

City of Seattle - Department of Information Technology
2015 Annual Report



September 2015

Together we deliver powerful information technology solutions for the City of Seattle and the public we serve. As technology becomes ever more critical to the delivery of services, we need to find additional capacity to meet business needs and the public's expectations. This is the last annual report of DoIT, which is becoming Seattle Information Technology Department (Seattle IT) in 2016.



Letter from the Chief Technology Officer



Seattle continues to see incredible growth in its tech sector: Amazon put the finishing touches on its new downtown campus, startups flourished throughout the Puget Sound area and companies of all kinds, from Dropbox to Best Buy, opened offices in the Emerald City to benefit from our region's workforce.

As Seattle changes and grows, our City government must adapt and deliver services that meet the needs of its increasingly high-tech public. This means creating capacity from within our current IT investments and working more closely with departments to envision how technology can enable their operations. With these goals in mind, Mayor Ed Murray and the City Council agreed the way we deliver technology services in the City needs to change. In 2016, we are excited for DoIT and technology staff from across 15 executive branch departments to come together and become the new Seattle Information Technology Department, or Seattle IT for short.

In preparation for consolidation, we spent 2015 developing a new governance structure that helps City leaders guide the direction of their technology program. Under the leadership of Mayor Murray, we established the Mayor's IT Subcabinet (MITS), which is comprised of ten department directors with large IT investments. Together MITS establishes a strategic direction for DoIT and advises its service delivery. In 2016 we will establish the Business Steering Committee (BSC), a group of administrative leaders in the City who will evaluate proposed IT investments and monitor service performance.

This past year we introduced our nation-leading Privacy Program that will help the public build trust in how their government collects and uses their information. The Department of Information Technology also continued its commitment to community outreach and bridging the digital divide by handing out more technology matching funds to communities in need of online access.

At the end of 2015, the Department of Information Technology stands prepared to become the new Seattle Information Technology Department and help the City meet its ever-increasing technology needs.

A handwritten signature in black ink that reads "Mike Mattmiller".

Michael Mattmiller
Chief Technology Officer, City of Seattle
Director, Department of Information Technology

About DoIT

As home to one of the nation’s largest technology industries, Seattle is a leader in information technology innovation. From world-class technology companies to fledgling startups, Seattle has defined the technology industry since its inception and today is the worldwide center of the cloud computing industry. The public expects their municipal government to reflect this level of innovation, using technology to more efficiently serve the public.

The Department of Information Technology was created in 1999 to strategically plan for and deliver technology services to City departments and the public. Over the past 15 years, DoIT professionals have built robust infrastructure, the City’s online presence, and one of the nation’s leading government cable television stations.

In May 2015, the Mayor announced executive branch IT staff would be consolidated into a new central department – Seattle Information Technology Department (Seattle IT) -- to deliver technology to the City and to departments. Taking effect in April 2016, the consolidation will further the work of DoIT and achieve the following goals:

- **Create capacity** to deliver on the most important technology projects in the City within current levels of staffing;
- **Establish consistent standards and priorities** for IT investments;
- **Make IT a strategic business partner**, enabling the delivery of IT solutions for a safe, affordable, vibrant and innovative city;
- **Protect our resources from threats**, especially related to security and privacy risks; and
- **Develop our workforce to evolve with technology**, helping us to continually deliver technology solutions to meet the City’s objectives.

A Strategic Vision for Information Technology in the City of Seattle

Adopted by the Mayor’s IT Subcabinet on February 3, 2015

Purpose

Powerful information solutions for the City of Seattle and the public it serves.

Principles

1. We will operate together as “One IT”
2. We handle information in a manner that engenders trust, promotes transparency, and protects privacy.
3. For multi-department needs, we will have centrally managed IT solutions. For department-specific needs, we will strive for the selection of common platforms and approaches.
4. Like all City investments, our plans for IT solutions will be based on compelling business cases and measurable outcomes.
5. Address short term needs and invest for long term success.

