Leadership Institute
January 4, 2011
NYC Dept. of Information Technology & Telecommunications (DoITT)

Carole Post
Commissioner
DoITT Overview

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
  - 300 311 Call Center Representatives
  - 600 IT Services employees
  - 300 Administrative employees
- Locations in Manhattan, Brooklyn, and the Bronx
- Capital budget = $1 billion
- Operating budget = $360 million
- Revenue= $120 million
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
“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.
Executive Order #140 and CITIServ
Current State – IT in NYC

- IT is currently managed in a decentralized manner across dozens of agencies
- Lack of citywide policies and standards
- Little collaboration for enterprise solutions
- Not leveraging the City’s buying power
  - Thousands of contracts and license agreements with the same providers
  - IT Procurement within each City agency
EO 140 Overview

1. Provides for Infrastructure consolidation including deadlines for e-mail hosting (Dec 2010) and help desk (June 2011)

2. Provides for adoption of IT policies and standards that have Citywide implications

3. Provides for two governing bodies:
   - Strategic Governance Board – Deputy Mayors and oversights
   - Technology Governance Board – Agency IT and business reps

4. Retains application development with agencies with review process to mitigate redundancies and encourage re-use of existing tools

5. Requires performance reporting and metrics
Citywide IT Policies & Standards

1. Security Policy
2. Architecture Platform Standards
3. Citywide Contracts (Includes: Microsoft ELA implementation)
4. Mobile device policy
5. GIS
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...**
- 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
DoITT Service Catalog

A complete catalog of IT services with defined lifecycle and performance standards
Managing CITIServ’s Moving Parts: Service Delivery and Support

Objective:
- Develop a consistent set of operational processes and protocol in order to properly enable the delivery and support of IT services
Sample Reporting Outputs: Service Desk

Changes Scheduled Current Week
The following graph illustrates pending changes (next 7 days) with a high impact to a business or agency. The following table identifies the specific change and responsible group.

<table>
<thead>
<tr>
<th>Business Impact</th>
<th>Change</th>
<th>Business Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>311 Low</td>
<td>4</td>
<td>Low</td>
</tr>
<tr>
<td>311 None</td>
<td>4</td>
<td>None</td>
</tr>
<tr>
<td>ISD IT Service Desk</td>
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<td>Low</td>
</tr>
<tr>
<td>ECTP FDNY</td>
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<tr>
<td>ECTP NYPD</td>
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<td>None</td>
</tr>
<tr>
<td>NYC SERV</td>
<td>1</td>
<td>Low</td>
</tr>
</tbody>
</table>

Incident Creation By Hour: Yesterday
The following charts illustrate the number of incidents created via the Service Desk and supporting automatic discovery products on a per hour basis.
Managing CITIServ’s Moving Parts

Service Offerings

Service Delivery & Support

Construct and maintain a catalog of IT services with performance standards

Financial Services

Develop a cost/benefit tracking and funding structure for CITIServ

PMO

Transition Services

Develop methodology and transition plans for each Agency, including:
- Email Service Desk

Communications

Educate and inform all stakeholders about CITIServ’s projects, plans and achievements

Human Resources

Responsible for cross-Agency human resources and labor relations representation and planning for CITIServ human resources redeployment

Technical Architecture & Facilities

Identify and develop appropriate architecture and facilities

Project oversight and accountability
Agency Assessment Prioritization

Current Agency assessments

1. DHS*
2. ACS/DJJ*
3. BERS*
4. DEP*
5. DOB*
6. DOE*
7. DOF*
8. DSNY
9. DYCD*
10. HPD
11. MOME*
12. OCME
13. RecTech
   -BSA*
   -CCRB
   -CCHR
   -EEPC*
   -OATH*
   -OCB
   -OLR
   -TLC

