

2018 Budget Hearing Opening Statement

Department of Innovation and Technology

Thank you, Madam Chairman and Council members, for the opportunity to be here today. I am Danielle DuMerer, Chief Information Officer and Commissioner of the Department of Innovation & Technology (DoIT). Sitting next to me today is Carleton Nolan, First Deputy and Chief Technology Officer, and Yolanda Gardner, Director of Finance and Administration.

I started in this position this past June, and would like to provide an overview of the department's accomplishments for the past year, as well as a preview of our plans for 2018. It continues to be the department's focus to make Chicago a city empowered by technology, where residents and businesses are at the center of our strategies, and where our department works to provide City government with innovative technology solutions.

DoIT is the City's central department for technology 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. We are also committed to improving how residents and businesses interact with government online.

To that end, we recently updated the design of the City's website to provide a more modern look and feel, make it easier to navigate, and ensure that the site is easy to use on any mobile device, where over half of site visits originate. We will be gathering feedback to make additional improvements to

the website over the next year, ensuring that we are putting the residents and businesses at the center of our work.

This year, DoIT and the Office of Emergency Management and Communications (OEMC) kicked off the project to modernize Chicago's 311 system, which will further improve the digital experience for our residents by providing multiple channels to access services and information, including via text, social media, and mobile applications. The system will also provide Council members and City departments with the tools they need to build modern, responsive service delivery processes. This critical project 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 improve the way we deliver services. I look forward to working with you all on this very important project.

We are also working with the Chicago Department of Transportation and the Chicago Infrastructure Trust to implement the Chicago Smart Lighting Project. The "Smart" in this project not only refers to the cost savings achieved through the conversion to LED, but also to the deployment of a networked lighting management system in conjunction with the conversion. When complete, the new lighting system will be able to automatically identify a street light outage, create a ticket in 311, and allow residents to track that issue to resolution through multiple avenues. Further, lighting controllers will collect valuable data about energy usage and performance that can be used to prioritize further investments in the lighting system.

Our priority is always to provide solutions that leverage technology to improve how City departments deliver services. This year, we worked closely with the Civilian Office of Police Accountability to update their IT infrastructure to serve the needs of this new agency. In 2017, we helped the Department of Public Health (CDPH) launch a new application to support their STI/HIV clinics, and we

continue to work with the Office of Budget and Management to implement a new citywide budgeting system, which will launch prior to the start of the 2019 budgeting process. 2017 brought new internal and external milestones for the e-procurement project. The system allows vendors to respond to solicitations and check payment status—all online. This project continues to streamline City processes as more solicitation types and vendors join. Delegate agency procurement processes are now also conducted within the system, centralizing processes and eliminating duplicative systems.

DoIT has also completed projects to support ordinances passed by City Council, including working with CDPH and Business Affairs and Consumer Protection (BACP) to develop and rollout online licensing and training for pharmaceutical representatives. We also worked with BACP to develop and launch the first online house sharing registration system in the nation, and developed an application programming interface to enable transportation network providers to submit applications and photos to obtain chauffeur licenses electronically.

The DoIT team is committed to making it easier for residents, businesses, and City departments to access government information. This year, we relaunched the City's Data Portal to help residents better navigate City information and make it easier for all Chicagoans to find facts, maps, and data about Chicago, such as restaurant inspections, business licenses, and taxi trips. The Open Data Portal promotes transparency by making raw City data available to the public, containing over 600 data sets and receiving more than 80,000 visits per month.

DoIT also works with City departments to leverage data to drive decision-making and make City services more efficient and effective. To better support the reporting needs of departments, this year we began upgrading the City's primary reporting tool, Business Objects, retiring an outdated version and moving to a web-based and more user friendly version. We also look forward to rolling out

dashboard and reporting tools as part of the new 311 system so that City Council and departments can create reports on the fly and explore information to more effectively manage requests and performance.

DoIT and CDPH also launched a new predictive analytics project this summer, which reduces the time it takes to detect the location of mosquitos testing positive for West Nile Virus. The system provides a one-week early warning to the presence of West Nile Virus, which CDPH can then use to determine whether to spray to reduce or eliminate those mosquitos. The City also partnered with the Chicago Park District, volunteer data scientists, and students at local universities to build a better predictive model for forecasting beach water quality. In the process, the team developed an innovative new approach to water quality modeling, which has improved the overall accuracy of predicting poor water quality.

We are also generating new data to address citywide issues and create citywide efficiencies. DoIT continues to partner with several other departments to work with City Digital, a co-development accelerator and part of UI LABS, to build technology in partnership with academic and industry partners. One such project is working to create a digital map of our underground assets to make road construction safer, cheaper and less of a burden on our residents. We began deploying the Array of Things, a first of a kind National Science Foundation-funded project that will give the City, our residents and researchers more data about Chicago's environment, infrastructure and activities than we have ever had before. With this new data comes the ability to work with communities and research institutions to address problems like traffic accidents, asthma, and air quality.

Internally, we continue to drive efficiencies and savings throughout the City's IT operation, while improving services to City departments to make their jobs easier. To that end, DoIT's telecom team

launched a multi-year, citywide project to replace and upgrade the city's central phone system with modern technology. This project presents the unique opportunity to drive 50 percent savings per line for 21,000 phones, saving the City an estimated \$15M over the next 10 years. The new technology also provides employees with collaboration tools. In 2017 we installed the core system and will have updated all the phones at the DePaul Center, City Hall, and the Daley Center by the end of this year. We will continue to migrate departments to the new system throughout 2018.

In 2018, we will also analyze IT across the enterprise to identify further opportunities to consolidate systems and simplify our architecture. With this analysis, we will develop and implement an updated strategic plan that will leverage savings to continue to modernize the City's technology infrastructure and applications, and invest in cybersecurity capabilities.

The cybersecurity space is active 24 hours a day, 7 days a week and 365 days a year—and protecting the personal, payment, and other information of the residents of Chicago demands continuous improvement of cybersecurity practices. In 2018, our Information Security Office will increase its focus on the implementation of strategic cyber security solutions and the security of our applications. We will also continue to drive strong governance, policy, and awareness across the City and 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. DoIT's Target Market Master Consulting Pool now has 34 members across eight categories and that pool continues to be our most active contracting vehicle. DoIT and DPS will also be hosting a general information session for all information technology vendors interested in doing business with

the City of Chicago on November 28. We encourage any technology vendors who wish to learn more about how the City procures technology goods and services to attend.

While the technologies we use evolve, the goals of this department remain the same: to provide City departments, communities, residents and businesses with technology solutions that meet their needs today and are designed to grow in the future.

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