

# Driving Innovation in Government

**Carole Post**

New York City Chief Information Officer

Government IT Leadership Forum

Washington, D.C

May 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 Shared Services in a Federated Enterprise

DoITT – NYC’s IT service provider – serves 45 Mayoral Agencies and a wealth of additional City boards, offices and commissions.



# IT LEADERSHIP

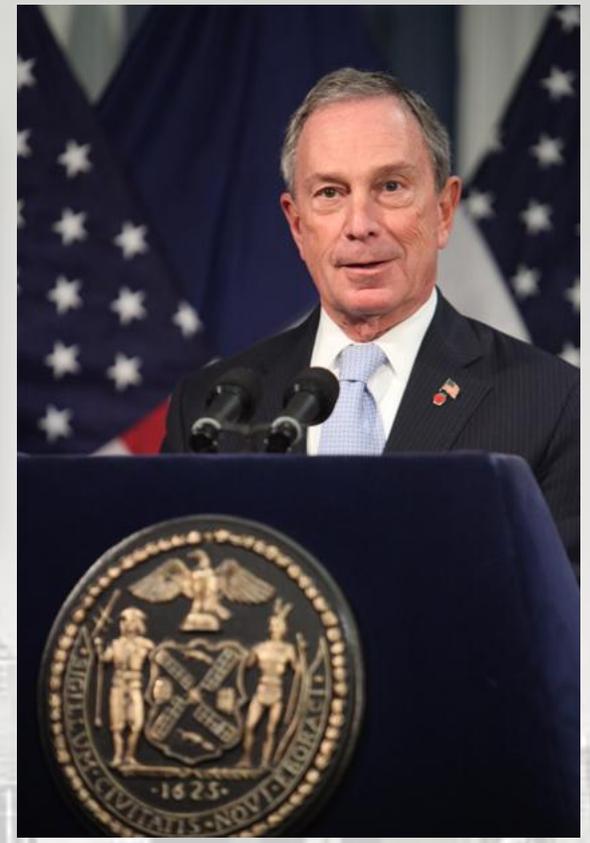


THE CITY OF NEW YORK  
OFFICE OF THE MAYOR  
NEW YORK, N.Y. 10007

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

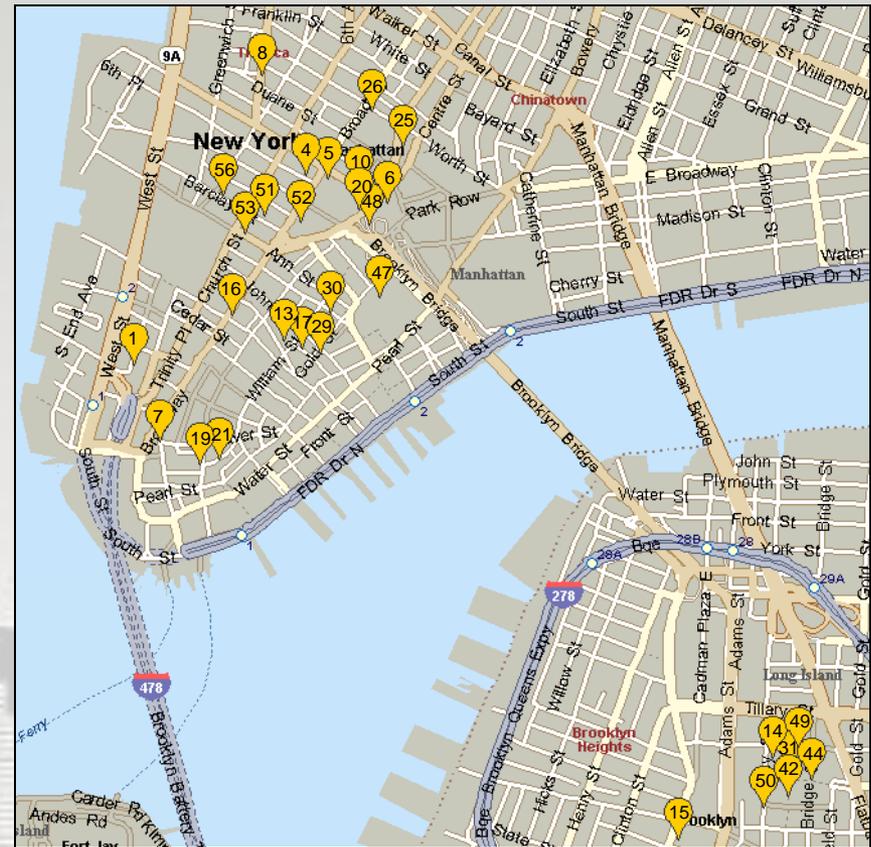


# 1 Modernizing...

## 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

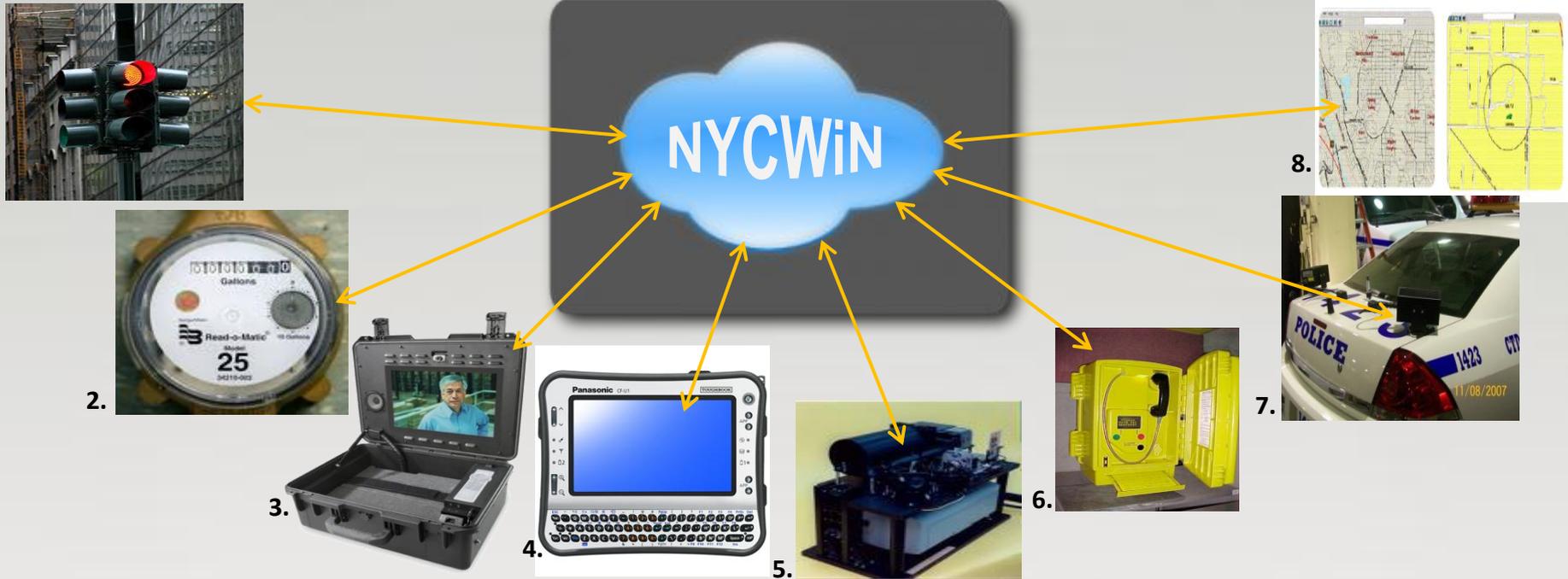
### Tomorrow...

- Unified data center and DR operations
- Shared services provided to City agencies
- Support agency application development and business solutions

Investments today to  
plan for tomorrow



# 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

# 1 Modernizing...

## IT CONTRACTS

**THE WALL STREET JOURNAL. NEW YORK**

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World | U.S. | **New York** | Business | Markets | Tech | Personal Finance | Life & Culture

News | Sports | Culture | Real Estate

TOP STORIES IN New York

**Kosher Inspectors Eliminated**

NEW YORK | OCTOBER 21, 2010

### City Sets Deal With Microsoft

New York Sees \$50 Million in Savings

Article | Stock Quotes | Comments

Email | Print | Save This

By JOSEPH DE AVILA

Microsoft Corp. will provide New York City with an array of computer services under a new agreement announced Wednesday, a coup for the tech giant in its race to win 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 software purchases with Microsoft into a single citywide contract. The agreement is expected to save the city \$50 million over five years.