Budget and Contracting

As an internal service department, the Department of Information Technology (DoIT) bills other City departments for the services it provides. In the 2015 Adopted and 2016 Endorsed Budget, DoIT prioritizes the successful completion of high value, critical initiatives that are underway as well as ongoing support for core technology services that are critical to the operation of other City departments. The critical initiatives include: completing the transition to a new Next Generation Data Center environment, upgrading information systems security to meet more stringent regulatory and compliance requirements, completing the City's transition to Microsoft Office 365 and supporting the regional effort to replace the critical countywide 800Mhz radio system. Below is a summary of the DoIT budget from 2015.

	2015		2014	
Revenue				
Non-General Fund	\$27,035,965	41.97%	\$22,183,572	44.04%
General Fund	\$28,273,518	43.89%	\$16,928,359	33.60%
Cable Franchise Subfund	\$8,565,867	13.30%	\$8,675,048	17.22%
Other	\$538,276	0.84%	\$2,589,778	5.14%
Total revenue	\$64,413,626	100.00%	\$50,376,757	100.00%
Expenditures				
Personnel Costs	\$26,762,745	48.57%	\$25,269,823	49.87%
Other Expenses	\$22,378,431	40.61%	\$19,352,821	38.19%
Depreciation Expenses	\$5,964,097	10.82%	\$6,047,073	11.93%
Total Expenditures	\$55,105,272	100.00%	\$50,669,717	100.00%
Net income*	\$9,308,354		(\$292,960)	

* (includes funds collected in 2015 which are committed for expenditures in 2016.
Negative net income in 2014 represents planned use of fund balance.)

Government Information Technology Forum

The City of Seattle joined forces with King County IT to hold the first ever Government Information Technology Forum. More than 200 information technology vendors attended the half-day event with guest speakers Mayor Ed Murray and Deputy County Executive Fred Jarrett. The Forum targeted large and small IT vendors, with an emphasis on women and minority-owned businesses. To help create and build relationships between the prime and sub-contractors, several networking opportunities were held. Two panel presentations on cloud computing and data privacy and security were also held, highlighting two fields for contracting opportunities this year.

In addition, the contracting and purchasing team attended several contracting events throughout the year to raise awareness and increase WMBE purchasing and contracting.

Women/Minority Business Enterprising (WMBE) purchasing goals

DoIT mirrors the City's commitment to communities we serve that are inclusive of Women and Minority-owned Businesses (WMBE) in our contracts. DoIT significantly exceeded its WMBE spending goals in 2015, in part because of increased spending on the Next Generation Data Center project, on which the department strived to work with WMBE vendors. In future years DoIT will reevaluate its goals to be more ambitious, and to encourage the use of more MBE vendors.

% of spend	Goal	Actual
Purchasing	2.5%	16%
Consulting	8.3%	17%

Awards

Governing Institute’s Citizen Engagement Award

In August, DoIT received the Governing Institute’s Citizen Engagement Award in recognition for being the most innovative and impactful citizen engagement project in the country. The award was given for outstanding work in open data initiatives. Over 300 datasets have been made available to the public, resulting in residents engaged in civic innovation, economic development, time and cost savings, and enhancement of public trust.

The Citizen Engagement Awards program was created by the Governing Institute to identify best practices in state and local government. The awards work to honor jurisdictions who are creating more accessible, transparent, and resident-centric state and local governments.

Digital Cities Survey

In November, DoIT was honored in the Digital Cities Survey by eRepublic’s Center for Digital Government (CDG). The annual survey recognizes leading examples of cities using technology to improve services and boost efficiencies. The survey focuses on ten initiatives across four categories: citizen engagement, policy, operations, and technology and data. Responses are reviewed and judged based on a set of criteria and how well the cities implement technology services citywide.



Cities are recognized for using cloud services, data analytics, and mobile apps – among other technologies – to help residents interact with government. DoIT received a 4th place honor in cities with 250,000 population or more.

NATOA Excellence in Government Programming

In September, the Seattle Channel was named the best municipal television station in the nation when it received the prestigious Excellence in Government Programming award from the National Association of Telecommunications Officers and Advisors (NATOA) at the group’s annual meeting in San Diego, California.

Additionally, the city-operated station won 13 programming awards for its variety of public affairs, arts, and community coverage. Seattle Channel also captured first place for government-access station website. The station launched a redesigned website, which features a robust archive of award-winning programming.



