



# City of Seattle Department of Information Technology 2008 Annual Report

## MISSION

**We make technology work for the City.**

The Department of Information Technology (DoIT) harnesses the power of computers and telecommunications to help City government serve Seattle's residents and businesses. The Chief Technology Officer sets technology standards and strategies to ensure City government uses technology tools efficiently, effectively and wisely.

## Highlights

**The Seattle Channel** was named the best municipal television station in the country for the second straight year by NATOA, the National Association of Telecommunications Officers and Advisors. Seattle Channel's web site won first place honors for Best Government Access Website.



**The Fire Alarm Center** moved from Fire Station #2 to the Emergency Operations Center/Fire Station #10 complex in the early morning hours of April 15. The command team of Seattle Fire, Seattle Police and DoIT made the move without incident and with all 9-1-1 calls received and dispatched. Chief Technology Officer Bill Schrier and Emergency Management Director Barb Graff recognized the nearly 150 City employees who had a hand in the successful project with a celebration in City Hall.



**Power management software** is being deployed to more than 8,000 laptop and desktop computers which monitors personal computer use patterns and turns off machines when they are not needed. Initial measurements indicate that the City could see a cumulative energy consumption savings of 30 percent. *"This program shows that small, common-sense solutions to climate pollution can really add up,"* said Mayor Greg Nickels. Surveyor, the power management software, is provided by Verdiem, a Seattle-based company.

## Strategic initiatives

### Standardized software

A Citywide effort began this year to standardize the City's IT environment:

- All 10,234 users across the City will move to a single version of Microsoft Office, Office 2007;
- Servers will move to an Exchange environment and the email system will move from GroupWise to Outlook;
- The entire City will move to a single organizational Active Directory, a requirement for Outlook email software; and
- We will implement email archiving.

*Jolene Luck receives Seattle Management Association's Project Management Award from Mayor Greg Nickels for her work leading the cross-departmental project to cost and plan the GroupWise to Exchange/Outlook migration.*



### IT security testing

Security testing for city applications was operationalized this year, and applications are now tested by an automated service during the quality-assurance phase of development. This lowers the cost of meeting our obligation to deploy secure applications and meets key Payment Card Industry (PCI) and North American Electric Reliability Corporation (NERC) requirements.

### Broadband Initiative

*"A state of the art technology infrastructure is vital to taking Seattle into the future." - Mayor Greg Nickels*

A Citizen's Task Force on Telecommunications Innovation recommended in 2005 that the City explore the feasibility of using City assets in a telecommunications network available to the public, and in 2006 DoIT issued a Request for Interest. Interviews with ten firms indicated considerable interest and highlighted the need for additional information. In 2007 a feasibility study estimated costs for a fiber network and showed that customers could realize some \$2 billion in savings over twenty years time. A market survey done at the same time indicated that 70% of residents want more competition. In 2008 the Mayor directed Seattle City Light and Department of Information Technology to work together on identifying potential options. From the six options that were studied, Seattle City Light is developing a business case analysis for one option and will work with departments to determine how best a fiber infrastructure can be utilized for City needs.

### **Cyber-security outreach**

The Office of Information Security (OIS) conducted a comprehensive program to inform the public and city employees about cyber-security threats and vulnerabilities. OIS held community workshops on home computer and Internet security at Rainier Community Center and High Point and Northgate libraries, in partnership with the RecTech coalition and Seattle Neighborhood Group. OIS also conducted workshops for city employees and began publishing an information security newsletter and security alerts to a mailing list of employees and constituents.



### **IT governance**

*The City Technology Board makes decisions regarding IT initiatives, policies, standards and strategic direction.*

In 2008 the Tech Board completed 20 Decision Packages that set policies and made technology choices resulting in millions of dollars in savings. For example, over the next three to four years, vendor changes will save more than \$3 million, and PC power management software likely will save \$200,000.