The previous arrangement was "cumbersome and not cost effective," said a city spokesman. "We want to look at ways to get companies to look at ways to do things better."

**The New York Times** Business Day **Technology**

WORLD | U.S. | N.Y. / REGION | BUSINESS | TECHNOLOGY | SCIENCE | HEALTH | SPORTS

Search Technology | Go | Inside Technology | Internet | Start-Ups | Business Computing

**Microsoft and New York in Software Deal**

By ASHLEE VANCE  
Published: October 20, 2010

New York City has put the squeeze on Microsoft, forcing the software giant to give government workers access to more modern software. Instead of having to buy business software for each agency, New York has set up a 100,000-person deal that will save \$50 million over five years, Mayor Michael R. Bloomberg and Microsoft executive, announced Wednesday morning, hailing it as a "first arrangement with Microsoft worth \$20 million a year."

"I am sorry if you are looking for a story of..."



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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 ITT

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.

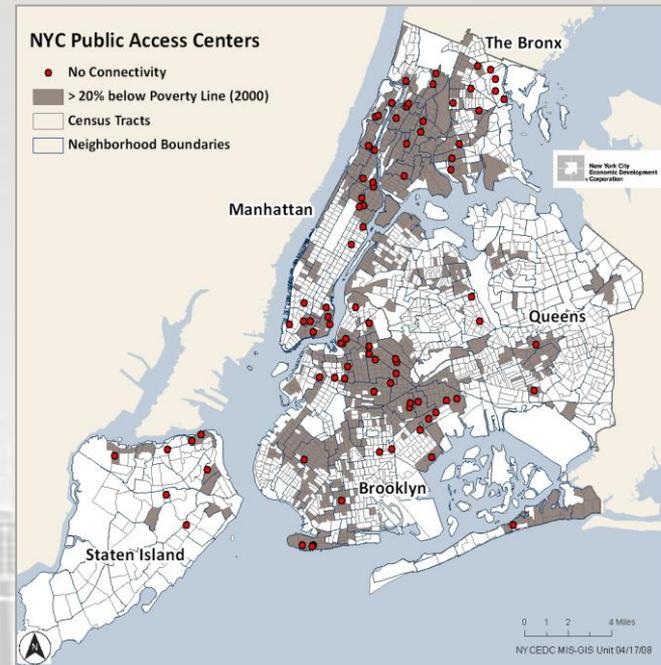
# 2 Unlocking...

## DIGITAL INCLUSION

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



**BROADBANDUSA**  
CONNECTING AMERICA'S COMMUNITIES



# 2 Unlocking...

## 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 a specific tile in the 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 track the City's use of federal stimulus/recovery funds provided by 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.



**My Neighborhood Statistics**  
Review tables and charts showing performance indicators for each of the City's 32 neighborhoods.



**Scorecard Clearinghouse**  
Review street address and Community Board information for each of the City's 32 neighborhoods.



**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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## 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.

**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 Request Map

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

NYC 311  
Residents | Business | Visitors | Government | Office of the Mayor | Search | Email Updates | Contact Us

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 311  
Residents | Business | Visitors | Government | Office of the Mayor | Search | Email Updates | Contact Us

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COMPLAINT TYPE	DESCRIPTION	CREATED DATE
Building/Use	No Certificate Of Occupancy/Illegal/Conformity To CO	06/22/2010
Electrical	Electrical Wiring Defective/Exposed	08/22/2010

# 2 Unlocking...

## IDEAS



NYC Snow Update

Welcome to Snow Update

311 Online

Submit a snow-related service request or learn about snow removal employment by

Map Problem Locations

Complete and submit [this form](#) in order to share information on the following during and after a snowstorm:

- Stuck vehicle
- Street not clear of snow
- Street clear of snow

Your submission will automatically populate the map below. Please note that this is an information-sharing service among New Yorkers and that the City may not access any particular post or take action with regard to it.

