

Seattle IT Department 2024 Overview

Community Technology Advisory Board Meeting

March 12, 2024

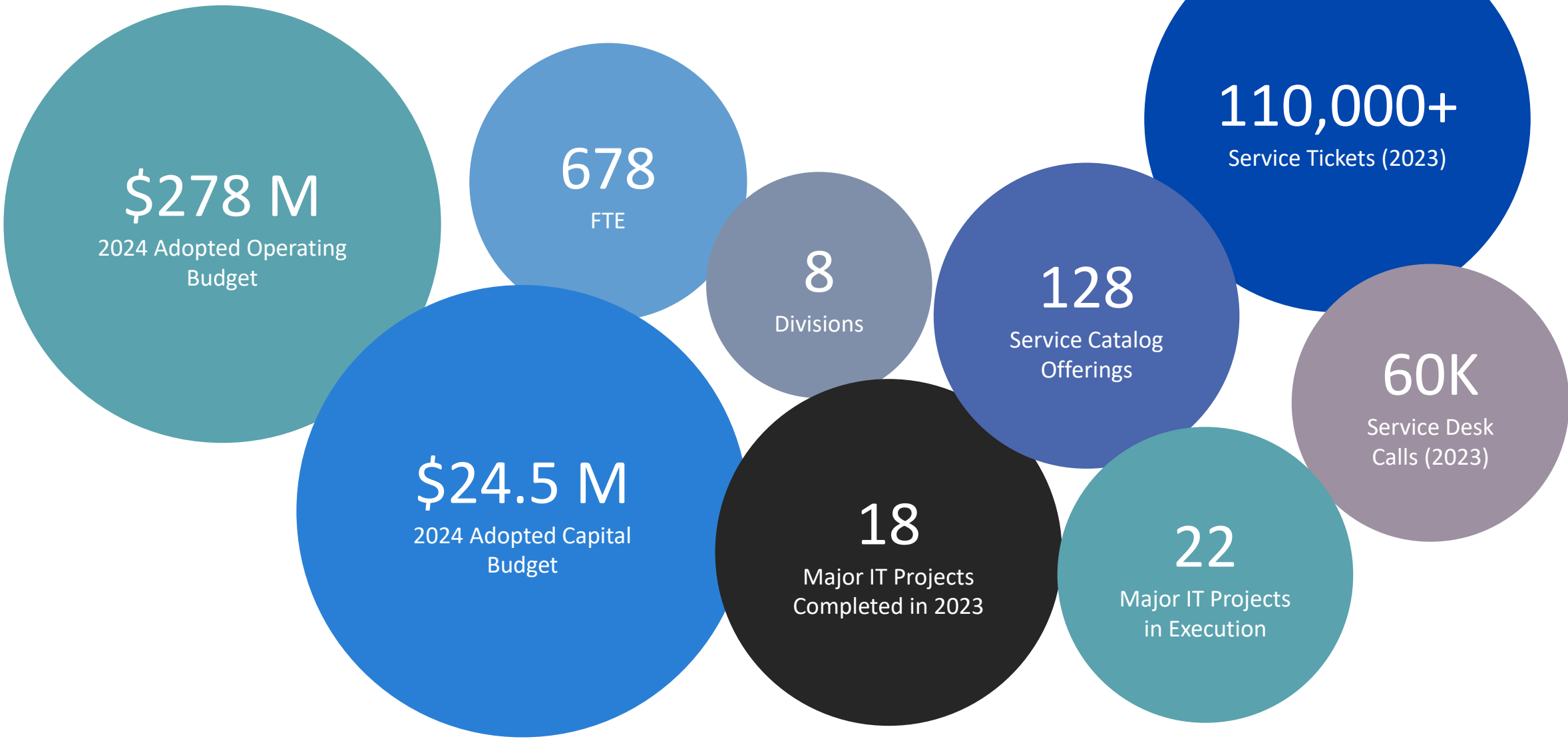
Presenter: Jim Loter, Chief Technology Officer / Department Director (Interim)