NATOA honors excellence in broadcast, cable, multimedia and electronic programming produced by local government agencies. This year, NATOA received 800 entries submitted in 65 categories by local governments across the country.

This is Seattle Channel’s sixth NATOA win in nine years for programming excellence. Seattle Channel competed against other government-access TV stations with budgets over \$1 million. The station also received recognition with the top government-programming award in 2007, 2008, 2010, 2012, and 2014.

Seattle Channel programs that won first-place awards include the public-affairs program *City Inside/Out* with Brian Callanan; the showcase of Seattle’s creative scene *Art Zone with Nancy Guppy*; and *Community Stories*, which features documentaries about Seattle’s inspiring people, programs, and cultural traditions.

Other recent Seattle Channel awards include a 2015 Kaleidoscope Award for outstanding achievement in the coverage of diversity from The Radio Television Digital News Association (RTDNA) and a 2014 Northwest Regional Emmy Award. Both awards recognized *Community Stories* Documentary *Honor Totem*, which chronicles the carving of a totem pole to honor a woodcarver killed by a police officer.

National League of Cities Digital Inclusion Leadership

In November, Seattle’s Community Technology Program was honored by The National League of Cities, Next Century Cities, and Google Fiber with one of their inaugural Digital Inclusion Leadership awards. The award recognizes the City’s Technology Matching Fund grant program as a leading best practice in fostering digital inclusion. Winners were chosen based on a program’s ability to provide training, access, and hardware to a diverse range of participants, at low cost, with proven results and community engagement. The awards were established to celebrate the cities that are leading programs or empowering community-based organizations to tackle barriers to Internet adoption, and to encourage leaders in the public sector to get involved in digital inclusion by sharing best practices.

Over the past 18 years, the Technology Matching Fund program has enabled 153 community organizations to build their capacity to provide technology and internet access, digital skills training, and electronic civic engagement. The majority of City funding for the program has been allocated from cable franchise fees, and has reinvested over \$3.9 million in community based projects. The City’s 2015 Technology Matching Fund projects, selected in July 2015, will collectively receive \$470,000, enabling increased digital equity for more than 14,900 residents. Fund recipients are recommended by the City’s Community Technology Advisory Board (CTAB) and approved by the Mayor and City Council. The program has served as a model for other cities.

Highlights

AlertSeattle

As a City, we partner with the community to prepare for, respond to, mitigate the impacts of, and recover from disasters. New this year, the City debuted AlertSeattle, the City of Seattle's official emergency alert and notification system. This system is used to send alerts to the public and, internally to city employees, during emergencies. AlertSeattle is a free service that allows you to sign-up online to receive customized alerts via text message, email, voice message and Facebook and Twitter. In addition to emergency alerts, residents can choose to receive customizable community notifications about severe weather, safety, health, utility disruptions, major traffic incidents, and more.

Broadband Internet

In June, DoIT released the City's [Municipal Broadband Feasibility Study](#). While the study found the cost of building and operating a municipally-owned broadband internet service was cost prohibitive, it identified additional steps the City could take to improve broadband access.

Thanks to regulatory changes made by the City to encourage broadband investment, CenturyLink began building its Fiber-to-the-Home (FTTH) service. The completed network will provide residents with gigabit broadband and a new, competitive television service.

The City created the [Seattle Broadband Speed Test](#), developed in partnership with New America's Open Technology Institute and Open Seattle. This test measures the Internet speed users are experiencing, providing the City with insight into the quality of internet connections across the city.

Cable Code Revisions

In March, the City Council unanimously approved legislation to modernize the deployment of cable television franchises, provide Seattle residents with more choices by removing barriers to competition, and implement stronger customer service and consumer protections. The City's Cable Code was originally adopted in 1976, with the most recent substantive amendments added in 2002. The Code contains consumer protection standards and prescribes the general rules for all cable franchises granted in the City of Seattle, including procedures for renewing, transferring, and terminating franchises. The new legislation streamlines approval processes and re-structures the Code sections by removing provisions that have become outdated and unnecessary.

