

# Seattle IT Department 2022-2023

Community Technology Advisory Board (CTAB) Presentation  
by Interim Chief Technology Officer Jim Loter

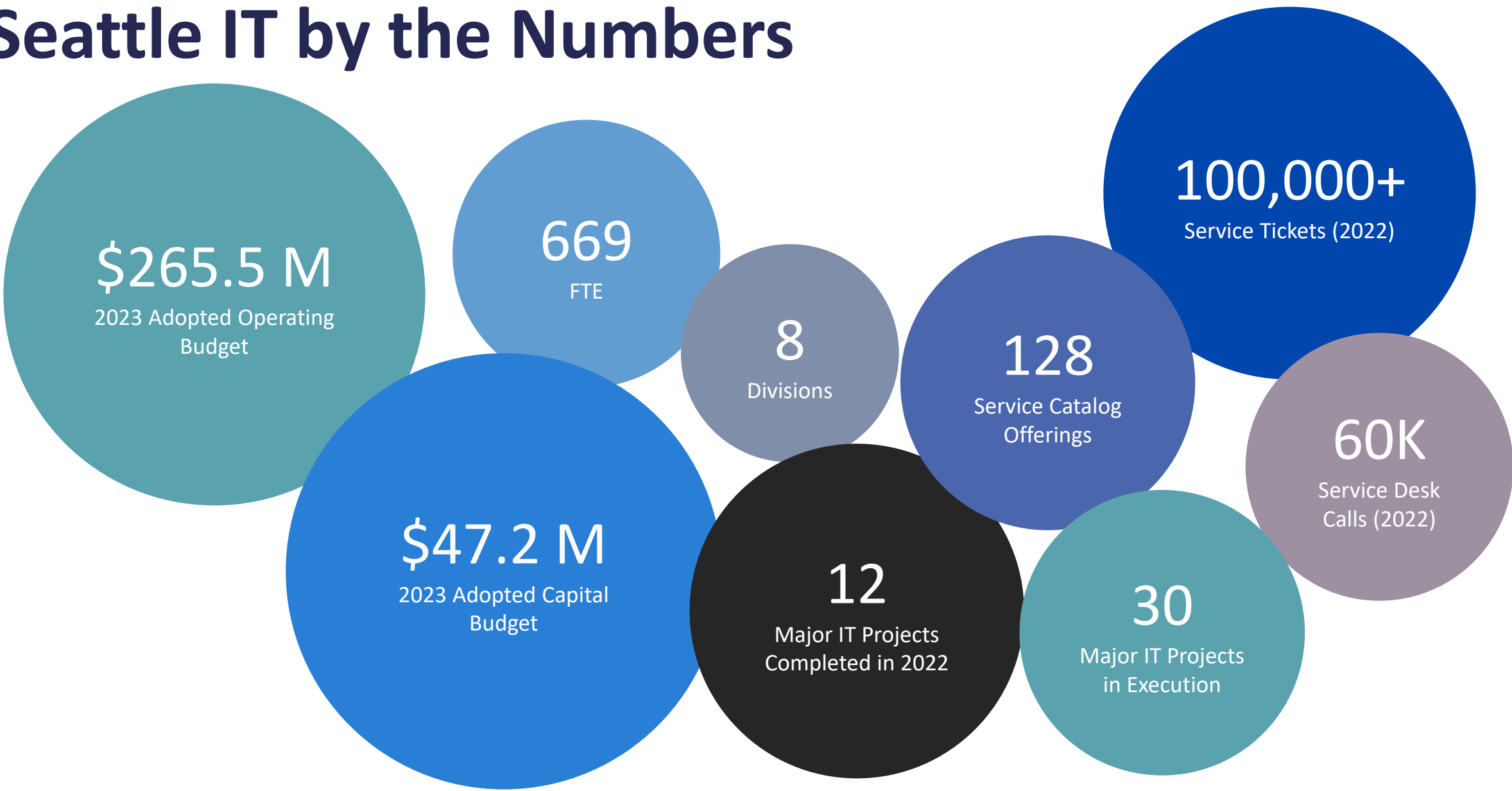
April 11, 2023

# Seattle IT Overview

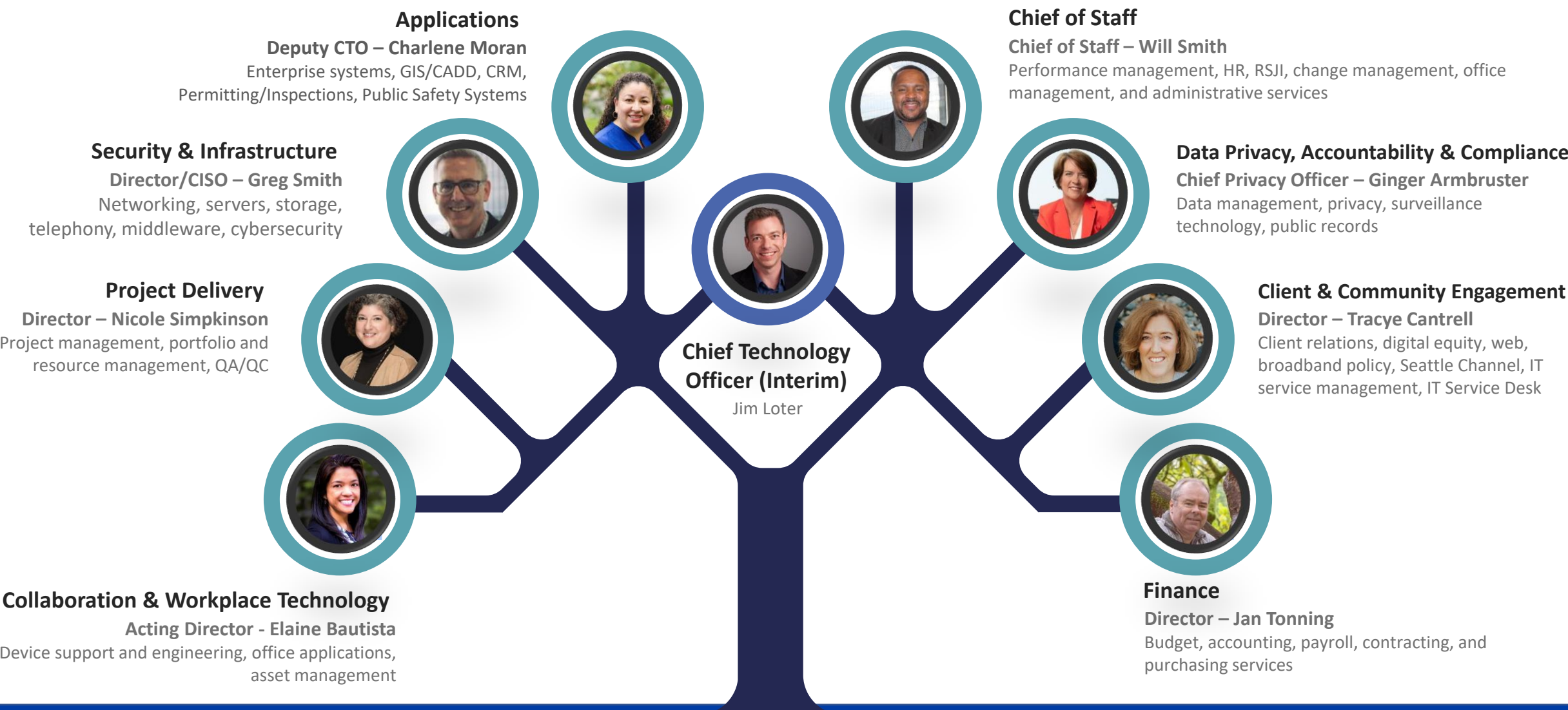
- Department formed in 2016
  - Department of Information Technology (DoIT) → Seattle IT
- Responsible for delivering full-stack IT services to all City Executive departments
  - Core network and other services for LEG and SMC
  - Procurement and acquisition of IT goods and services; contract management
  - IT standards, policies, and guidelines
  - Capital IT projects
  - Digital Equity research, grant, and outreach programs
  - Cable and broadband industry regulation and coordination
  - Seattle Channel government TV
  - Administration of the Surveillance Technology ordinance



# Seattle IT by the Numbers



# Seattle IT Organization



# Seattle IT Priorities

Seattle IT's purpose is to deliver responsive and compliant IT solutions and services that meet our client's business needs. To do that, we must build our solutions and services on solid foundations that include a skilled and productive workforce, a secure and compliant infrastructure, modern and sustainable applications, and efficient and intuitive processes.