Seattle IT Overview

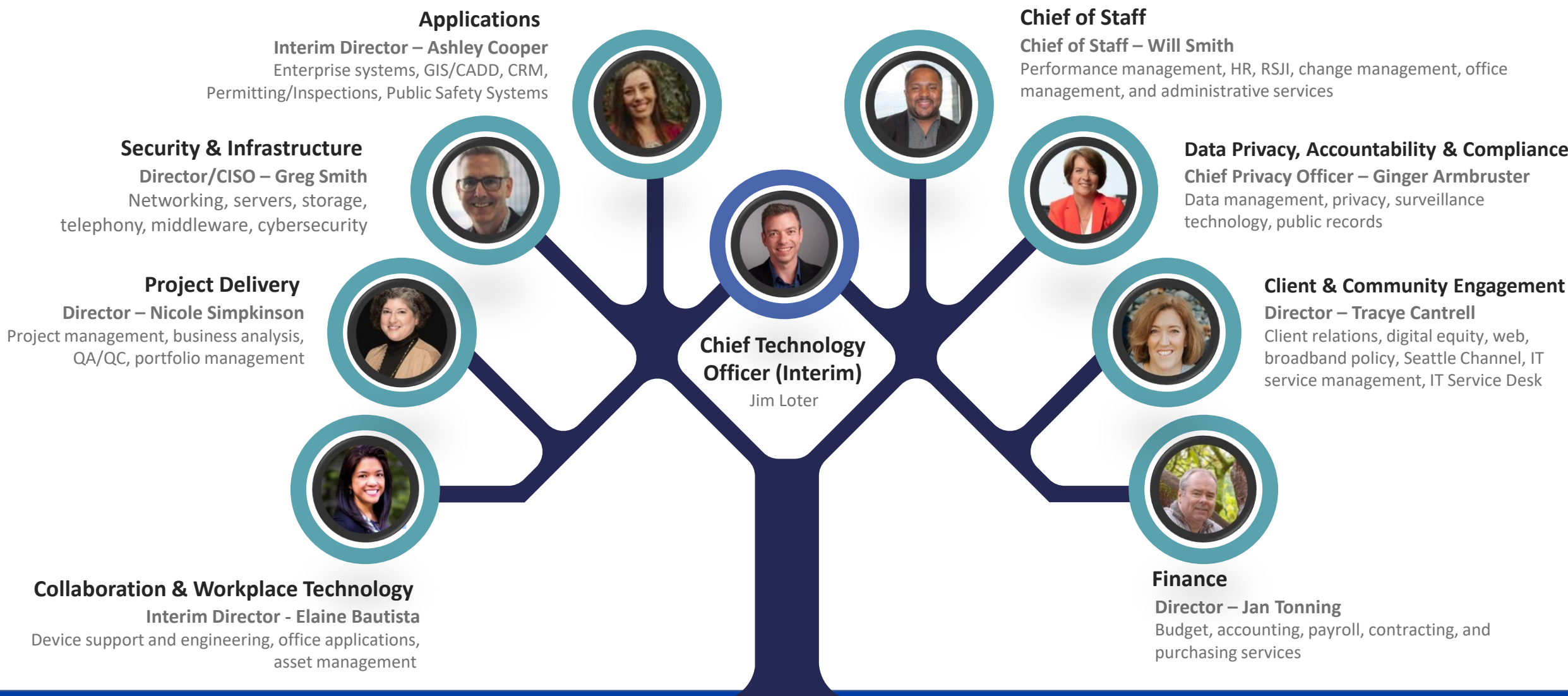
- Department formed in 2016
- Responsible for delivering full-stack IT services to all City Executive departments
 - Core network and other services for LEG and SMC
 - Procurement and acquisition of IT goods and services; contract management
 - IT standards, policies, and guidelines
 - Capital IT projects
 - 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 Purpose and Priorities

Seattle IT is a trusted partner that provides secure, reliable, and compliant technologies enabling the City to deliver equitable and responsive services to the public.



People and Culture

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



Security & Compliance

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



Operational Integrity

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



Deliver & Improve Services

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



Inform and Support the Public

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



Develop and Enhance Business Solutions

We build and improve technology tools and capabilities for our clients.



Seattle IT 2023 Highlights

Jim Loter

Chief Technology Officer | Department
Director (Interim)

2023 Priorities/Highlights

- **2023 priorities focused around 5 key areas:**
 - 1) Cybersecurity
 - 2) Civic Engagement
 - 3) Internet for All
 - 4) IT Project Delivery
 - 5) IT Service Delivery
- **All 20 action items under those areas were completed**

Cybersecurity

- Data Loss Prevention (DLP)
- Zero Trust Application Segmentation
- Anti-phishing, privacy, public records, and security education campaigns for employees
- Windows Server Remediations
- Established Seattle IT Compliance Board



Civic Engagement & Internet for All

- **Civic Engagement**

- CiviForm
 - 17.6% increase in utilization of CiviForm
 - Added 8 service enhancements to improve access for residents
- Expanded the City's Open Data policy
 - 10 new datasets
 - 1.6 million rows total
 - City Data Alliance
- Seattle Channel completed 695 productions

- **Digital Equity & Internet for All**

- Completed the 2023 Technology Access and Adoption study.
- Provided \$545,000 to 18 community-based organizations through the Technology Matching Fund program.
- 30% increase of new households in the Affordable Connectivity Program (ACP), up from 26,200 households enrolled in 2022 to 34,095 in 2023.



Project Delivery & Service Delivery

- **Project Delivery**

- Launched the new Project Portfolio Management (PPM) system in December 2023.
- Implemented new standards for project accountability and reporting.
- Established Project Management, Business Analysis, and Quality Assurance Centers of Excellence (CoE).