The new Code changes are intended to improve competition and customer service by eliminating cable franchise districts in favor of a more flexible provision that opens the entire City to competition. The Code also contains new requirements to ensure equity and build-out service to low-income households; enhanced call answering standards and reporting, and more flexibility and protections for residents and owners living in condos and apartments.

For more information, visit <http://seattle.gov/cable>.

Cable Franchises: Comcast and CenturyLink

In August, the City entered into its first cable franchise agreement with CenturyLink, bringing many Seattle households a competitive choice for wireline cable television service.

In December, the City renewed its franchise agreement with Comcast, which included significant benefits intended to improve digital equity and access to information in Seattle.

Benefits of the agreement include:

- 600 free cable modem Internet connections to non-profit organizations serving Seattle residents, valued at approximately \$10 million. These connections help increase digital equity by increasing the number of sites where the public can access the Internet.
- Approximately \$8 million to support public, education, and government television cable channels, including the Emmy Award-winning Seattle Channel.
- Free cable television service to government and school facilities, valued at more than \$2 million.
- Discounted basic cable television service for low-income households.
- Discounted Internet access through the Comcast Internet Essentials program for low-income seniors and households with a child enrolled in the free or reduced-price school lunch program.
- \$500,000 in funding to support the City's digital equity initiatives, with grants of \$100,000 per year for five years.
- A new partnership between the City and Comcast through which housing-insecure youth will be able to obtain devices, such as laptop computers, for accessing the Internet.

Community Technology Advisory Board

The Community Technology Advisory Board (CTAB), established in 1995, was revised in 2015 under the [Seattle Municipal Code](#), (Section 3.22.050, Ordinance 124736). The revision this year changed the scope and the name from the Citizens Telecommunications & Technology Advisory Board (CTTAB); this evolved out of the City's Cable Tv Advisory Board before 1995. The Board is composed of 10 members - six appointed by the Mayor and four appointed by the Council.



Digital Equity Initiative

In May, the City of Seattle launched a Digital Equity Initiative to improve Internet access, skills, and online services for all of Seattle's residents. An internal city departments' committee and an external Digital Equity Action Committee, which included representatives from local businesses, non-profit organizations, community groups, and educational institutions, recently completed a vision for digital equity for Seattle and identified opportunities to act. We are in the second phase in developing an action plan based on the priorities identified.

ConnectHome

On July 15, 2015, ConnectHome was announced by President Barack Obama and Housing and Urban Development Secretary Julian Castro that Seattle would be one of 27 communities selected to participate in ConnectHome, a pilot initiative to expand access to high-speed Internet service for families living in public housing. The ConnectHome initiative establishes public-private partnerships to bring free or discounted high-speed Internet, computers, and digital literacy training to residents in these pilot communities. The City of Seattle will partner with the Seattle Housing Authority to develop programs to ensure that at least 35% of HUD-assisted households with school-age children are connected to the Internet.

Hack the Commute

The City of Seattle launched a search for the next big commuter tool through Hack the Commute, a hackathon aimed at helping identify technology solutions to improve transportation across the region. Hack the Commute brought together people across six local governments, private companies, non-profits, and the developer community, who all wanted to build tools that help improve transportation in Seattle. Allie DeFord, Nicholas Bolten, Reagan Middlebrook, and Veronika Sipeeva formed team "Hackaccessible," the winners of Hack the Commute. The team worked with mentors from Seattle's Department of Transportation and the University of Washington as they developed their project on transportation access for physically disabled people. Other finalists included "WorkOrbit" and "Slugg."



Mayors support FCC proposal on broadband access for lower-income families

In December, Seattle Mayor Ed Murray joined mayors and city officials from across the country to support the Federal Communications Commission (FCC) proposal to improve Internet access for low-income families through the federal Lifeline program.

The letter was coordinated by Next Century Cities, a nonprofit membership organization of mayors and other elected city leaders working to ensure fast, affordable, and reliable Internet access for all residents.

In the letter, city leaders encouraged the FCC to ratify the proposal to modernize the Lifeline program, stressing the need to put broadband in reach for low-income families to enhance education, civic engagement, and economic opportunity. The mayors' letter also specified principles they support in a Lifeline proposal, including a portable benefit that promotes competition and a budget-neutral approach to Lifeline modernization.