# Seattle IT 2022 Highlights

04-11-2023

Seattle Information Technology



City of Seattle

# Major 2022 Accomplishments

- Established Cybersecurity Advisory & Risk Board (CARB)
- Implemented MFA and Password Self-Service
- Reduced Service Desk response times from 10:00 to under 2:00 mins
- Completed 11 major IT projects including Utility Assistance Portal and Citywide Contract Management
- Expanded Public Records retention and management to include text messages and full workforce training
- Implemented an Employee Engagement program focusing on wellness, safety, and opportunities to thrive



# Major 2022 Accomplishments

- Granted \$590K for Digital Equity grant program; helped connect 20K+ residents to low-cost internet
- Completed migration of employee files to Microsoft OneDrive
- New data applications: One Seattle Day of Service; Homelessness Encampment Support Tools; Rapid Damage Assessment; Seattle Rescue Plan Transparency Portal; Seattle Climate Dashboard
- Major upgrades of EPIC (Accela), Autodesk, Content Management (Ingeniux), Find It Fix It, Wi-Fi
- Seattle Channel completed 446 Civic, Cultural, and Community, and Government meetings



# 2022 Recognition

- City of Seattle named a Digital Inclusion Trailblazer by the National Digital Inclusion Alliance (NDIA) for the 6th time
- Seattle IT won the Electronic Product Environmental Assessment Tool (EPEAT) award
- 2022 Granicus Digital Government Website of the Year Finalist
- 2022 Government Experience Awards: Overall Experience Finalist
- Seattle Channel: 2 Emmy Awards, 10 nominations; 25 Government Programming Awards



# Seattle IT 2023 Priorities

04-11-2023

Seattle Information Technology



City of Seattle

# People & Culture

We recruit, develop, support, and retain top talent, and strive to foster a culture of respect, collaboration, equity, safety, and employee satisfaction

- **Employee Engagement** – Improve psychological safety and reduce stress and conflict
- **Professional Development** – Increase skills and promote a culture of continuous learning
- **Workforce Equity** – Eliminate racial and gender-based bias and promote inclusion
- **Management Development** – Ensure a high-functioning management and leadership team that nurtures and challenges employees to excel
- **Recruitment and Retention** – Modernize job classifications and compensation levels, promote flexibility



# Security and Compliance

We reduce vulnerabilities, neutralize threats, protect City assets and data, and comply with relevant regulations and policies

- **Strengthen the Perimeter** – Web Application Firewall, firewall upgrades
- **Lockdown Access Points** – Network port and endpoint security, VPN, MFA
- **Protect the Data** – Data Loss Prevention (phase 1), data governance and classification
- **Secure the Applications** – Segmentation, hybrid-cloud security/encryption
- **Reduce Critical Vulnerabilities** – Server patching, address compliance risks in applications
- **Enforce Least Privilege Principles** – Improved access policies, Privileged Account Management
- **Raise Employee Awareness** – Phishing campaigns, employee training, improved communications
- **Gain the Public's Trust** – Privacy, surveillance tech, Open Data, public records, SSL by default on Seattle.gov



# Maintain Operational Integrity

We implement and support sustainable technology, and avoid creating technical debt

- **Servers and Databases** – Eliminate legacy/EOL OS's and DBMS's
- **Storage and Backup** – Storage system upgrades, encrypted backups
- **Applications** – Favor development on enterprise platforms over one-off applications, lifecycle development, SharePoint Modernization
- **Endpoints** – Standardize mobile devices, reduce custom images, accelerate lifecycle replacement (ZTI), virtualize for special cases, Windows 11
- **Inventory and Asset Management** – Improve accounting and complete asset identification and mapping
- **Policies/Procedures** – Develop and document SOP's where necessary



# Deliver and Improve Services

We resolve issues and fulfill requests, and we increase the efficiency & performance of our services

- **Operational performance** – Measure and improve performance of top 10 end-user services
- **Service Desk** – Maintain full staffing levels, expand adoption of self-service password reset, expand use of automation, Tier 2 → Tier 1
- **Incident Response** – Mature Major Incident Management response and communication, mature Problem Management process, improve feedback between support and engineering to minimize common incidents
- **Request Fulfillment** – Streamline workflows, expand use of automation for account management, improve non-standard order review and processing



# Inform and Support the Public

We work to ensure City residents have equitable access to technology, City data, government processes, and civic programming

- **Open Data** – Move from “open by preference” to “open by default,” expand number of datasets available, partner with civic organizations
- **Seattle.gov** – Continue shift to service-oriented schema, reduced Accessibility Report, expand language services
- **Public engagement** – Track public and community engagement opportunities and instances, curate/support suite of engagement platforms
- **Expand Internet for All program** – Connect more households to ACP, expand TMF grant recipients, conduct Access/Adoption study
- **Increase competition in internet service** – Create opportunities and conditions for multiple service providers to deliver internet service in Seattle, increase availability of low-cost service options to low-income residents



