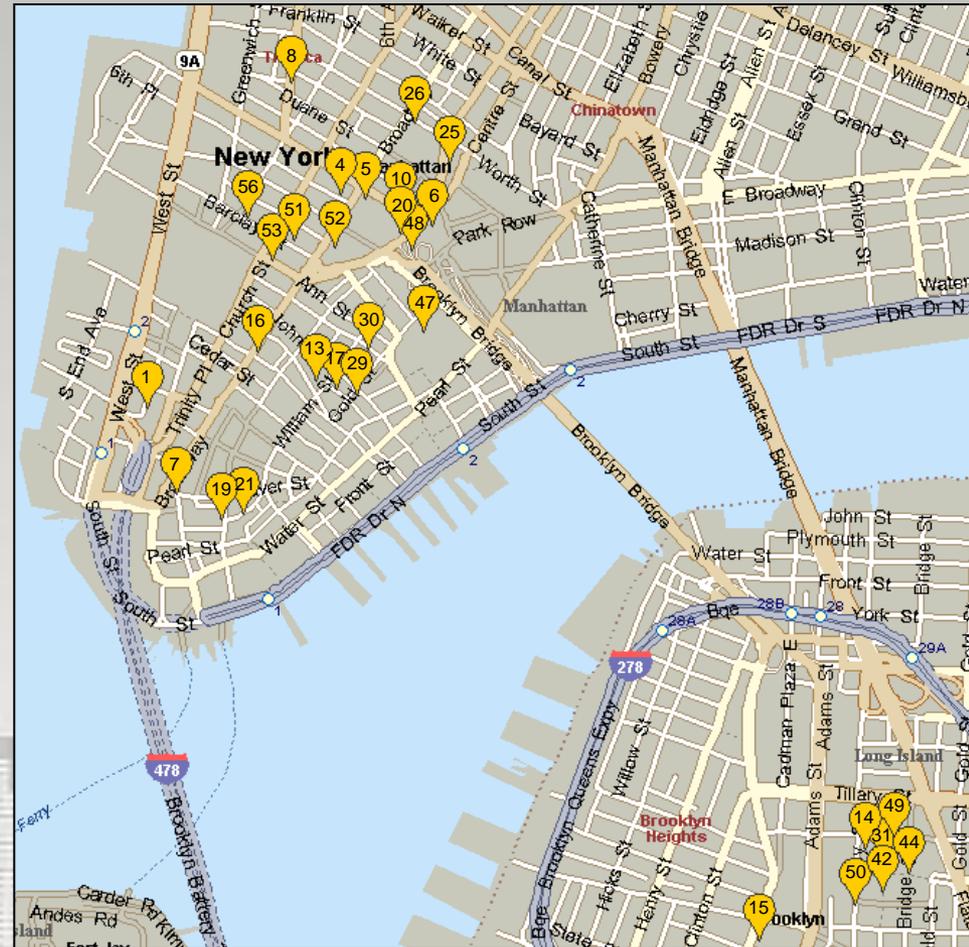
- IT is currently managed in a decentralized manner across dozens of agencies
- A consolidated and coordinated approach will allow the City to:
 - Standardize platforms
 - Improve service delivery
 - Reduce IT costs
 - Enable agencies to focus on their core missions



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



CITIServ: IT Infrastructure consolidation

Tomorrow:

- Individual agency deep dives
- New, expanded data center facilities
- Virtualization and cloud computing where appropriate
- Migrations in 2010 through 2013
 - ✓ Department of Education is realizing multi-million dollar savings in Fiscal 2011 by migrating two applications off external hosting



Core Infrastructure

CityNet

311 Customer Service Center

NYC.gov

New York City Wireless Network

New York City Wireless Network

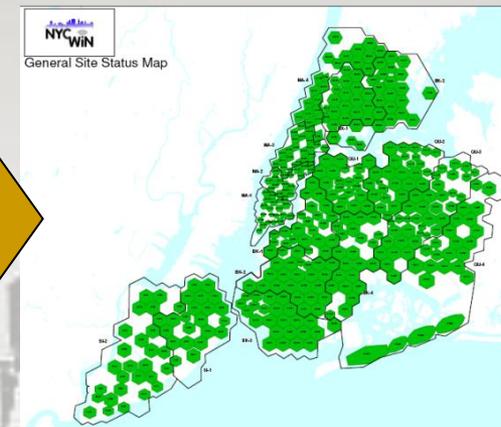
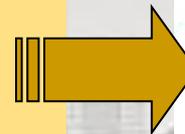
NYCWiN is a broadband wireless network designed to support the City's public safety and public service agencies enabling a variety of mobile and fixed applications.