MetroLab Network

In September, the City of Seattle and the University of Washington joined a new national network of city and research university partnerships that will work together on “smart city” solutions in collaboration with the new White House Smart Cities Initiative. The MetroLab Network, announced by the White House, consists of partnerships between research universities with expertise in engineering, robotics and computer science, and cities looking to be test beds for 21st century solutions. The partnership aims to marry expertise and knowledge from UW researchers — from engineers inventing new sensors to sociologists studying determinants of poverty to data scientists parsing problems in new ways — and the experience and learned wisdom of employees tackling day-to-day challenges of running a city.

Open Data Program

The City of Seattle believes in providing transparency into its operations and engaging the public in enabling civic innovation. Our open data program, data.seattle.gov, has been a catalyst for connecting the City with a wide range of stakeholders, many of whom were not previously involved in the civic life of the City. While government open data programs have become common in recent years, Seattle’s implementation stands out based on our commitment to advance the program and our level of public engagement.

Over five years since the program was implemented, more than 300 datasets have been made available through the platform. The most popular are public safety datasets such as Police 911 call data.

Performance Seattle and Open Budget websites

In partnership with the Mayor’s Office of Policy and Innovation the City of Seattle implemented additional tools to make data relatable to the public with more than 150 data sets live. In the past year, we debuted openbudget.seattle.gov, an interactive method for the public to review the City’s adopted 2015 budget, and performance.seattle.gov, a series of dashboards providing insight into the performance of City departments with supporting information that helps explain how our departments function.

Puget Sound Emergency Radio Network (PSERN)

Faced with an aging emergency radio communications network, four jurisdictions, including Seattle, King County, Eastside Public Safety Communications Agency, and Valley Communication Center, joined forces to replace the network. The \$283 million project was placed on the ballot in April and was overwhelmingly approved by voters. The DoIT project team worked closely with the PSERN program team and Motorola to finalize a contract and system design. Engineers began doing site surveys and feasibility analysis to identify 58 radio tower sites. We are continuing our collaboration and expect to have the new system up and running in the next five years.

Privacy Program

The collection of data occurs in every day City processes, such as paying a utility bill, renewing a pet license, browsing a web page, or signing up for an email list. The increasing complexity of emerging technologies, business systems and state and federal laws mean the City must take appropriate steps to facilitate the collection, use, and disposal of data in a manner that balances the needs of the City to conduct its business with individual privacy in a manner that builds public trust.

In October, the City of Seattle with funding from a Berkeley Center for Technology and Law grant implemented a groundbreaking Privacy Initiative by distributing a toolkit to City departments on how to incorporate these principles into daily operations. The principles are designed to maintain transparency while protecting individual privacy. The result was a “Push, Pull, and Spill” an academic paper that provided a cross-disciplinary assessment of an open municipal government system.

This year the city convened two groups of stakeholders to guide the approach to privacy: internal, from across City departments, and external. The external team created a set of [principles](#) that govern how the City approaches privacy-impacting decisions and a [privacy statement](#) that communicates the City’s privacy practices to the public. Meeting agendas, video footage, and advisory committee member information are available on the Privacy Initiative’s webpage. The privacy toolkit is a resource created for employees to apply to their work when dealing with sensitive personal data.

For more information, visit <http://seattle.gov/privacy>.

White House Police Data Initiative

Seattle was selected as one of 53 jurisdictions to participate in the federal Police Data Initiative this year, using open data to increase transparency, build community trust and support innovation. This program was designed to represent concrete steps toward building trust and speaking to a larger shift in the culture of policing that is at the core of recommendations from a task force.

Key Priorities

With a solid foundation and support structure provided by the Purpose and Principles, and with support from Seattle Mayor Ed Murray's IT Cabinet (MITS), we established a set of Priorities that define the layout of the rest of the strategy building. Priorities define no more than five key initiatives and investments that will drive the organization over the next one to three years. The following five priorities were established for 2015-2016.