### **MITIE Phase 0**

This year DoIT's Project Management Center of Excellence and the Department of Finance piloted "MITIE Phase 0," a new requirement for complex or costly IT projects. Part of the existing Municipal IT Investment Evaluation (MITIE) process, it is designed to help departments build a business case to determine whether a proposed IT project should go forward or not.

*(l-r PMCoE members Barb Higgins, Ed Artman, Christine Barber)*



## Smart technology

### IT project management

Seattle Department of Transportation's Right of Way Management (ROWM) program received the **Excellence in IT Project Management Award** presented by DoIT's Project Management Center of Excellence at the Mayor's Cabinet meeting. SDOT's ROWM program met its business objectives and came in on schedule and under budget. Primary contributors to success were a strong initial vision for what the program was to achieve, strong business sponsorship, unwavering attention to scope, and incremental releases. Here Finance Director Dwight Dively and Mayor's Counsel Regina LaBelle share the award with SDOT Director Grace Crunican and project staff.



### Seattle Wi-fi update

Since 2005 we have provided free Wi-Fi in the University and Columbia City Business Districts, four downtown parks and City Hall lobby. In 2008 we had 20,603 unique user (device) log-ins and 117,803 sessions. There were 12,444 unique users in the U District, 4,455 in downtown parks and city hall, and 3,704 in Columbia City. Seattle Wi-Fi is a partnership with the University of Washington and neighborhood chambers of commerce to enable students and faculty to work off campus, bring shoppers to local businesses, and connect visitors to [seattle.gov](http://seattle.gov) and local resources. Seattle Wi-Fi statistics are updated monthly.



### IT security

David Matthews, Office of Information Security, received the Information Security Executive of the Year award for the west region.



### **Flash video player**

This year we converted video streaming to Adobe Flash, an international MPEG4 standard. Flash gives users an enhanced multi-media experience on SeattleChannel.org and Seattle.gov and integrates automatically and easily with Internet Explorer.

### **New public safety radios**

DoIT's radio communications shop programmed 317 new police radios and deployed them to Seattle Police Department. Costs of the 'rebanding' project are paid by Sprint Nextel. It is part of a national effort by public safety users of 800 MHz radio frequencies to swap frequencies with Sprint Nextel to reduce interference between their cell phone use and our public safety radio use.

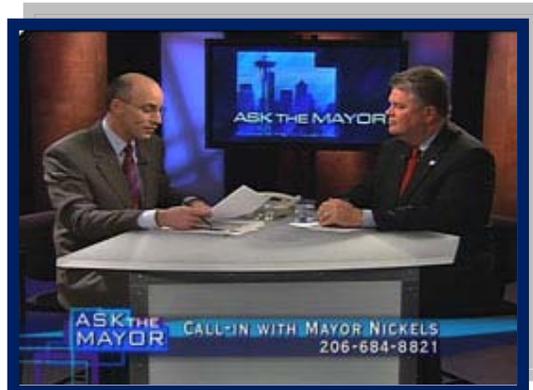


### **Federal grant funds**

An Office of Information Security proposal was selected for funding under the Department of Homeland Security Regional Technology Interoperability initiative. The new funding will allow us to establish a regional security event aggregation and reporting system to integrate with local, state, law enforcement, and national alerting and investigation organizations.

### **Emergency communication**

The Seattle Channel led the design and building of the Media Briefing Room at the new Emergency Operations Center in Fire Station 10. The new room has a complete audio/video/lighting system for broadcasting with accommodations for television news crews and their remote trucks. In the event of an emergency, the Seattle Channel has a dedicated fiber optic feed that can provide information live to local and national television stations. Mayor Nickels inaugurated the facility with a special broadcast of "Ask the Mayor" live from Fire Station 10.