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

STREET NAME

BOROUGH  
Manhattan

Next

STEP 1 Enter your location.

LOCATION TYPE  
Address

ADDRESS NUMBER

STREET NAME  
Wall Street

BOROUGH  
Manhattan

Next

STEP 2 Submit your case and provide information.

FIRST NAME

LAST NAME

EMAIL

PHONE NUMBER  
Previous Next

STEP 3 Describe the snow problem.

CONNECTION TYPE

Stuck vehicle

Street not clear of snow

Street clear of snow

DESCRIPTION

Previous Submit

# 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 divided into a left sidebar and a main panel. The sidebar contains links for HOME, ABOUT NYC DATA MINE, DATA SETS, FREQUENTLY ASKED QUESTIONS, TERMS OF USE, and CONTACT NYC DATA MINE. The main panel has a heading 'Raw Data' and 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 for expansion:

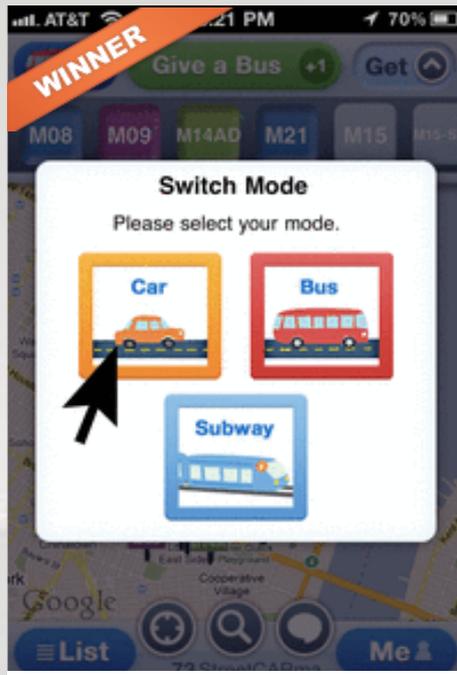
- Citywide Events Calendar  
File type: XLS  
Frequency: BI-weekly
- Electronics Stores  
File type: XLS  
Frequency: Monthly
- Parking Facilities  
File type: XLS  
Frequency: BI-annually
- Sidewalk Cafes  
File type: XLS  
Frequency: Annually
- Laundry Facilities  
File type: XLS  
Frequency: Quarterly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



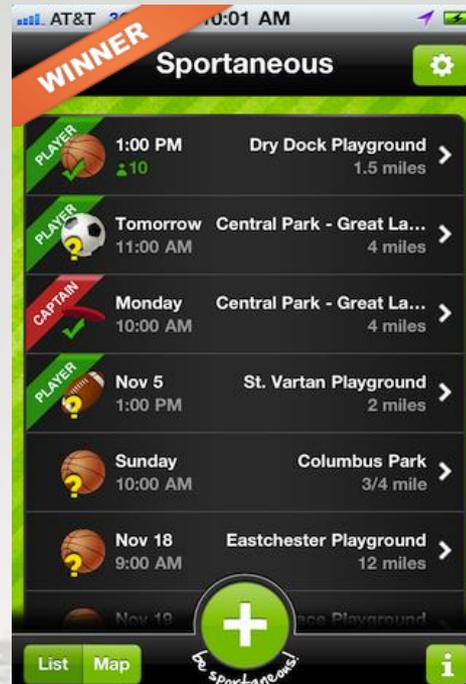
- [www.nyc.gov/data](http://www.nyc.gov/data)
- ~ 400 datasets
- Legislation Pending