Priority 1: Land our projects in flight

Completion of three multi-year projects are critical to the develop and delivery of future technology projects across departments. Teams are working to complete PCI compliance readiness, Next Generation Data Center (NGDC), and Office 365. By directive from MITS, Seattle IT teams are committing the resources necessary to complete these top priority projects as scheduled in 2015 and 2016.

Next Generation Data Center Project (NGDC)

The NGDC project kicked off in 2013 to redesign and relocate the City's existing data centers to achieve new efficiencies, reduce risks and provide for the current and future technology infrastructure needs of the City. The NGDC project successfully finished construction of the primary data center and began planning for the migration of assets to the new facility. Project leads executed a critical change to stand up shared data center services, a shift from the way the City delivers IT. Selection of the secondary data center service provider was made in the third quarter with construction underway before year end. Shared network, storage and compute services were implemented, including Cloud for backup and restore capabilities. To ensure a smooth handoff to operations of all NGDC core services, a readiness documentation framework was developed. In addition, the Service Management Office was established, Governance Board selected and operational to oversee the remaining construction and delivery of Data Center Services.

Office 365 Migration

With the intent to increase proficiency, increase collaborative tools, and staying abreast of powerful technology solutions, the Office 365 Migration program successfully planned its schedule of City-wide deployment for its related products and services, including SharePoint Online, Office ProPlus, Skype for Business, and Exchange Online. The program absorbed the Email Archive and eDiscovery project this year and both the archive replacement and email migration were completed by the end of 2015. Users continue to adopt Office and Skype, with additional migrations and legacy system retirement planned for 2016 across all products.

Payment Card Industry -Data Security Standard

This year the City of Seattle achieved a PCI Report on Compliance (RoC) as a Level 1 Merchant provider during its first full PCI Compliance Assessment. A merchant becomes a Level 1 when it exceeds 6 million credit card transactions per year, which occurred for the City in 2013, due to the addition of parking meters that processed credit card transactions. As a result, the City's bank advised the necessity for it to have an assessment by an external Qualified Security Assessor (QSA). The assessment process covered eight months, involved more than 200 people from 12 City departments, reduced the scope of the City's footprint by 95 percent (14,000 down to 400), trained 1400 staff, and validated the compliance of 32 different applications. This was all accomplished after initially failing 11 of 12 control sets but was fully remediated within nine months.

Priority 2: Structure and Governance

On the date the consolidation takes effect in April 2016, IT leaders from across executive departments will change their reporting relationship, changing primarily from reporting to department finance or administrative leaders to the office of the CTO in the new Seattle IT. Our newly developed governance structure includes the Seattle Mayor Ed Murray's Information Technology Subcabinet, which now has strategic tech responsibility for the City. MITS established a new vision for IT service delivery that centralizes common services and defines a model for Purpose, Principles, and Priorities.

Priority 3: Privacy and Security

DoIT made significant progress in prioritizing the security and privacy of data for the City and its customers. A comprehensive One-City strategy to secure data gathering, handling, and sharing was established. This strategy also applies to access and retention. A bill of rights established an ethical approach to inform all current and future technology and business process policies and standards.

The City of Seattle Privacy Principles established in 2015 and approved by [Council Resolution 31570](#) are:

1. **We value your privacy.** Keeping your personal information private is very important. We consider potential risks to the well-being of you and the public before collecting, using and disclosing your personal information.
2. **We collect and keep only what we need.** We only collect information that we need to deliver City services and keep it as long as we are legally required or there is a valid business purpose. When it is practical, we tell you when we are collecting this information.
3. **Using your information.** When appropriate, we make available information about the ways we use your personal information at the time we collect it. If possible, we will give you a choice about how we use your information.
4. **We are accountable.** We manage personal information in a manner that is consistent with our commitments and as required by law. We protect your personal information by restricting improper access and by securing our computing resources from threats.
5. **Sharing information.** We follow federal and state laws about information disclosure whenever we work with outside governmental agencies to protect our community and in answering Public Disclosure Requests (PDRs). Business partners and contracted vendors who receive or collect personal information from us or for us to deliver City services must agree to our privacy requirements.
6. **Accuracy is important.** We work to maintain and use accurate personal information for City business. When practical, we will work to correct inaccurate personal information. We also instruct our partners and contracted vendors to follow the same guidelines.