- More than 40 applications serving 22 agencies running over the network



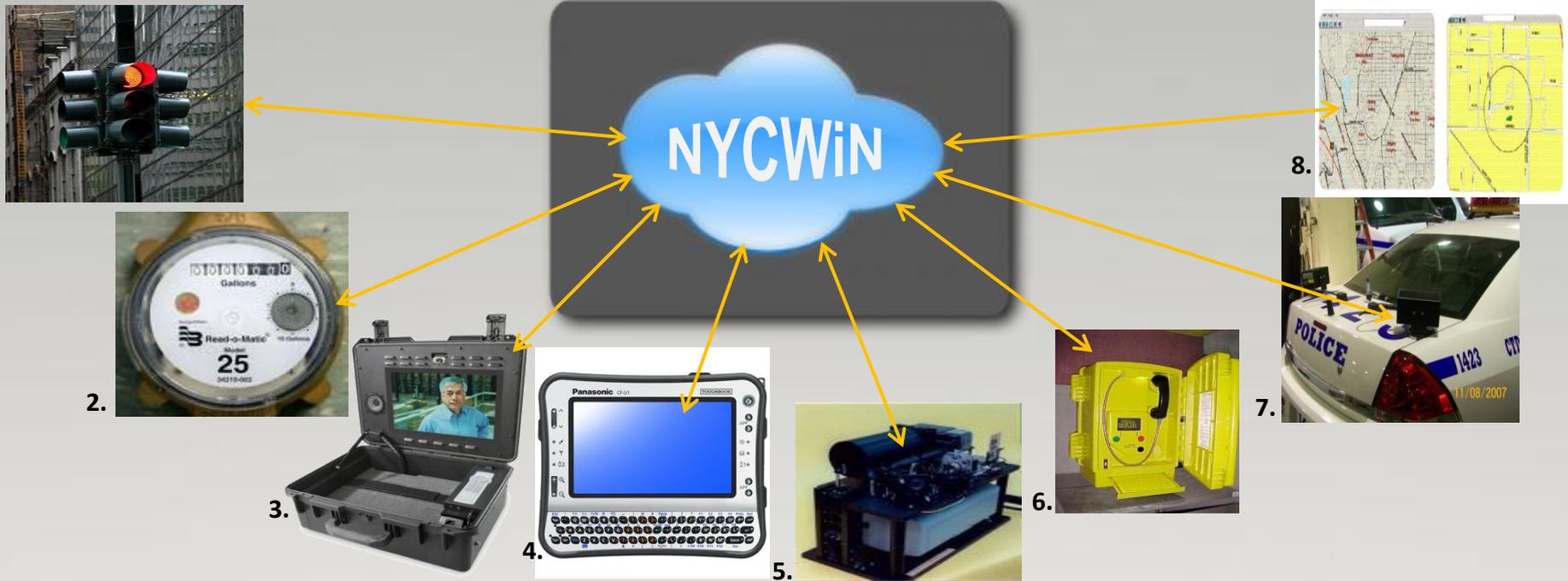
NYCWiN System Acceptance

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



Over 96% coverage across five boroughs

Current Application Categories



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. Automatic vehicle location
3. Wireless Video (Incident video and video conferencing)	6. Emergency call boxes	

Project Management Services



A complete catalog of IT services with defined lifecycle and performance standards

NYC Information Technology & Telecommunications: Shared Services Catalog

March 23, 2010

Home

- Application Services
- Consulting, Guidance, and Policy
- Open Government
- Hosting
- Network
- Service Desk
- Communications

Enabling the Connected City

As New York City agencies embrace Information Technology and consolidation, they are aligning, leveling and meeting their needs.

This catalog often helps agencies staff, and the City's Office mine and analyze data.

Services

- Analytics/BI
- Blackberry
- BPN CityNet
- Business Applications

Hosting Services (CITIServ)

DoITT Hosting Services provide reliable, monitored, secure and managed hosting solutions on multiple standard platforms for agency business applications. The CITIServ Data Center features: environmentally controlled raised floor computer rooms, full power system redundancy, uninterruptible Power Supply (UPS), generator backup.

