Driving Innovation in Government

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New York City Chief Information Officer

Digital Communities
Large Jurisdiction CIO Leadership Group
New York City
April 29, 2011
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, 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
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
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
Modernizing...

IT CONTRACTS

City Sets Deal With Microsoft
New York Sees $50 Million in Savings

Microsoft Corp. will provide New York City with an array of computer services under a software license 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 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're doing is efficient or not."
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
### Modernizing...

<table>
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<tr>
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<th>1. Remote traffic control</th>
<th>4. Handheld applications</th>
<th>7. Mobile and Data License Plate Recognition (Fixed and mobile)</th>
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<tr>
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<td>2. Wireless Meter Reading</td>
<td>5. Sensor management (NBC, weather, etc..)</td>
<td>8. RMP Mobile Office</td>
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**Diagram:**

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

REPORTING

NYC Stat
Mayor's Office of Operations

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

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.

NYC Data Mine
The City of New York Data Mine increases the accessibility, transparency, accountability of City government, this catalog supplies a repository of government-produced, machine-readable data.

OpenNYC Stimulus Tracker
With the OpenNYC Stimulus Tracker, New Yorkers City's use of federal stimulus/recovery funds provide an initiative to increase accountability.

NYC 311
311 Detailed Reports/Local Law 47 of 2006
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
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.
Unlocking...

DATA

- www.nyc.gov/data
- ~ 400 datasets
- Upcoming legislation – Intro. 29
Unlocking... MOBILE APPS

Roadify

Sportaneous

DontEatAt
Unlocking...

DIGITAL INCLUSION

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

Locations of Public Access Points
Innovating...

PROCUREMENT

Current Process

NYC SPARK = Need Small App Developers / ITCS Proposal Evaluate Contract Solution
3 Innovating...

TABLET PILOT PROGRAMS

- Unique approach
- Repeatable model
- Enhancing City’s mobile workforce
3 Innovating...

Common Goals... Common Solutions
Enabling the connected city
Q&A