- **Project Milestones**

- PSERN; Capital IT Project (CITP) system replacement; Unified Communications; DEEL Performance Pay; SPU Land and Rights (LARS) Project; SDHR CARATS System Replacement; EngageOne; Human Services Department (HSD) Onboarding to Masterworks Project.

- **Service Desk**

- Average wait time in 2023 = 2:44 minutes
- ~60,000 calls to the Service Desk
- 11 minutes average per call
- 8/10 “low performing” service requests have improved
- Password Reset Reductions
 - Incidents went down by 21%; downward trend continues
- Overall Customer Satisfaction Score: 4.6 (Average calculated on a scale of 1-5 from customer feedback)



2023 Recognition

- CiviForm named one of the 50 most transformative smart projects of 2023 by Smart Cities Connect.
- City of Seattle named a 2023 “Visionary,” the highest status in the Digital Inclusion Trailblazer program by the National Digital Inclusion Alliance (NDIA) for the 7th time.
- City of Seattle received Accela Trendsetter Award.
- Seattle Channel won 5 Northwest Regional Emmy Awards.



Seattle IT 2024 Priorities

Jim Loter

Chief Technology Officer | Department
Director (Interim)

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 our organizational culture; 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 & Compliance



Protect the City's cyber assets through improved monitoring, threat detection, and user education.

- **Deploy privileged access management (PAM)** capabilities to limit access to elevated privileges on City systems and devices.
- **Deploy cyber exposure management platform** to identify and isolate risky IT assets on the City's network and create a full operating picture for cyber defense and incident response.
- **Implement procurement and contract standards for AI technologies** that ensure consistency with the City's principles and policies.
- **Employee Awareness:** Exceed industry averages for employee responses to malicious social engineering attempts (reporting, recognizing, avoiding) by continuing to execute phishing simulations and conducting employee privacy and security training.



Maintain Operational Integrity



Ensure the operational integrity of the City's IT resources by ensuring that infrastructure and devices are fully documented, up-to-date, and in a sustainable state.

- Establish technical debt reduction plans for 80% of business-critical applications.
- Replace 4,600 end-user computers as per the PC Replacement Program.
- Remediate 90 Windows servers in advance of Microsoft's end-of-support deadline.
- Upgrade 11,500 devices to Windows 11 in advance of Microsoft's end-of-support deadline for Windows 10 in 2025.
- Create a sustainable repository of asset relationships to track interdependencies between systems, applications, and other technology elements, to facilitate consistent, low-impact patching, upgrades, and incident response.

Develop and Enhance Business Solutions



Improve the overall performance of the City's IT project portfolio, complete significant project work that supports the City's highest priority goals.

- **Project Delivery:**
 - Increase the total % of projects completed within 15% of baseline budget and schedule.
 - Publish an accessible, online citywide IT project portfolio dashboard that displays budget, schedule, status, and overall health for each project in the IT project portfolio.
- **Housing Data Management:** Application to manage the City's \$800 million investment in affordable housing.
- **Customer Service Payment Plan and Outreach Solution:** Mobile solution for utility customers to create flexible, long-term payment plans.

Deliver and Improve Services



Resolve issues and fulfill requests, and increase the efficiency and performance of our services.

- Maintain average IT Service Desk call answer times of under 3 minutes.
- Reduce by 10% the percentage of work orders that exceed their Service Level Indicator.
- Achieve a First Contact Resolution (FCR) metric of 68% for Service Desk calls.
- Issue incident communications to affected City stakeholders within 1 hour of a reported or acknowledged Priority 1 incident.



Inform and Support the Public



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

- Publish and communicate the results of the 2023 Technology Access and Adoptions Study to community partners, residents, and practitioners.
- Provide funding for 15 community-based organizations through Digital Equity Grants.
- Advocate at state and federal levels for the extension of the Affordable Connectivity Program.
- Conduct ADA digital accessibility reviews of 5 major public-facing applications to identify significant issues and develop remediation plans.



Other ITD Supported Work

- Surveillance Ordinance & Surveillance Impact Report (SIR) Process
- Generative AI Policy & Responsible AI Program
- Citywide Public Records Act Program
- Seattle Channel
- Fiber Program
- 5G and Small Cell Wireless Infrastructure
- Boards & Commissions:
 - Community Technology Advisory Board (CTAB)
 - Community Surveillance Working Group (CSWG)





Race and Social Justice Initiative (RSJI)

Seattle IT Race and Social Justice program team works to uphold the citywide effort to end institutionalized racism and race-based disparities in City government.

- 30-person RSJI Change Team leads multiple outreach events for staff to learn about IT Change Team's work, RSJI/Diversity, Equity, and Inclusion.
- Race & Social Justice Lead & Race and Social Justice Advisor implements the Seattle IT department wide DEI/RSJI strategy.
- Enhanced ITD's Racial Equity Toolkit process to be used for all ITD projects and programs.

Questions