## Green initiatives

*By the end of 2008 more than more than 900 mayors had signed the U.S. Mayors Climate Protection Agreement, a national move by cities and mayors to reduce global warming by meeting the Kyoto Protocol's emission reduction goals. The U.S. Mayors Climate Protection Agreement represents more than 81 million Americans across the country. "We want to show that a city -- and I hope it turns out to be many cities -- can act to meet the intent and spirit of the Kyoto Protocol," Seattle Mayor Greg Nickels said in 2005 when the initiative was launched.*

The Department of Information Technology is contributing to Seattle's green agenda:

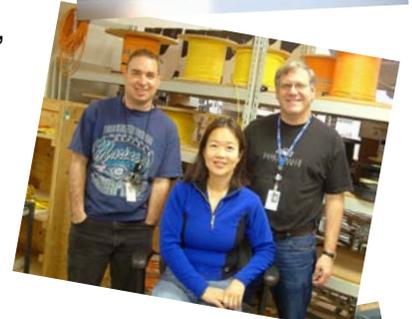
- 🌍 HP is our computer vendor, and all of our HP equipment is EPEAT Gold, a highly green rating for computing equipment. Our PCs are delivered without boxes, and equipment is reused, donated to Seattle schools or taken back by the manufacturer.
- 🌍 We refurbish telephones and put them back in service instead of disposing of them.
- 🌍 Installing VoIP in community centers and neighborhood service centers reduces power use.
- 🌍 Tapes, CDs and DVDs are recycled.
- 🌍 New printer technology will allow us to print utility bills on double-sided, 100 % recycled paper in 2009. The new printers also eliminate ozone output, reduce the amount of heat that's generated, which reduces power consumption, and eliminate two million bill pages per year.
- 🌍 Air flow and temperature were adjusted in the data center to save energy.
- 🌍 We are planning for server virtualization.



*Doug King receives Seattle Management Association's "Climate Action Now" award from Mayor Greg Nickels for his project to implement two-sided printing of utility bills in DoIT's data center.*

## Making technology work – 24/7

- Completed the cabling infrastructure for phones, data, and wireless at the new Bill and Melinda Gates Foundation at Seattle Center
- Installed phone lines and assisted with desk top computers and printers for film crews working in Seattle
- Created a data import process for the Animal Shelter that provides data on staffing needs and information the public wants
- Moved the Abandoned Vehicle Hot Line (206- 684-8763) to the Seattle Public Utilities call center to better handle reporting of abandoned vehicles
- Deployed Wi-Fi to Seattle Municipal Tower conference rooms, Seattle Center, Seattle Municipal Courts, Seattle Public Utilities' water operations campus, Haller Lake facility and the Joint Training Facility
- Began upgrading public safety radio systems in King, Pierce and Snohomish Counties to improve regional interoperability
- Removed old cabling at Parks & Recreation headquarters and installed upgraded cabling and new data network
- Installed technology infrastructure, including VOIP, at two temporary fire quarters as part of the Fire Facilities and Emergency Response Levy Program
- Improved voice mail service for customers at the Justice Center
- Maintained Telephone Services at 99.86% availability
- Installed a digital converter for Seattle Police's 9-1-1 Center to give radio dispatch consoles the ability to record radio dispatch conversations for evidence
- Deployed Tipping Point Intrusion Prevention, which diverts thousands of cyber attacks each week
- Kept the Internet and data network at 99.98% availability
- Completed design and installed network for fuel monitoring at fire stations
- Enhanced IVR systems for telephone payments to utilities and courts, electrical outage reporting, solid waste pick-up misses, inspection scheduling and other customer uses
- Designed and built a network to extend public safety VHF paging system for Norcom, the Eastside's new public safety dispatch agency
- Programmed 317 new police radios
- Maintained the Data Center at 99.865% availability
- Deployed more than 30 Windows servers for client departments



## COMMUNITY TECHNOLOGY

*The City of Seattle is committed to promoting a technology healthy community. This includes ensuring that residents have the information technology training and access needed to ensure civic and cultural participation, employment and lifelong learning.*

### Technology Matching Fund

In 2008 fifteen organizations received \$175,000 in Community Technology Fund grants. The community match is double the City's investment. Projects reach a wide range of people in need, including at-risk youth, immigrants and refugees, seniors and people with disabilities. They provide employment and language training, promote civic engagement, encourage personal expression and storytelling through various multimedia channels, capture oral histories, and enable access to vital online services.



