2017 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 an overview of the department's accomplishments for the past year, and to preview our plans for 2017. It continues to be my department's focus to make Chicago a city empowered by technology, where communities, along with their residents and businesses, are at the center of our strategies and where my department works to provide City government with innovative technology solutions.

The Department of Innovation & Technology is the City's central technology department for policy, planning, implementation and operations. We partner with the other City departments to enhance the delivery of City services through the smart application of technology; and in the past year, we continued these technology investments and the use of data-driven solutions that allow the City to offer our residents and businesses more efficient and effective services.

Our priority is always to provide solutions that improve service to communities, businesses, residents and City departments. This year, we achieved the major milestones of the Mayor's commitment to make all business licenses and permits paperless by 2016. Working in phases to limit disruption, we partnered with CDOT to launch Public Way Use permits in the early spring, with BACP to launch business licenses in July and with the Department of Buildings to expand their online Elevator Inspection Program in August. These three critical projects mean that businesses will be spending more time running and growing their businesses and less time in line at City offices. Further, our commitment to improve business support will continue in 2017 with the launch of the Chicago Business Portal, which will bring together critical support information from all City departments for new and existing businesses.

The City's web presence continues to grow as we develop new functions to offer residents critical services online. Additions for this year include the Office for New Americans website, the new Veterans' website, the Chicago Neighborhoods Now site where planning documents and resources are available for each planning district in the City, and the interactive Affordable Housing Requirements site designed to help Developers identify affordable housing requirements and options.

In 2017, we will launch the modernization of our 311 system. The Open 311 project will not only update our antiquated 311 technology, but provide residents, Council members and City departments the tools they need to build modern, responsive service delivery processes. The new system will move Chicago into the mobile age, allowing residents to reach us on the phone, online, over text or tweet and allow City government to engage with residents through all of those channels as well. This process will afford us all the opportunity to address the short-comings of the current system, to define innovative processes that address your constituents' pain points and, in short, move our work model from antiquated to mobile. I look forward to working with you all on this very important project.

2016 brought the achievement of both internal and external milestones for the e-procurement project. These include new processes and technology that are driving internal improvements around the creation of solicitation documents and the review and execution of purchasing processes. And in the summer, with DPS, we launched new external processes and technology for our vendor partners to decrease the time required to complete solicitation documents, to improve the management of supplier relationships and to expedite the contracting process.

This year, DoIT also launched its first joint system with a sister agency. Working together, Chicago Public Schools, the Department of Family and Support Services, and DoIT launched the Universal Online Preschool Application in May. Designed to be a one-stop shop for applying to both school-based programs and community-based programs, it has processed nearly 28,000 applications to date. Moving into 2017, the City and CPS will continue to work together to expand this application to include programs for birth to three year olds and increase usability of the online application. This effort was complimented by the launch of the Connect4Tots free text messaging service that provides important resources to parents of children ages 1 to 3 years old, including information on their child's development and City events for families with young children.

The City's OpenData portal continues to grow, with over 700,000 unique visitors so far this year. This year, we added data sets including CDOT permits and the "problem landlord list." Other new updates include over 30 CPS datasets, parking terminals, energy benchmarking data and building ordinance violations, as well as data on Chicago's popular bike-sharing program, Divvy. The department also kicked off a redesign of the portal itself to make all the datasets more accessible, which is being tested by residents right now. Finally, early this year, DoIT launched a home grown application designed to make our open data much more relevant to Chicago's residents. OpenGrid gives residents the ability to visualize and understand city data to a level far beyond the current data portal, allowing them to search and select data surrounding

their homes and communities using standard internet functionality, greatly enhancing transparency between the City and residents.

My own department uses data, working with other departments, to make City services more efficient and effective through analytics. Last year, I told you about a food inspection forecasting model deployed with the Chicago Department of Health and that continues to work well. This year, we implemented similar models with the Health Department to streamline their efforts related to West Nile virus and with the Parks Department related to E. coli on Chicago beaches. In the coming year we will expand this model to help other city departments make the most of their resources.

We are also generating new data to solve citywide problems. This year, DOIT partnered with several other departments to work with City Digital, a co-development accelerator that is part of UILabs, to begin building technology together. One early pilot examined the promise of green infrastructure solutions such as bioswales to help ease the stress of rainfall on our water system. Another pilot integrated several technologies, including one developed at U of I, to begin creating a digital map of our underground assets to make road construction safer, cheaper and less of a burden on our residents. Finally, in late summer we launched the Array of Things, a first of a kind project that will give the City, our residents and researchers more data about Chicago's environment, infrastructure use and activities than we have ever had before. With that data comes increased ability to address problems like traffic accidents, asthma and air quality.

Internally, we continue to drive efficiencies throughout the City's IT operation. Last year, we committed to $3.9M in savings in 2016 and we are on track to achieve that mark, by sunsetting old technologies and modernizing technologies across the City's enterprise. While savings are critical, we also continually look for ways to improve the services that we provide to City departments to make their jobs easier. Recently, DoIT's telecom team launched a multi-year, multi-agency project to replace and upgrade the City's central phone system with modern technology. This project presents the unique opportunity to drive 50% savings per line for 21,000 phones, for a total savings of nearly $6M dollars in the first 5 years. The new technology will also provide employees with collaboration tools to make it easier to connect with colleagues and residents. Finally, we will execute the project with interns from CPS and the Greater Englewood Development Authority to promote the development of STEM skills in our communities.

Another key investment area for 2017 continues to be cybersecurity. The external cyber threat space is active 24 hours a day, 7 days a week and 365 days a year. Protecting the personal, payment and other information of the citizens of Chicago demands continuous evolution in Cybersecurity practices. We will grow our Information Security Office by 3 members to focus on the overall development of strategic cyber security solutions, to drive strong governance and policy across the City and to provide strong programmatic commitment to information security compliance for all City departments.

It would not be possible for my department to do all of this work alone. We share our success with our City department partners as well as universities, the civic development community and local businesses. This year, we expanded our pool of minority and women owned local companies by finalizing all of contracts in our new Target Market Master Consulting Pool. That pool now has 34 members across 8 categories and my department used that pool exclusively for all task orders in the last year. This fall, we also have expanded our informal engagement with this community by expanding the Vendor Advisory Group founded nearly 5 years ago under Mayor Emanuel. The Chicago Public Schools CIO has joined that group to increase our ability to share information about opportunities, discuss technology goals, and be responsive to the needs of our vendor partners.

In the past year we continued to make progress on the City's technology plan, focusing on all aspects of the plan to realize Chicago's potential as a city where technology fuels opportunity, inclusion, engagement, and innovation for all. This included progress 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. While the technologies that we use evolve, the goals of this department remain the same: to provide City departments, communities, residents and businesses with smart technology solutions that meet their needs to today and are designed to grow in the future.

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