Unix Application Hosting

DoITT Unix Application Hosting provides highly secure systems with disaster recovery capabilities. This service includes multiple, redundant and diverse high-speed Internet connections, security systems and zones, procedures, cooling and environmental systems and redundant power. Virtualization creates multiple virtual machines on a single physical machine, sharing the resources of that single computer across multiple environments. Virtualization delivers high performance and redundancy, a reduced carbon footprint and significant cost savings to your Agency.

- [Read More](#)
- [Submit Request](#)

Wintel Application Hosting

DoITT Wintel Application Hosting provides highly secure systems with disaster recovery capabilities. This service includes multiple, redundant and diverse high-speed Internet connections, security systems and zones, procedures, cooling and environmental systems and redundant power. Virtualization creates multiple virtual machines on a single physical machine, sharing the resources of that single computer across multiple environments. Virtualization delivers high performance and redundancy, a reduced carbon footprint and significant cost savings to your Agency.

- [Read More](#)
- [Submit Request](#)

Service Spotlight

CITIServ



CITIServ provides a variety of shared IT Services to New York City agencies. It provides agencies with the same services that they currently manage individually, but the shared structure provides a number of significant benefits. Receiving IT services from CITIServ allows agencies to stay focused on their core business missions while benefiting from reliable, high-quality and cost-competitive IT services.

CITIServ offerings include:

- [Hosting Services](#)
- [Network Services](#)
- [Service Desk](#)
- [Communication Services](#)

Enabling an Open, Transparent, and Participatory Government



OpenNYC
Mayor's Office of Operations

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Search

Welcome to OpenNYC

OpenNYC is the City's one-stop-shop for all essential data, reports, and statistics related to City services. From this page you can access a wide array of performance-related information including Citywide and agency-specific performance, 311-related information, and interactive mapping features for selected performance data and quality of life conditions. A snapshot of the available information is provided below.

Access the [CPR Fact Sheet](#) to learn more about OpenNYC and CPR.

Click on an icon or link below to navigate to the report content.

Transparency Project

The Transparency Project is a one-stop resource including information on political campaign contributions, lobbying, discretionary awards, City contracts, vendor information and a multitude of financial transactions with the City.

Customer Service Reporting

Customer Service Performance Reporting allows users to access information about agency performance related to key customer service activities. Performance is tracked across different customer service channels, like average time to respond to written correspondence, number of unique visitors to an agency's website, wait-times at City service centers and at call centers.

Enhanced 311 Reporting

The Enhanced 311 Reporting tool provides the public with a wealth of information about 311 calls, with historical data and mapping capabilities. Using this tool, New Yorkers can build their own reports about the 311 complaints received at a citywide level, as well as by City Council District, borough, zip code and community board.

CPR: Agency Performance Reports

Review a dashboard of overall Citywide performance over time, as well as critical performance measures for more than 40 City agencies, and compare year-to-date and long-term trends.

CPR: PlaNYC/Sustainability Reports

Review performance measures related to the City's long-term sustainability and track progress toward the City's comprehensive PlaNYC 2030 initiatives.

NYC Service Performance Tracker

Review the performance of major volunteer and civic engagement initiatives managed by NYC Service

SCOUT
Review interactive maps showing street conditions, such as potholes and catch basin defects, and the progress of repairs by specific location or neighborhood.

Mayor's Management Report (MMR)
Review the public report card on City agency performance published twice a year, including a description and source of information for each MMR statistic.

OpenNYC Stimulus Tracker
With the OpenNYC Stimulus Tracker, New Yorkers can track the City's use of federal stimulus/recovery funds provided through the American Recovery and Reinvestment Act of 2009 (ARRA).

NYC Data Mine
The City of New York Data Mine increases the accessibility of public data generated by the various New York City agencies. As part of an initiative to improve the accessibility, transparency, and accountability of City government, this catalog supplies access to a repository of government-produced, machine-readable data sets.

My Neighborhood Statistics
Review tables and color-coded maps showing patterns in selected performance indicators across different City neighborhoods.

Scorecard Cleanliness Ratings
Review street and sidewalk cleanliness ratings by borough, Community Board, and Sanitation Section.

311 Detailed Reports/Local Law 47 of 2005
Review selected 311 service requests, including the time to respond to each request by borough, Community Board, City Council District, and ZIP code.