Priority 4: Data

Data Analytics Platform (DAP)

Seattle Police Department (SPD) kicked off the Data Analytics Program (DAP). Expectations of project deliverables included guidance to establish a Data Governance function, and recognition of data quality themes launched processes to focus on data analysis and profiling. DAP was prioritized to ensure the quality of information and actionable data including data warehousing efforts. A data governance model was created as well as a City standard for data visualization in an effort to provide data accountability. Before the end of the year, an initial demonstration of reporting functionality presented functionality and elicited end user input.

Data Camp

In 2015, the Open Data and Civic Technology programs hosted a three-day training called Data Camp for the newly recruited Open Data Champions. Attendees came from across City departments and included a handful of researchers from the community as well. Data Camp included training sessions on the basics of Open Data, panel discussions with members of the community and City officials who have used the City's Open Data portal, and experts from the technology sector who offered workshops on data science, data visualization, API's, and other relevant subjects.

Priority 5: Technology Policy

MITIS noted the City has a mixed track record responding to technology trends and developments. It charged DoIT with leading the City's IT directors to: Analyze the current technology landscape; identify gaps between the City's use of technology and innovative organizations; envision technologies the City should have in place within 3-5 years; and consider gaps in policy that hinder adoption of technologies, put secure use of technology at risk, or lead to uses or implementations inconsistent with our Purpose and Principles.

The IT directors briefed MITIS on their analysis, which found a greater need to coordinate across City departments on projects that could transform services provided to the public. Key recommendations included the creation of a City-wide Enterprise Architecture team, the completion of a technology strategic plan, and the creation of a cloud migration strategy. These activities will be completed in 2016.

Technology Matching Fund

The City awarded \$470,000 of Technology Matching Funds to 22 projects that will assist more than 14,900 residents in need and help to further the City's digital equity goals. The projects will connect populations that have limited access to technology, empower residents with digital literacy skills, and build capacity for diverse communities to use technology for civic participation. Half of this year's recipients are new provider organizations, while the other projects build on infrastructure and knowledge at prior provider sites. Ten projects will provide technology training for youth through Science, Technology, Engineering and Math (STEM) and digital media programs. The projects will serve more than 1,350 immigrants and refugees.



This year the City awarded grants to 22 local nonprofit groups:

[Barton Place Computer Lab](#)

Upgrade the computer lab, expand technology classes that help low income residents of Barton Place gain skills, provide instruction in other languages, and build community through group projects. Award: \$18,477

[Big-Brained Superheroes Club: Binary Builds Brains in Yesler and Beyond](#)

Provide a Science, Technology, Engineering and Math (STEM) program for youth from Yesler Terrace, ages eight and up. Youth will introduce the Big Brain Binary Counter to people throughout the city, set up a public code repository and produce tested open-source development documentation. Award: \$9,500

[Coalition for Refugees from Burma: Nexus: Connecting Newcomers with Technology](#)

Purchase new laptops and provide basic computer literacy courses for newly arrived refugee adults, conduct trainings for parents of school-aged youth to support their children's education, and offer enrichment programs to engage youth with high-tech concepts and careers. Award: \$28,777

[Delridge Neighborhoods Development Association: Youngstown Music Program](#)

Replace aging technology in the Youngstown Cultural Center's Recording studio. Low-income youth of color will work with professional teaching artists to write, rehearse, record, and produce music. Award: \$17,770

[Denny Terrace Computer Lab](#)

Relocate the computer lab to the first floor to increase accessibility for people with disabilities, provide instruction in other languages and build community through group projects. Award: \$20,047

East African Community ICT Learning Center

Establish a computer lab at the Youth Building in the New Holly Campus to offer robotics and college and career readiness programs to youth of color in Southeast Seattle. Award: \$19,399

Full Life Care: Seattle Housing Authority Resident Technology Capacity Building Project

Develop a database for tracking activities at computer labs located in Seattle Housing Authority buildings, host meetings to increase collaboration between sites, and replace outdated computers in Center Park and Westwood Heights technology centers. Award: \$24,269