# Develop & Enhance Business Solutions

We build and improve technology tools and capabilities for our clients

- **Project Delivery** – Improve on-time/on-budget rates of project completion, expand PM/BA/QA competencies through CoE program, develop more sustainable funding model for projects
- **Application Backlogs** – More agile and effective prioritization, realistic tactical planning, shift to platforms over applications
- **Application Governance** – Formalize shared governance, leverage Enterprise Business Oversight to resolve issues and enforce strategy
- **Strategic Sourcing** – Streamline procurement, improve enforcement of City regulations and policies in SaaS contracts



# Seattle IT 2023 Spotlights

Inform & Support the Public – Digital Equity  
Deliver & Improve Services – IT Service Desk  
Security & Compliance – Cybersecurity Projects

# Inform & Support the Public

We ensure City residents have equitable access to technology, data, government processes, and civic programming.

**Jon Morrison Winters**

Digital Equity Program and Broadband Manager

# Digital Equity Priorities for 2023

- **Internet for All Seattle (IFA):** Continue to close the digital divide by connecting residents to low-cost internet service, devices, and training opportunities; provide funding, connectivity, and guidance to mission-aligned community-based organizations. Track and update progress on IFA Dashboard.
- **Affordable Connectivity Program:**
  - The Digital Equity program applied for a \$650,000 ACP Outreach grant to partner with Seattle Housing Authority and community-based organizations to conduct outreach and ACP enrollment clinics.
  - Received a grant award of \$400,000. Outreach grant will help increase ACP awareness and enrollment through community outreach, with a target of 15% increase in number of eligible households enrolled.
- **Digital Equity Grants:** Grant Technology Matching Fund and Digital Navigator Cohort awards totaling \$455K to 18 community-based organizations
- **2023 Technology Access & Adoption Study:** conduct and publish study to provide quantitative and qualitative data on progress made in closing digital equity gaps, barriers to access and use, and opportunities for strategic investments.



# Deliver & Improve Services

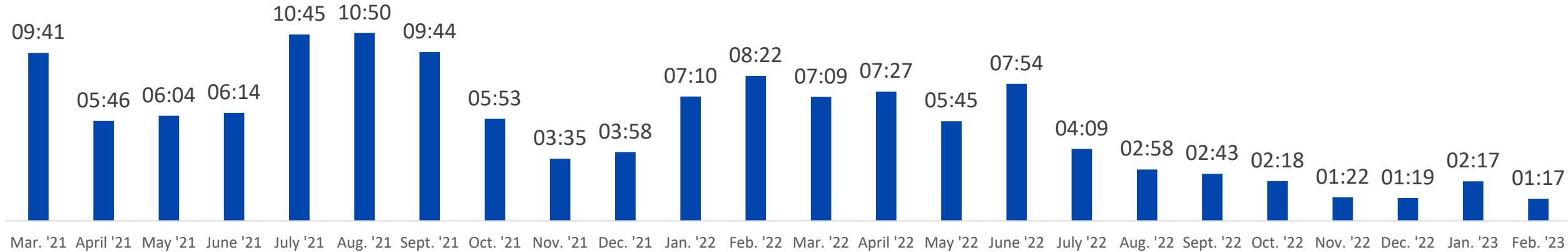
We resolve issues and fulfill requests, and we increase the efficiency & performance of our services.

**Tracye Cantrell**

Client and Community Engagement Director

# Service Desk – Continue Positive Benchmarks

Average Call Wait Times Last 24 months



## Takeaways

- Average call wait times hitting record lows
- Service Desk solves problems, resolves issues, and helps City employees (no matter where they are) perform work that delivers City services to the public.
- Monthly average of ~5,000 calls
- Almost ~96% of all calls were answered under 5 minutes

**250**  
calls/day

**96%**  
<5 mins.

# Security & Compliance

We reduce vulnerabilities, neutralize threats, protect City assets and data, and comply with relevant regulations and policies.

# Cybersecurity Priorities for 2023

- Implement new tools, update aging technology and implement practices to ensure security and reliability for our departments and public
- Implement Data Loss Prevention (DLP) Phase 2, Privileged Account Management (PAM), and Zero Trust Application Segmentation
- Continue anti-phishing, privacy, public records, and security education campaigns for employees
- Strive for 100% completion of employee security/privacy training, reduce employee phishing response rates to below industry averages, and experience zero major security incidents



# Compliance Priorities for 2023

- Citywide Public Records and Data Retention Training
- Departmental leadership engagement about public records requirements
- PCI Annual Audit and Employee Training
- Privacy and Security Annual Training
- Surveillance Ordinance process updates; close out reviews
- Automate Open Data content updates and refresh Citywide policy and directive



# Questions

