

OpenGov Camp

Carole Post

New York City Chief Information Officer

June 5, 2011

NYC DoITT Mission

**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 in 7 locations
- Operating Budget = \$360+ million
- Capital Plan = Estimated \$1 billion over 4 years
- Revenue = \$120 million

What Does DoITT Do?

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

IT LEADERSHIP

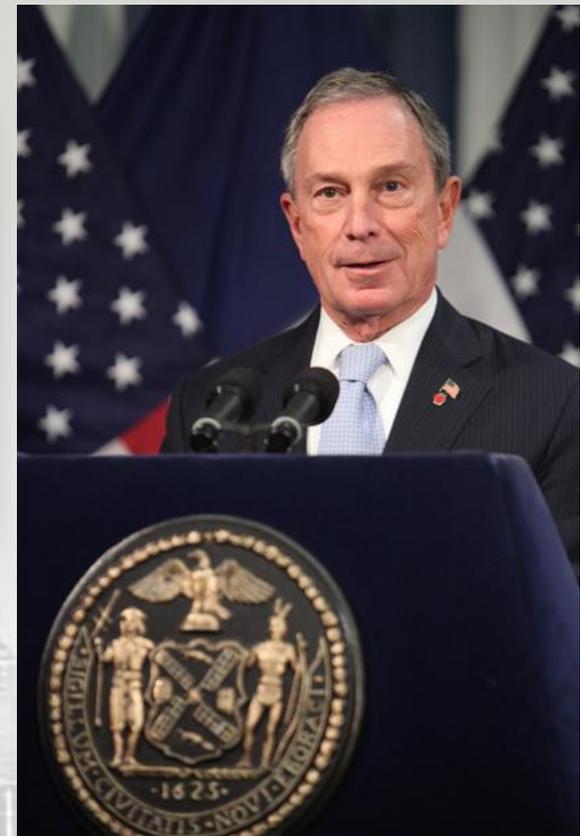


THE CITY OF NEW YORK
OFFICE OF THE MAYOR
NEW YORK, N.Y. 10007

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



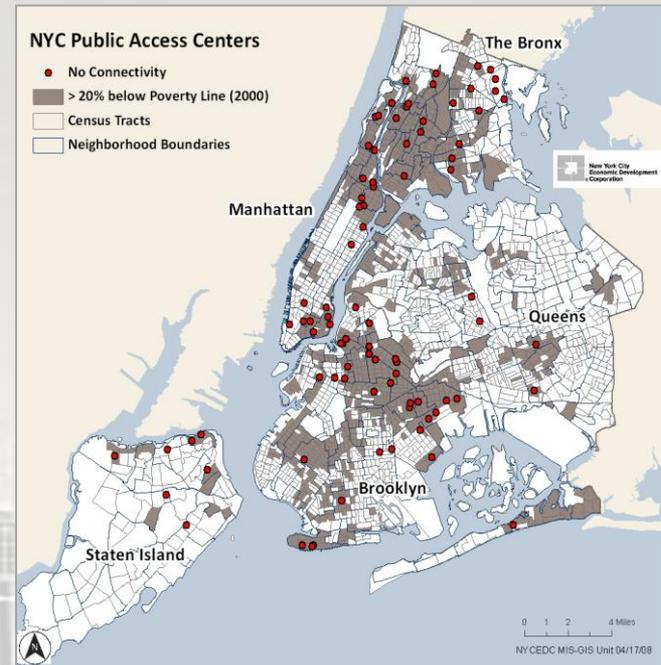
2 Unlocking...