Agency assessments planned for 2011

1. DCA
2. DCAS
3. DCLA
4. DCP
5. DDC
6. DOC
7. DoHMH
8. DOP
9. DOR
10. DPR
11. OPA
12. SBS

2011: Q1 & Q2 above dotted line
2011: Q3 & Q4 below dotted line

Agency assessments planned for 2012

1. EDC
2. FISA
3. HHC
4. HRA/DFTA
5. LAW
6. LPC
7. Mayor’s Office
8. NYCHA
9. OEM
10. OMB
11. SCA
12. DOI
13. DOT

2012: Q1 & Q2 above dotted line
2012: Q3 & Q4 below dotted line

*Agency assessments completed in 2010

Notes: Email and Service Desk are being assessed in a separate channel
HHS Connect currently being hosted by DoITT
Project Management Services
PMO Re-Organization

**Agency Relations Group**
- Improve the frequency and quality of communication with agencies
- The agency gateway to everything DoITT

**Project Portfolio Management and Enterprise Architecture Group**
- Combined PPM and EA practices
- Assist agencies by using standard and enterprise technologies

**Project Management Office**
- Consolidated project managers into a central PMO
- Increase the clarity of project management roles
- Ensure that DoITT methodologies and standards are applied
- Cross-train project managers to better utilize existing resources
Enterprise Capability Center (ECC)

- No business owner/driver for citywide capabilities
- Redundant projects
- Lost opportunities for enterprise-wide solutions and cost savings
## Enterprise Capability Center (ECC)

| 2. Inspections | 10. Master Data Management |
| 4. Payments and Revenue Collection | 12. GIS, Mapping & Location-Based Services |
| 5. Asset/Inventory Management | 13. Mobile Applications |
| 7. Performance Management/ Business Intelligence | 15. Human Resources Management |
Enabling an Open, Transparent, and Participatory Government
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.

**OpenCorporations**

*OpenCorporations* is a corporate resource including information on political campaign contributors, 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 assess 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, and calls at City service centers and call centers.

**NYC 311**

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, residents can find 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**

CPR’s 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.

**NYC Sustainability Reports**

NYC Sustainability Reports review performance measures related to the City’s long-term sustainability and track progress toward the City’s comprehensive NYC 2030 initiatives.

**NYC Service Performance Tracker**

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

**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.

**NYC Neighborhood Scans**

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

**NYC 311 Scorecard**

**Scorecard Cleanliness Ratings**

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

**NYC 311 Detailed Reports/Local Law 47 of 2005**

Review 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.
NYC Data Mine

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 legislation – Intro.
  - Would require all public data sets of City agencies to be:
    - Open
    - Available via centralized web portal
    - Updated on a regular schedule based upon the nature and type of data
Mobile Phone Applications

- **NYC 311 App**

  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

- **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
NYCWiN: Connecting the City

NYCWiN Mobile Deployments
- 428 AVL modems across 13 agencies
- 1,200+ laptop modems

NYCWiN Fixed Deployments
- 2,400 of 10,500 DOT traffic control modems
- 50+ modems in remote offices for Parks and DSNY
- 417,000 of 834,000 automated water meters for NYC DEP

NYCWiN Public Safety Deployments
- 1,000 NYPD personal radiation detectors
- 1,500 NYPD patrol car deployment for DL scan and retrieval of warrant data
- 1,200 FDNY mobile modem deployments; ambulance and apparatus
- Possible ConEd (meter reading) and MTA (fare tap and bus track)
Apple Seed Pilot Program

Program Overview

- A first-of-its kind program
- Allows agencies to develop a familiarity with the device’s features
- Will help inform a long-term plan for the ongoing provisioning of Apple devices
- Apple providing direct access to developers and technical support
- Opportunity for agency developers to join a like-minded community as we develop the City’s platform and policy for mobile application development and deployment.
Inspections (e.g. Buildings, Restaurants, etc)

Work order management (actioning Service Requests, repairs, planned maintenance; e.g. buildings, parks, roads;)

Scheduling and routing (e.g. inspections, maintenance operations)
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
Open Discussion / Q&A