Georgetown Community Council: Hey Duwamish! Open Technology for Community Health

Provide civic technology training and host community events to bring a diverse body of contributors to HeyDuwamish.org, a free and open-source software project to improve environmental health equity in the Duwamish Valley. Award: \$27,000

Jefferson Terrace Computer Lab

Upgrade the computer lab, expand technology classes that help low-income residents of Jefferson Terrace gain skills, provide instruction in other languages and build community through group projects. Award: \$15,242

Kin On Community Health Care SmartLab

Provide technology training classes and open lab hours in the Kin On SmartLab, a senior-friendly computer lab designed to enable Asian seniors aged 60+ to increase technology and health literacy, prevent social isolation, and increase access to healthcare and digital resources. Award: \$20,445

Lazarus Day Center Computer Lab

Establish a new 6-station computer lab with internet access for homeless and marginally-housed senior adults. Award: \$9,952

Literacy Source: Increasing Digital Literacy for Low Income Adults

Integrate digital literacy skills training into all basic literacy and English as a Second Language (ESL) classes and tutoring. Partner with Seattle Central College to provide computers and trained Tech Coaches for underserved adults in our community. Award: \$25,610

Millionaire Club Charity: Computer Lab Expansion

Expand the current computer lab from eight workstations to 32 to become a Workforce Development site and provide job safety training, financial literacy, and online educational opportunities. Award: \$21,800

Neighborhood House STEM Studio Program

Work with 30 middle and high school-age youth around the High Point low-income housing community in Southwest Seattle to develop and implement a community needs survey and then create app, website, or podcast projects to address identified needs and build awareness of Science, Technology, Engineering and Math (STEM) careers. Award: \$15,365

Sand Point Arts and Cultural Exchange: Youth and Neighbors Building On-air Community

Teach recording and audio production skills to formerly homeless youth, empowering them to use their voices and technology to tell stories of themselves and other people. This will also provide content for the future neighborhood Low Power FM radio station. Award: \$26,579

Smilow Rainier Vista Clubhouse & Teen Center of Boys & Girls Clubs of King County Technology Labs

Replace aging computers with 28 up-to-date computers in the Club's two technology labs for youth and teens. Provide more hands-on academic and Science, Technology, Engineering and Math (STEM)-based education programs to 810 youth. Award: \$21,535

Sound Child Care Solutions: T4T (Tech for Teachers) Project

Provide tablets and training for classrooms in 30 Sound Child Care Centers, train teachers and parents how to use devices, and translate into the home language of the family. Award: \$18,200

SouthEast Effective Development: Tech & Radio Skills Training Project

Install a computer lab and small internet radio station at the Dakota, a new Rainier Valley housing facility for low-income families. Provide computer literacy and radio broadcasting classes. This will also support the future Rainier Valley Radio Low Power FM station. Award: \$27,000

The Seattle Globalist: Globalist Media Workshops & Youth Apprenticeship

Conduct monthly Community Media workshops with a special focus on East African and Latino communities. Provide nine-month intensive Youth Apprenticeship opportunities for youth from low-income communities and/or groups underrepresented in the media. Award: \$22,900

Voices of Tomorrow: Using Technology to Enhance Teaching & Learning

Upgrade the computer lab at Hope Academy in West Seattle and provide professional development workshops for East African family and home-based childcare providers. Award: \$25,033

Washington Middle School PTSA: African American Community Development

Equip African American middle school males and their parents with laptops and internet access for a year and provide them with computer skills training. Award: \$28,700

Xbot Robotics: 3D modeling & 3D printing for educators/students

Provide Science, Technology, Engineering and Math (STEM) training in 3D modeling and 3D printing to middle and high school girls and educators in underrepresented communities. Award: \$26,400

Looking toward 2016

In 2016 the Department of Information Technology will consolidate all the City IT services into the new Seattle IT Department. DoIT will end and the new Seattle IT will begin on April 6, 2016. That date marks the beginning of a journey that will last into 2018, creating shared service teams and a new client relationship structure for helping deliver strategic solutions to departments. Even though Seattle IT will be a new department with new challenges and responsibilities, the same commitments remain. We will continue to adapt to changes in technologies and delivery powerful technology solutions to the City and public we serve.