These organizations received 2008 grants:

Center Park Resident Council	East African Arts and Cultural Association
East African Community Services	Eritrean Community
Jefferson Terrace Computer Lab	Lao Community Service Office
Neighborhood House	Northaven Retirement & Assisted Living
Reel Grrls	Seattle Hip Hop Youth Council
Somali Community Services of Seattle	UW Women's Center
Wing Luke Asian Museum	Youth In Focus
Youth Media Institute	

### Recognition

Technology Matching Fund recipients celebrated at Garfield Community Center. City Councilmember Bruce Harrell, with CTO Bill Schrier, recognized youth who completed the Garfield summer RecTech program and presented certificates to the 15 new Tech Matching Fund grantees. CTTAB was represented by members Leah Altaras, Jac De Haan, Marcos Martinez and Fran Clifton.



### Free Internet service

Through cable franchise agreements, 225 community locations have free Internet service. Comcast provides service to 218 locations with 1,139 computers, and Broadstripe serves 7 locations with 76 computers.

## Success for 2007 projects

Thirteen 2007 grant recipients completed their projects this year, serving more than 1,396 individuals at 20 locations throughout Seattle. Projects contributed more than \$240,000 in matching funds, a 50% increase over the city's original investment of \$160,000. The digital inclusion projects helped more than 81 seniors, 754 youth, 586 adults, 871 immigrants and refugees, 26 disabled residents and 784 low income individuals gain basic and advanced technology skills. Many gained employment skills and ESL education as well. Here are a few examples:

- ArtWorks enabled 12 youth on probation in the juvenile justice systems to learn basic graphic design skills, create blogs, and become engaged with the wider community by creating products for real world clients.
- Salvation Army Seattle Social Services set up computer labs at two domestic violence shelters and at their main community advocacy office. The project enabled women to search for resources online and provided Internet safety training to 63 individuals. *"Having these computers really helps all the clients. Being taught a safer way to communicate via Internet with outside family and friends has given our clients the emotional support and attachment they're longing for. It's truly an amazing service to offer our clients."*
- 826 Seattle set up eight Macintosh computers to enable youth ages 6 to 18 to improve their creative processes and writing and design skills. Approximately 400 students (40% of whom were immigrants and/or refugees) learned basic computer skills and research techniques.
- The International District Housing Alliance created a curriculum and provided instruction to 24 Asian and Pacific Islander immigrants and refugees on citizenship exam preparation. The project mainly served the Vietnamese and Chinese communities living in Yesler Terrace, Rainier Vista and High Point.



## **Puget Sound Off**

[PugetSoundOff.org](http://PugetSoundOff.org) provides a youth civic engagement portal with social networking tools, digital media curriculum, and resources for teens and teachers. It is led by the DoIT's Community Technology Program in collaboration with the University of Washington Center for Communications and Civic Engagement and the Metrocenter YMCA. PugetSoundOff.org launched at Bumbershoot with a video competition sponsored by The Seattle Times and Seattle Post-Intelligencer.

## **RecTech computer labs**

The RecTech Coalition provides programs in Parks & Recreation community centers that utilize technology for education, recreation and community services for children, youth, adults, and neighborhoods. It is administered by the non-profit Associated Recreation Council in partnership with the City of Seattle.

- The Community Technology Program helped provide a stable and secure computing platform for the eight RecTech computer labs.
- Yesler & Rainier Beach labs served as electronic tax filing sites, enabling 849 returns to be filed and providing \$1.7 million in refunds, including \$643,000 in Earned Income Tax Credits.
- We implemented Internet content filtering.
- 853 youth were trained in the last school year.



