

## 2015 Budget Hearing Opening Statement, Commissioner of DoIT

Thank you, Madam Chairman and Council members, for the opportunity to be here today. I would like to begin by providing a summary of the department's accomplishments in the past year, and to preview our plans for the coming year as we continue to tirelessly work to make Chicago a premier technology city that provides innovative tech opportunities and empowering solutions for residents, businesses and visitors.

The Department of Innovation & Technology is the City's information technology policy, 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 2015 corporate budget.

Our priority is to provide smart technologies that improve service to businesses, residents and City departments. This year, the City moved from 10 separate online payment systems to one, by standardizing 15 different payment streams to a single common process and reusable platform. By doing so, we've offered residents and businesses a simpler, more consistent user experience to manage their financial interactions with the city. We've also expanded their payment options to include checks, for which businesses expressed a need. Internally, this standardization reduces the city's cost per transaction and number of payment processing applications that the City supports, and centralizes the city's online payment processing into one system.

In addition to this project, we continue to make progress on the city's new permit portal, a key step in achieving the Mayor's 2016 goal to have paperless processing for all business licenses and permits. With the new online portal, customers will have access to online permitting, business licensing, and inspection services, saving business owners a trip to City Hall and allowing them to focus on running and growing their businesses. Certain permits, such as certificates of operation of equipment, are already up and running, with more to come soon. The portal also aids city departments internally by reducing the need for manual data entry and simplifying payment processes.

To further assist companies that do business with the city, we launched the Bid Tracker Application this year. Bid Tracker allows vendors to monitor the status of an open procurement bid online, which makes Chicago's procurement process more transparent. This project is one of many that will improve services and interaction between residents, businesses, and city departments.

We have also reached a new milestone in our efforts to expand internet access and adoption in communities throughout Chicago. This year, Chicago completed all activities outlined in the Broadband Technology Opportunities Program (BTOP), provided in 2010 as a \$16M federal grant along with \$5M in matching funds from the City, sister agencies, State, and the MacArthur Foundation. Since receiving the grants in 2010, the City and its sister agencies have opened 49 new computer centers; deployed more than 3,000 new computers; improved broadband speeds at libraries; added or improved wireless services at libraries, senior centers, and community service centers; delivered over 600,000 hours of technology training to more than 70,000 Chicago residents;

trained 1,050 youth in digital media and technology through after school programming at schools and libraries; and more than 33,000 households in the five Smart Communities (Auburn Gresham, Chicago Lawn, Englewood, Humboldt Park, and Pilsen) became new broadband subscribers.

Smart technology also supports the development of important tools that make it easier for City departments to operate more effectively, helping them provide visible results to residents. In turn, we're using similar technology to help us improve upon how residents interact with resident-facing departments. These benefits can be seen in the massive upgrades to the CDOT and DSS inventory systems that we completed this year, as well as critical enhancements to our 311 system.

This year, we integrated 320,000 streetlights and 2,900 traffic signal intersections into the City's GIS to provide the City's infrastructure departments with accurate and up-to-date information about the location, make, and model of all City street lights. As a result, the City can better analyze and manage changes to the City's street light infrastructure and avoid billing disputes with Commonwealth Edison regarding electricity usage. For example, the City will be able to more accurately assess the impact of transitioning from incandescent to LED lighting.

DoIT also developed a new mobile software application so that DSS staff can collect a field inventory of all refuse and recycling carts. The application allows DSS to more efficiently manage its cart inventory and make necessary repairs. DSS can now collect cart inventory data based on actual use, and in so doing is building a comprehensive database of cart serial numbers, locations and conditions. This database will help DSS to minimize inventory costs, design more efficient collection routes, and identify service locations that have City carts but may not be entitled to City collection service.

In addition to completing initiatives that greatly improve the operational efficiency and effectiveness of CDOT and DSS, DoIT has made strides in the continued redevelopment of Chicago's 311 system. While the entire system will be replaced over the next several years, enhancements were made to the current system's infrastructure to prevent outages that can impact service to residents. By moving the 311 system to a modern, more robust environment, the current 311 system will be available to residents and call-takers when they need it.

Improving cyber security continues to be a top priority. To-date this year, 87 percent of the city's staff have already successfully completed the online Cyber Security Training, which was introduced last year. This training has helped city staff greatly improve their understanding of typical user-based cyber attacks. We continue to use enhanced threat detection methods and processes and will build on our progress with a \$3M investment in cyber security this year.

Our investments in data management provide the foundation for analytics that turn data into powerful information for City departments. In 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. This year, we have made significant strides in the development of the SmartData platform, and have launched several pilot programs. Our first success, using analytics to enhance DSS's rodent-baiting operations citywide, has led to significant gains in efficiency – specifically, a 20 percent increase in the amount of time DSS baiters have to trap rats. We are currently administering other pilots around restaurant inspections, building inspections, unstamped cigarettes, and business closures and look to build upon 2014's successes.