NYC Feedback: Citywide Customer Survey Results
Review results of the survey of New Yorkers' opinions of the City's delivery of services, including the results within each Community Board.

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Performance Reporting Dashboards

Customer Service

Agency Metrics

PlaNYC Metrics

Stimulus Spending

NYCStat Stimulus Tracker
Mayor's Office of Operations

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Search

Welcome to the

Mayor Bloomberg at Stimulus Funds for 3

provided through the Reinvestment Act of 2009 provides a [Funding Summary](#) which lists detailed information on all stimulus dollars allocated to various programs in each major category.

Who
Funds allocated to
Infrastructure
Energy Efficiency

- Home
- About
- Funding Summary
- Funding Details
- Additional Reports
- Map
- Resources
- News and Information
- Stimulus at Work
- Help
- Contact NYCStat
- NYCStat Home

CPR PlaNYC SUSTAINABILITY REPORTING
Mayor's Office of Operations

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- PlaNYC/Sustainability Reports
- About
- PlaNYC/Sustainability Themes
- Help
- Frequently Asked Questions
- Take CPR Survey
- Contact CPR
- NYCStat Home

The PlaNYC is achieving its services, still term trends [Progress Report](#)

PlaNYC /

40.3%

Theme

- Air Quality
- Climate Change
- Energy
- Land
- Solid Waste
- Transportation
- Water

CPR AGENCY PERFORMANCE REPORTING
Mayor's Office of Operations

PRINTER FRIENDLY FORMAT

- Agency Performance Reports
- About
- Citywide Themes
- Performance Mapping Report
- Help
- Frequently Asked Questions
- Take CPR Survey
- Contact CPR
- NYCStat Home

Citywide Performance

Citywide Theme

- Citywide Administration
- Community Services
- Economic Development and Business Affairs
- Education
- Infrastructure
- Legal Affairs
- Public Safety
- Social Services

NYC Feedback
Citywide Customer Survey

Search | Email Updates | Contact Us
Residents | Business | Visitors | Government | Office of the Mayor

Mayor's Office of Operations

Home
Director's Message
Agency Services
Long-term Planning and Sustainability
Street Condition Observation Unit
Office of Environmental Coordination
Office of Environmental Remediation
Development Coordinator Initiative
Reference Materials
Contact Us

NYC Feedback Citywide Customer Survey

The NYC Feedback Citywide Customer Survey (the Survey) was sent to more than 100,000 randomly-selected New York City households in June 2008 to assess New Yorker's opinions of City services. The Survey asked residents for their opinions about important characteristics of the City and services provided by city government. New Yorkers in all five boroughs were given the opportunity to voice their opinions and provide a quantitative measure of where the City can continue to improve service delivery.

The results of the Survey are presented in the Report of Survey Results, as well as a separate report for each of the 59 community Boards. Additional information can be found in the report appendices. Click on one of the links below for the report results.

Full Report (optimized for viewing online)
Full Report (optimized for printing)
Executive Summary
Community Board Reports
Appendices
Citywide Maps of Results by Community Board
Survey Questionnaire
Read the Press Release
View the New York Times Interactive Graphic of Survey Data

To request copies of the full data set, please put your request in writing. Please include your name, the name of your organization, and the purpose of your request and send to:

Jeffrey A. Kay, Director
Mayor's Office of Operations
253 Broadway, 10th Floor
New York, New York 10007

or

E-mail: NYCOperations@cityhall.nyc.gov

PERFORMANCE REPORTING

- NYCStat Portal
- Citywide Performance Reporting (CPR)
- Mayor's Management Report
- My Neighborhood Statistics
- Scorecard Cleanliness Ratings
- 311 Detailed Reports/Local Law 47 of 2005
- Statistics for Multi-Agency Issues
- NYC Feedback Citywide Customer Survey Results
- Maximizing Efficiency in NYC Government

One-stop portal for access to data sets, including searching and sorting features.