DIGITAL INCLUSION

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



BROADBANDUSA
CONNECTING AMERICA'S COMMUNITIES



2 Unlocking...

DATA

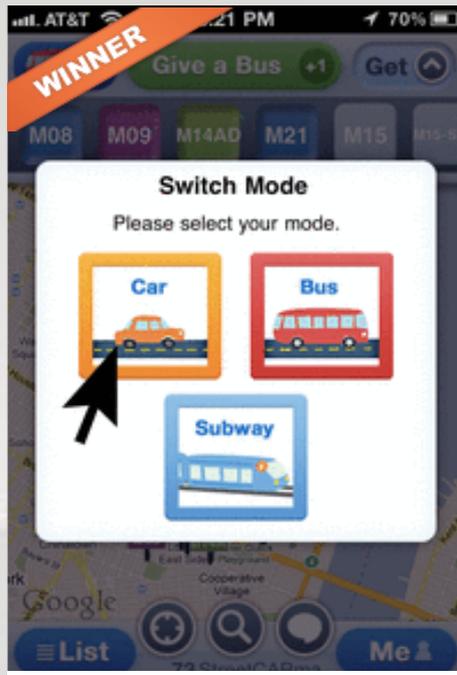
The screenshot shows the NYC DataMine website. At the top, there is a navigation bar with links for Search, Email Updates, and Contact Us. Below this is a menu with categories: Residents, Business, Visitors, Government, and Office of the Mayor. The main header features the NYC DataMine logo and a search 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 divided into two columns. The left column contains a sidebar with links to HOME, ABOUT NYC DATA MINE, DATA SETS, FREQUENTLY ASKED QUESTIONS, TERMS OF USE, and CONTACT NYC DATA MINE. The right column features a 'Raw Data' section with 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 displayed, including 'Citywide Events Calendar', 'Electronics Stores', 'Parking Facilities', 'Sidewalk Cafes', 'Laundry Facilities', and 'City-owned property from IPIS database', each with its file type and frequency.



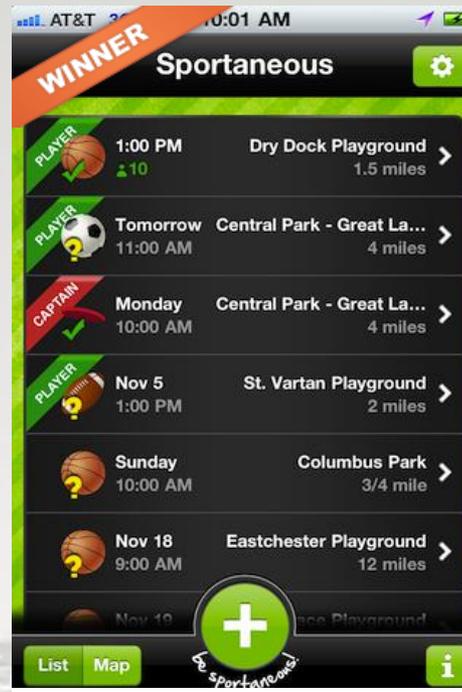
- www.nyc.gov/data
- ~ 400 datasets
- Legislation Pending