In the last year, the number of datasets available to the public through the city's Open Data Portal has continued to increase, and the City continues to encourage dialog with an informed public. More than 600 sets of information have been made available on the internet in an easy-to-use format. New data, such as energy consumption, measures of water quality on beaches, and licensed cab drivers, have enabled residents to conduct research on Chicago. In accordance with Mayor Emanuel's Executive Order on open data, we released our first ever annual open data report, charting Chicago's progress for the city and public to see. And once again Chicago is setting the bar, in the last year we became the first city in the country to release our open source applications that will allow other municipalities and organizations to replicate the unique infrastructure that makes our robust data portal possible.

We continue to drive efficiency through consolidation and better technology management across the City. This year, we've amassed a total savings of nearly \$1M across applications, telecom and data management by moving the City to newer, less expensive technologies that meet or exceed our operational needs. Furthermore, by updating our databases with more modern technology, we've created a new annual savings of more than \$1M. Lastly, we've extended the existing case management application to the health department to provide strategic capabilities, which is saving us \$550,000 this year and an additional \$1.8 million the following year.

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 continue to look for more ways to increase opportunities for minority and women owned companies. This year, we have refreshed the Target Market Master Consulting Application vehicle to increase the number of categories to align with the strategic IT needs of departments citywide. These needs include analytics, cyber security, and refreshing staff skills required in all categories. We have received 43 responses, and anticipate the new contracts being in place in early in 2015.

Also, in response to a suggestion from our MBE/WBE Vendor Advisory Group, we continue to look for large projects that we can break into smaller contracts to allow for increased participation. Examples of that input include the e-procurement project, as well as the soon-to-be-released managed infrastructure contracts. As CIO, I also continue to meet with the Vendor Advisory Group regularly to seek their guidance on technical and process issues.

While technologies may change from year to year, the core mission of DoIT remains the same: to work with each of the City's departments to leverage technology to provide services that are efficient, effective and transparent to the businesses and residents of Chicago. Last Fall, we released the city's first ever Technology Plan, which was done to chart a course to realize Chicago's potential as a city where technology fuels opportunity, inclusion,

engagement, and innovation for all. In November, we will be releasing a one-year update that chronicles our progress thus far. To date, progress has been made to advance a next-generation infrastructure, promote smarter and better-connected communities, foster more efficient, effective, and open government, develop innovative solutions to city challenges, and support technology sector growth.

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

# Innovation and Technology 2015 Budget Hearing

## MBE/WBE Contracting Data

**Period:** October, 2013-September, 2014

**Total Purchases:** \$94,922,222.88

<u>MBE/WBE Spend</u>	
<b>WBE:</b>	\$3,178,483.24 (3.35%)
<b>Asian MBE:</b>	\$30,666,682.16 (32.28%)
<b>African-American MBE:</b>	\$6,947,256.27 (7.31%)
<b>Hispanic MBE:</b>	\$1,928,302.44 (2.03%)
<b>Total Purchases:</b>	\$39,542,240.87 (41.63%)

## Staffing Data

<u>Department Ethnicity and Gender</u>				
	Male	Female	Total	%
Asian	12	9	21	22.58
Black	13	17	30	32.26
Hispanic	10	4	14	15.05
White	16	12	28	30.11
<b>Total</b>	<b>50</b>	<b>37</b>	<b>93</b>	<b>100</b>
	54.80%	45.20%		

<u>New Hires Ethnicity and Gender</u>				
	Male	Female	Total	%
Asian	2		2	28.57
Black	2		2	28.57
Hispanic	1	2	3	42.86
White				
<b>Total</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>100</b>
	71.40%	28.60%		

<u>Department Managers Ethnicity and Gender</u>				
	Male	Female	Total	%
Asian	1	1	2	11.11
Black	2	1	3	16.67
Hispanic	2		2	11.11
White	5	6	11	61.11
<b>Total</b>	<b>10</b>	<b>8</b>	<b>18</b>	<b>100</b>
	55.60%	44.40%		

## Interns

<u>High School</u>	<u>Gender</u>	<u>Race</u>
Northside College Prep	Female	Hispanic
Northside College Prep	Male	Caucasian
Northside College Prep	Male	Caucasian
Northside College Prep	Male	Caucasian
Northside College Prep	Male	African-American
Northside College Prep	Male	African-American
Northside College Prep	Male	Hispanic
Northside College Prep	Male	Hispanic
Richards Academy	Female	African-American

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College	Gender	Race
Roosevelt University	Male	African-American
University of Chicago	Male	Caucasian
University of Illinois at Chicago	Male	Asian
University of Illinois at Chicago	Female	African-American
University of Illinois	Female	Asian

# CITY OF CHICAGO DEPARTMENT OF INNOVATION AND TECHNOLOGY PROGRAM ORGANIZATION CHART 2015