# 2 Unlocking...

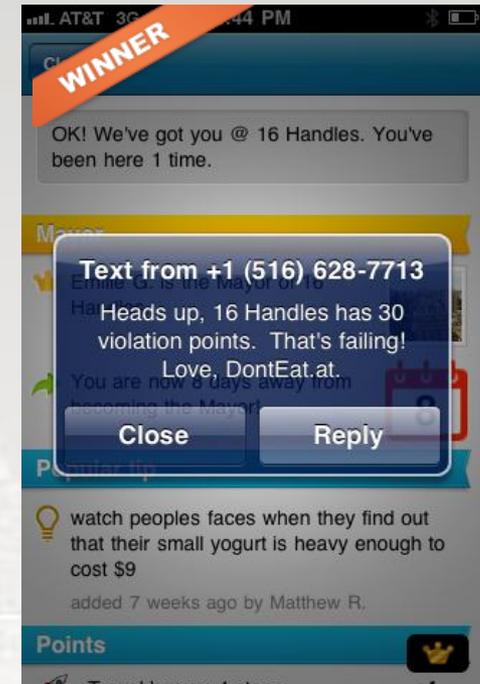
## MOBILE APPS



Roadify



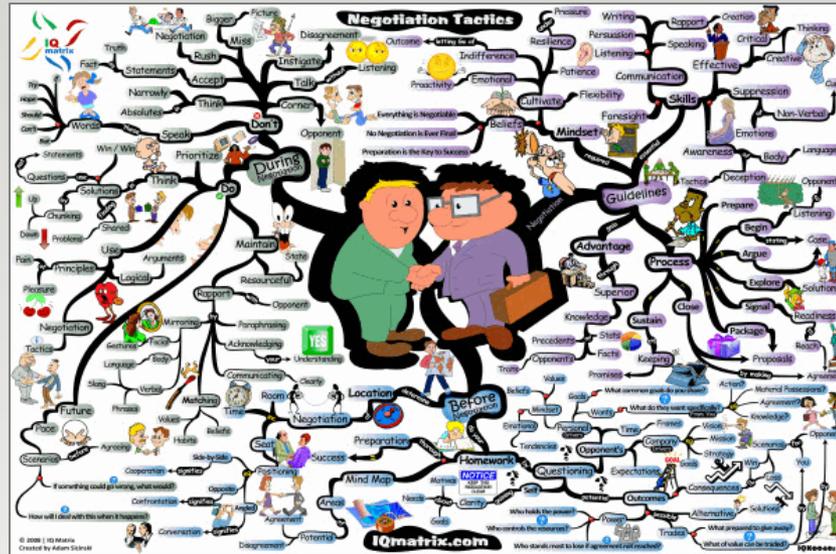
Sportaneous



DontEatAt

# PROCUREMENT

## Current Process



Speedy Procurement and Rapid Contracts



# Common Goals... Common Solutions



## 3 Innovating...

# TABLET PILOT PROGRAMS

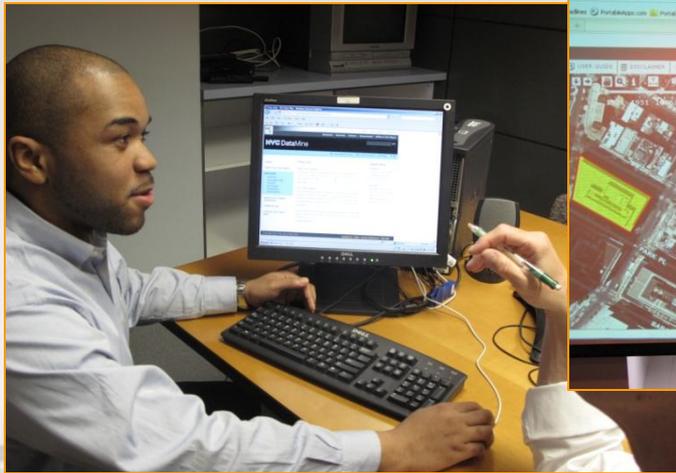
- Partnership approach
- More than simply “you build, we buy”
- Identifying a tool kit of options that meet NYC specifications



# Enabling the connected city



## Professional Development and Academic Partnerships



**NYC** Information Technology & Telecommunications: [www.nyc.gov/doitt](http://www.nyc.gov/doitt)

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[www.twitter.com/NYCDoITT](http://www.twitter.com/NYCDoITT)

[communications@doitt.nyc.gov](mailto:communications@doitt.nyc.gov)