

2014 Budget Hearing Opening Statement, Commissioner of DoIT

Thank you, Madam Chairman and Council members, for the opportunity to be here today. I started in this position in June after one year serving as First Deputy of the Department of Innovation & Technology. I would like to begin today by providing a summary of the department's accomplishments in the past year and to preview our plans for the coming year as we work to enact the recently released Chicago Technology Plan and provide innovative technology solutions to the residents of our City.

The Department of Innovation & Technology is the City's information technology planning, implementation and operations organization, providing service to the City Council and all City departments. We are committed to enhancing delivery of City services through the smart use of technology, and in the past year, we have continued to invest in the technologies that allow the City to offer innovative services and leverage data to make better decisions. Many initiatives that build on these investments are reflected in our 2014 corporate budget.

Our priority is to provide smart technologies that improve service to businesses, residents and City departments. This year, Chicago businesses had an easier time accessing the licenses they needed when we helped the Department of Business Affairs and Consumer Protection implement the new, consolidated business license ordinance. Obtaining a building permit also became easier, due to a multi-system integration that sends daily online updates to applicants regarding the status of their plan reviews. This makes the process of dealing with the City more transparent, more efficient and more cost effective. In the coming year, all licenses and permits will follow a similar path, with system updates that will make application and renewal processes paperless. 2014 will also bring the first visible milestones of the e-procurement project, where businesses will be able to check the status of their competitive bid online.

Smart technology also supports some of the City's most vulnerable residents. This year, we expanded our Enterprise Case Management system to support employment, workforce development and elder care programs by providing better data tracking to better understand each program's impact and the customers they serve. We will build on that program and extend it next year to provide support to chamber organizations and youth programs. Many more residents will benefit from the modernization of the 311 system, which will update current functionality to include better social media integration and the ability to better track the status of service requests.

Finally, we focus on making Chicago government more efficient and effective through the innovative implementation of technology. This year, we developed several small but high impact applications for departments. One example allowed for the tracking of employee grievances and discipline issues, which freed up time for more valuable management activities. We partnered with the Departments of Finance and Water to launch the Full Payment Certificate website, which is averaging about 1,500 online transactions each month and is saving the departments and residents valuable time. For Streets and Sanitation, we developed a new version of their ticketing application, which now includes touch-screen input, a device agent that continually monitors battery, network and application status, and a management application that allows DSS staff to monitor the activity of all field staff in real time.

Ensuring cyber security also continues to be a key priority. By the end of this year, we will introduce online Cyber Security Training to 80 percent of the City's computer-based staff to improve their understanding of typical social engineering attacks. We enhanced threat detection methods and processes, resulting in an over 90 percent reduction of identified malware, and deployed protection technologies. Next year, a complete overhaul of the City's information security policy and the implementation of a unified Security Architecture will integrate multiple security tools to identify and protect the City's network and data from harm.

Our investments in data management provide the foundation for analytics that turn data into powerful information for City departments. In early 2013, Chicago was named one of five national winners of the Bloomberg Philanthropies Mayor's Challenge, securing \$1 million to fund the development of the SmartData Platform. This application, built completely with open source software, will allow the City to harness the power of millions upon millions of rows of spatial data to target our limited resources where they are needed most. With this, we will be able to mine extremely large sets of data to answer questions and seek patterns about our City that we cannot even imagine today.

In the last year, the City's data portal has also grown. Nearly 500 datasets have been posted on the data portal thus far. We also began releasing datasets that could be crowdsourced and improved by Chicago's residents, including streets, building footprints, bike routes, bike racks and pedway routes to correct for any errors or additions. By doing this, we're creating a two-way conversation about our data with residents. And once again setting the bar, Chicago released the first comprehensive data dictionary, a growing directory of descriptive information for every database in the city.

We continue to drive efficiency through consolidation and better technology management across the City. Bringing strong management discipline to the City's vast telecommunications infrastructure is projected to achieve \$1.2M of additional savings in 2014. The email migration to the cloud, which began in earnest this year, is only one-third complete but is already beginning to improve both efficiency and effectiveness.

It is important to note that we cannot do all of this work alone. We rely on key partnerships with universities, the civic development community and local businesses. In fact, concerted efforts over the past year to more strongly engage with minority companies both formally through the contracting process and informally through our Vendor Advisory Group have paid off. We changed some of the models we use to procure technology services, and by doing so, increased our minority participation by 10 percent in just the last year. We are excited to build upon this progress.

While technologies may change from year to year, the core mission of the department remains the same: to work with each of the City's departments to leverage that technology to provide services that are efficient, effective and transparent to the businesses and residents of Chicago.

I want to thank you in advance for your feedback and we look forward to working with you in the coming year.

Department of Innovation & Technology

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MBE/WBE Data

Period: Oct 2012-Sept 2013

Total Purchases: \$103,434,280.71

	MBE	WBE	Total MBE/WBE Purchases
WBE Only		\$4,890,920.60 (4.73%)	
Asian	\$30,598,607.82 (29.58%)		
African-American	\$9,806,831.09 (9.48%)		
Hispanic	\$1,680,217.15 (1.62%)		
Total Spending	\$42,016,385.67 (40.69%)	\$4,890,920.60 (4.73%)	\$46,885,939.37 (45.33%)

Staffing Data

Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	8	8	16	19.75
African-American	11	15	26	32.10
Hispanic	6	2	8	9.88
Caucasian	18	13	31	38.27
Total	43	38	81	
	53.09%	46.91%		

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian				
African-American				
Hispanic	1		1	25.00
Caucasian	2	1	3	75.00
Total	3	1	4	
	75%	25%		

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	1	1	3	13.33
African-American	1	1	2	13.33
Hispanic	0	0	0	0.00
Caucasian	6	5	11	73.33
Total	8	7	15	
	53.33%	46.67%		

Interns

School	Gender	Race
University of Illinois	Female	Hispanic
University of Chicago	Female	Caucasian
Roosevelt Academy	Male	Caucasian
Roosevelt Academy	Male	Caucasian
DePaul University	Male	Caucasian
DePaul University	Male	Caucasian
High School Intern (One Summer Chicago)	Male	African-American
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CITY OF CHICAGO DEPARTMENT OF INNOVATION AND TECHNOLOGY PROGRAM ORGANIZATION CHART 2014