- Over 380 datasets
 - Sortable
 - Searchable
 - Exportable
 - Compatible with standard/conventional APIs
- Upcoming enhancements
 - Protections to preserve bandwidth availability
 - Security measures to guard against abuse or illegal activity
 - Guidelines to ensure fair and reasonable access and availability to all users

The screenshot displays the NYC DataMine website. At the top, there is a navigation bar with links for Search, Email Updates, and Contact Us. Below this, a dark header contains the 'NYC DataMine' logo and a search bar. A secondary navigation bar lists categories: Residents, Business, Visitors, Government, and Office of the Mayor. The main content area is divided into a left sidebar and a right main panel. The sidebar, titled 'Raw Data', contains search filters for 'Data by Category', 'Data by Agency', and 'Data by Keyword', along with 'search' and 'reset' buttons. Below the filters, it indicates 'Displaying all results' and '101 Records Found'. A list of datasets is shown, including 'Citywide Events Calendar', 'Electronics Stores', 'Parking Facilities', 'Sidewalk Cafes', 'Laundry Facilities', and 'City-owned property from IPIS database'. The right main panel features a cityscape image, a 'News & Updates' section with a date of November 5, 2009, and a 'Related Topics' section with a link to 'Data.gov'.

Mobile Phone Applications

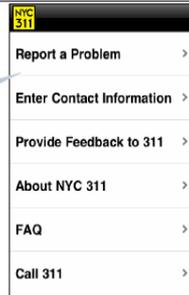


NYC 311 App

NYC 311 at Your Fingertips

Championed by *NYC Council Speaker Christine Quinn* and *Council Member Gale Brewer*, New York City announced a new way for New Yorkers to report conditions to the 311 Customer Service Center.

Select "Report a Problem" to report a condition directly to 311



Conditions users can report via the iPhone app include:

- ✓ Damaged/Dangling Street Signs
- ✓ Broken Street Lights
- ✓ Dirty Vacant Lots
- ✓ Street Conditions (potholes, etc.)
- ✓ Damaged Trees
- ✓ Illegal Tree Damage
- ✓ Taxi Lost Property

GPS-Enabled technology will automatically determine your location



NYC City Hall App

Direct access to the latest news from Mayor Michael R. Bloomberg.

- ✓ Press Releases
- ✓ Events
- ✓ Photos

Links back to the 311 App



Bridging the Digital Divide



Promoting Greater Digital Inclusion

- American Recovery and Reinvestment Act of 2009 established the Broadband Technology Opportunities Program (BTOP), a national broadband stimulation effort.
- BTOP offered two funding rounds, concluding in March, 2010.
- Three DoITT-led program proposals have been awarded funds:

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



BROADBANDUSA
CONNECTING AMERICA'S COMMUNITIES

- This total (\$42M) represents more Federal broadband stimulus funding than has yet been received by any other city (or by any state) for sustainable broadband adoption and public computer center initiatives in low-income communities.
- Nearly \$16M in additional “match” funds provided by the City, and by private and non-profit sector partners in these programs – including Time Warner Cable, Cablevision and Verizon.

NYC Connected Learning

The Challenge:

- Low-income residents often face multiple obstacles to adoption simultaneously
- Comprehensive support is needed to help residents overcome these obstacles, and recognize benefits of adoption
- Public schools are City's largest talent-generating engine. Yet more than 70% of students are from low-income families. Without intervention, New York City risks producing a talent pool ill-equipped for the jobs critical to the future growth of the City and nation.



The Initiative: Provide low-income sixth graders and their families with “technology bundles” that address ALL common obstacles to home broadband adoption. Boost academic outcomes by integrating technology use in both home and school environments.

- 18,000 low-income sixth graders and their families – nearly 40,000 New Yorkers in total
- 12,000 participants anticipated to subscribe to broadband beyond the year-long discounted period.

NYC Connected Foundations

The Challenge:

- Low-income residents often face multiple obstacles to adoption simultaneously
- Comprehensive support is needed to help residents overcome these obstacles, and recognize benefits of adoption
- Public schools are City's largest talent-generating engine. Yet more than 70% of students are from low-income families. Without intervention, New York City risks producing a talent pool ill-equipped for the jobs critical to the future growth of the City and nation.



The Initiative: Provide over-aged, under credited students with “technology bundles” that address ALL common obstacles to home broadband adoption. Boost academic and economic opportunities by providing the skills and resources needed to utilize a wide range of broadband-reliant tools and services.