DoIT's Community Technology program and staff were recognized by Hilltop House Retirement Community for supporting their computer lab and providing building wide Wi-Fi access. *Pictured here are David Keyes, Vicky Yuki, Delia Burke, and Derrick Hall.*

## Office of Cable Communications

*The Office of Cable Communications has responsibility for issues related to cable television and cable Internet service for Seattle residents. The Office oversees the City's non-exclusive cable television franchises with Comcast and Broadstripe through enforcement of franchise agreements, with an emphasis on citizen concerns. The Cable Office maintains the country's strictest Cable Customer Bill of Rights. Seattle has about 187,000 cable subscribers.*

### Cable discounts

Low income seniors, low income disabled, and people living in subsidized housing are eligible for discounts from both Broadstripe and Comcast cable companies. Cable Office staffers Jill Novik and Brenda Tate signed up people for the senior/disabled discount at the Mayor's Office for Senior Citizens Wellness fair. They also distributed information about the 2009 digital TV transition in several languages. In 2008 the Cable Office helped 732 people get cable discounts.



### Free community connections

Seattle's franchise agreements with cable providers Comcast and Broadstripe include free cable connections for community technology centers and non-profit agencies. This year we arranged for installation of 48 cable Internet connections, 16 sites in Broadstripe areas and 32 in Comcast areas.

### Digital TV transition

In 2009 all full power television stations in the U.S. will stop analog broadcasts and move to digital. Digital broadcasting will free up airwaves for use by emergency responders. Congress created a TV Converter Box Coupon Program for households wishing to keep using their analog TV sets. Seattle was a national leader in helping people prepare for the transition and obtain coupons:

- CTO Bill Schrier participated on a City Council panel, sponsored by City Councilmember Bruce Harrell, to discuss the transition. He was joined by Tim Croll, Solid Waste Director, SPU; Glenn Farley, KING 5 News; Steve Kipp, local VP for Communications, Comcast; and Greg Jones, Radio Shack District Manager.
- We organized a community workshop on the digital TV transition for the National Telecommunications Information Agency (NTIA), which administers the discount coupon program for digital converters.
- FCC Commissioner Jonathan Adelstein spoke at the downtown library about obtaining coupons and connecting digital converters to analog television sets. See this hearing with video on demand on the Seattle Channel's website.



## **Citizens Telecommunications & Technology Advisory Board**

CTTAB studies and makes recommendations to the Mayor and the City Council on issues of community-wide interest relating to telecommunications and technology, including cable television access, technology access, and regulatory issues within the City's authority regarding wire and wireless communication systems. CTTAB also promotes accessibility and citizen participation in telecommunications and technology decision-making.

In 2008 CTTAB began podcasting meetings as a way to improve access to board meetings. They also initiated a study of online polling and other forms of e-democracy.

The board assisted with City efforts to inform Seattle residents about the digital television transition. Members consulted with the Seattle Housing Authority on transition issues and attended public meetings co-hosted by FCC Commissioner Adelstein and the NTIA.

CTTAB provided comments on State and federal legislative and regulatory issues. The board wrote a letter to the State legislature in support of funding for community technology programs.



Fifteen CTTAB members serve over-lapping two-year terms. One member represents *Get Engaged: City Boards and Commissions* and serves a one-year term.

Rob Holland  
Jac de Haan  
John Neuharth  
Leah Altaras  
Marcos Martinez  
Michael Davidson  
Oren Sreebny  
Margaret (Peg) Achterman

Nancy Gohring  
William Pugh  
Ann Suter  
Jerry Lin  
Richard Huff  
Tom Kee  
Fran Clifton  
William Little – *Get Engaged*



The official website of the City of Seattle.

*Seattle.gov's mission is to provide a 24 hour City Hall for the residents and businesses of Seattle.*

### Awards

Public Technology Institute honored Seattle's website with a top Technology Solutions Award for the Language Portal and Honorable Mention for the web single sign-on service.



### Web stats

In 2008 Seattle.gov received 13,289,193 user sessions and 65,368,434 page views. Website statistics are updated monthly.