2 Unlocking...

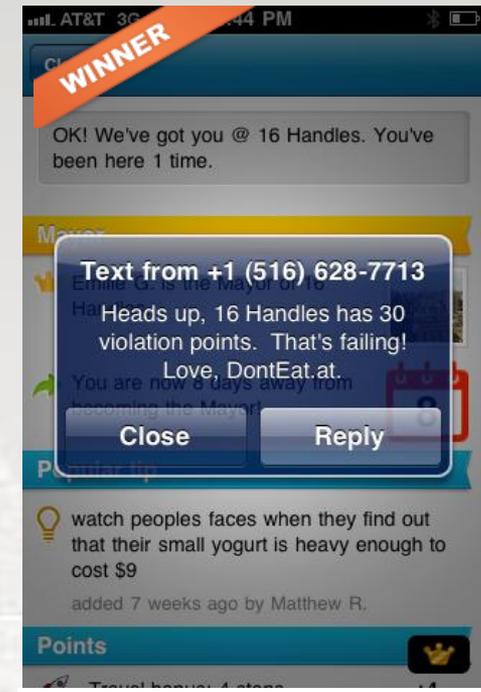
BigApps 2.0



Roadify



Sportaneous



DontEatAt

2 Unlocking...

Common Goals... Common Solutions



Mobile Phone Applications

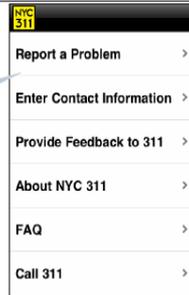


NYC 311 App

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



2 Unlocking...

REPORTING

The screenshot shows the NYCStat website header with the logo and 'Mayor's Office of Operations'. Below the header is a search bar and navigation links for 'TRANSLATE THIS PAGE' and 'PRINTER FRIENDLY FORMAT'. A left sidebar contains a search box and a list of report categories: Home, CPR: Agency Performance Reports, CPR: PlaNYC/Sustainability Reports, Mayor's Management Report, SCOUT, Other Essential Reports, Take NYCStat Survey, and Contact NYCStat. The main content area features a 'Welcome to NYCStat' message and a grid of report tiles. An orange arrow points from the 'Unlocking...' text to the 'OpenNYC Stimulus Tracker' tile in this grid.



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 view the City's use of federal stimulus/recovery funds provided under the American Recovery and Reinvestment Act of 2009.



NYC Data Mine
The City of New York Data Mine increases the accessibility of 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 supports the City's repository of government-produced, machine-readable data.



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My Neighborhood Statistics
Review tables and charts showing performance indicators for each of the five boroughs.



Scorecard Ratings
Review street and neighborhood performance ratings for each of the five boroughs.



NYC 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.

2 Unlocking...

IDEAS



Please note that this forum is not a place to register official complaints or service requests to New York City. Submit a service request to [311 Online](#).

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STEP 1 Enter your location.

LOCATION TYPE: Address

ADDRESS NUMBER: [input field]

STREET NAME: [input field]

BOROUGH: [dropdown menu]

Next

STEP 2 Submit your case and provide information.

LOCATION TYPE: Stuck vehicle
 Street not clear of snow
 Street clear of snow

CONSTRUCTION TYPE: [input field]

DESCRIPTION: [input field]

Previous Submit

IDEAS

NYC Simplicity | IdeaMarket

[Challenge](#) | [Always On](#) | [Leaderboard](#) | [About](#) | [Blog](#) | [Dashboard](#)



THIS MONTH'S CHALLENGE

How do we make NYC paper-free?

This month's winner will meet with DM Goldsmith at City Hall. You bring the idea, and he'll bring the coffee.

TAKE THE CHALLENGE

**UNDER
REVIEW**

LAST MONTH'S CHALLENGE

What kind of information or technology would help you in doing your job?

MAKE OUR CITY BETTER

Some ideas just don't fit in a box.

ABOUT IDEA MARKET

Videos, prizes, and winners.

2 Unlocking...

TABLET PILOT PROGRAMS

- Partnership approach
- More than simply “you build, we buy”
- Identifying a tool kit of options that meet NYC specifications



3 **Innovating...**

311 Customer Service Center

- Nearly 20 million calls in 2010, average of 60,000 calls per day.
- More than 1 million visitors to 311Online, daily average of 2,760 visits.

Phone



Mobile



Text



Online



SERVICE REQUESTS

Provides the ability to view specific locations of complaints filed over the past year – across 15 categories.

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

NYC 311 Find NYC Government Information and Services

Home About 311 Feedback

SEARCH LAYERS

Search

SEARCH TYPE
Address

ADDRESS NUMBER
450

STREET NAME
7 Avenue

BOROUGH
Brooklyn

SR_CATEGORY
All Categories

[Advanced Search ?](#)

Search

Service Request Count by Location

- 1 Request
- 2 to 5736 Requests
- 5737 to 11471 Requests
- 11472 to 17206 Requests

You are now viewing Service Requests that are open and recently closed. Recently closed is within five days of today.

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

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Service Requests

COMPLAINT TYPE	DESCRIPTION	CREATED DATE
Building/Use	No Certificate Of Occupancy/Illegal/Contrary To CO	06/22/2010
Electrical	Electrical Wiring Defective/Exposed	06/22/2010

Done

311 API

- Delivering 311 inquiry data via Open311



NYC Information Technology & Telecommunications: www.nyc.gov/doitt

Visit us at:



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www.twitter.com/NYCDoITT

communications@doitt.nyc.gov