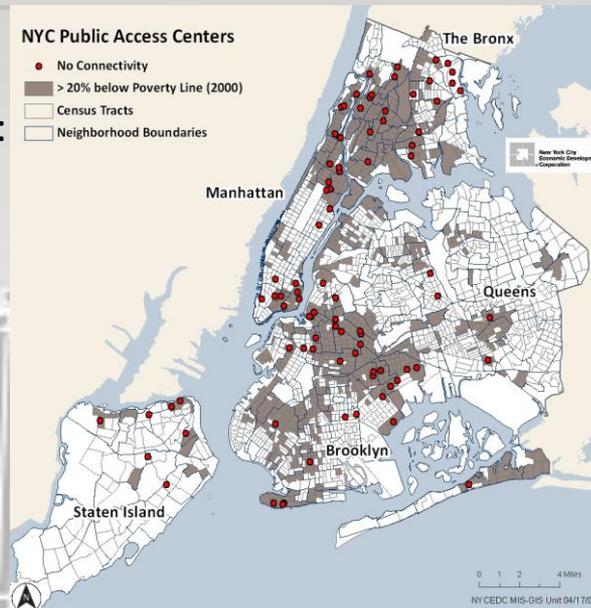
- Training to as many as 6,100 residents over the life of the project
- Offering approximately 160,000 training hours focusing on online connectivity, career building, community resources, and education.

NYC Connected Communities

The Challenge:

- Many public library branches are unable to meet current technology demand with existing resources
- Many City-operated facilities, such as NYCHA, DFTA and Parks centers, do not currently have Internet connectivity, or are unable to meet current demand
- Most of these facilities are in high-need communities
- Employment support services are now in particularly high demand in these centers

NYC-CC Public Computer Center:
New York Public Library – Grand
Concourse Branch (155 East
173rd Street)

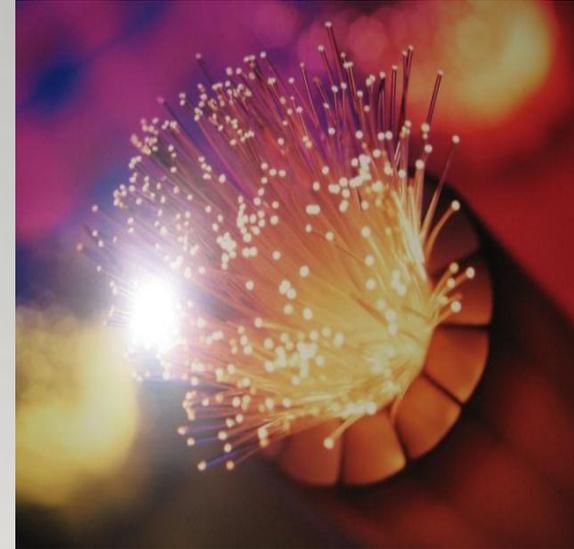


Initiative: Provide public facilities located in City's highest poverty communities with new or upgraded connectivity, computers, and staff resources. Provide both digital literacy training and employment support services across all facility types

- Deploy 480 new workstations and upgrade nearly 550 more at 90+ computer centers across the City
- Increase public access by up to 1,100 hours per week and accommodate an additional 40,000 weekly users

Cable Franchise Renewals

- DoITT administers cable television franchises with Cablevision, Time Warner, and Verizon (citywide); City receives 5% of gross cable revenue.
- In addition, as part of ongoing renewal process, DoITT has negotiated a number of public benefits:
 - ✓ ***Adoption/expansion of affordable broadband service with 40 new computer centers and educational investments***
 - ✓ ***Wi-Fi in more than 30 public parks***
 - ✓ ***Broadband in traditionally-underserved areas and commercial buildings***
 - ✓ **Additional eight new PEG channels; Video-on-demand for educational/government programming**
 - ✓ **Funding to finance CityNet upgrade**
 - ✓ **NYC “Media Lab” funding to support new media research in New York City**
 - ✓ **Enhanced Customer Service Provisions** – Including online/multi-device appointment confirmation, upgraded walk-in centers, and subscriber credits for missed appointments



SimpliCity: NYC 2011 & Beyond

- Newly announced *SimpliCity* initiative aimed at making City government more efficient, more electronic, and more effective.
- Spearheaded by Deputy Mayor for Operations Stephen Goldsmith, *SimpliCity* is designed to use technology and data to more efficiently manage operations, reduce costs, and streamline interactions between New York City customers and the agencies that serve them.

“*SimpliCity*...represents a big step towards more efficient, effective City government.”

- Deputy Mayor Stephen Goldsmith, Oct. 20, 2010