**New web pages** were added in 2008, reflecting City priorities and new programs:

- Seattle ReLeaf, developed with the Office of Sustainability & Environment and dedicated to keeping Seattle green.
- Seattle Sister Cities, developed with Office of Intergovernmental Relations to establish global connections
- A Guide to City and Neighborhood Business District Resources, the Office of Economic Development's resource for neighborhood businesses to connect with one another and share ideas that help improve a business district
- Customer Bill of Rights on Mayor Nickels' website
- City of Music, supporting the City of Music initiative
- Career Center, a portal for job seekers on the Personnel web site
- Encore Portal, developed in collaboration with the Mayor's Office for Senior Citizens for people who are 50+



## Language Portal

The [Language Portal](#) on Seattle.gov now houses 384 documents in 30 languages.

यदि इस प्रष्ठ पर आपकी भाषा ठीक से दिखाई न दे तो यहाँ क्लिक करें.

## Demographics

The [Greater Seattle Datasheet](#) presents demographic information about the City of Seattle and surrounding region. It is offered in English, Italian, Spanish, French, Japanese, Modern Chinese, Traditional Chinese, Russian, Somali and Tagalog.



## MNM

New Services added to [MyNeighborhood Map](#) in 2008 include Museums, General Attractions, Cemeteries, Hospitals, Public Health and Community Health Clinics, Food Banks, Traffic Cams, Scenic Viewpoints, and Waterfront Beaches that don't have lifeguards.

## Who? Where? What?

DoIT maintains the City's [online directory](#), which helps users find City employees, departments and services. It is the most used site on the Inweb and the 15th most popular site on [www.seattle.gov](#). The online directory receives 5,000 to 6,000 page views per day.

## Blogging

A new [blogging policy](#) was added to Seattle.gov this year.

And, Chief Technology Officer

Bill Schrier was asked to blog for [Government Technology](#) as part of its Digital Communities Blogs feature. He blogs at [Notes from a City CIO](#).

**GOVERNMENT TECHNOLOGY\***  
SOLUTIONS FOR STATE AND LOCAL GOVERNMENT IN THE INFORMATION AGE

The official government access channel of the City of Seattle

*The Seattle Channel cable television channel and website inform people about their municipal government and offer them a timely opportunity to be involved in government decisions.*



**Top in the country**

The Seattle Channel was named the best municipal television station in the country for the second straight year by NATOA, the National Association of Telecommunications Officers and Advisors. Seattle Channel's web site won first place honors for Best Government Access Website.

NATOA Awards - First Place:

- *City Inside/Out* with C.R. Douglas - News Series
- *City Inside/Out* with C.R. Douglas - Election Coverage
- *Art Zone* Featurette - Promotion of a City/County
- *Art Zone* Promo for Cable - Municipal Channel Promotion



Plus 16 additional NATOA awards

(Watch these and other programs at Video on Demand.)



NW Regional Emmy Awards - First Place:

- Human Interest Award - *Community Stories* – wheelchair dancer Charlene Curtiss
- Craft Specialty Award – *Community Stories* – theme music composed by Stephen Thomas Cavit

Hugo Television Awards - Silver Plaque - *Local Music Show* - main title sequence

Public Technology Institute's Technology Innovations Awards – Honorable Mention – to the Seattle Channel's website, [seattlechannel.org](http://seattlechannel.org), for a 300% growth in page views

## 2008 production highlights

More than 1,100 productions were completed this year:

- Nearly 100 events with Mayor Greg Nickels, including Ask the Mayor, Mayor's Arts Awards, Mayor's Small Business Awards and press conferences
- Nearly 400 Council programs, including all committee meetings and public hearings - presented live on Cable 21 and streaming at [seattlechannel.org](http://seattlechannel.org), and available via the web anytime as video-on-demand
- *City Inside/Out: Council Edition*, a monthly discussion with three Council members that takes questions from the public on timely issues
- Seattle Sister Cities series highlighting Nantes, France; Christchurch, New Zealand; Perugia, Italy; and Reykjavik, Iceland
- *City Inside/Out* with C.R. Douglas – a public affairs show. Guests this year included NBC's Tom Brokaw, Seattle Public Schools Superintendent Maria Goodloe-Johnson, Washington Policy Center's Paul Guppy, *The Seattle Times*' Executive Editor David Boardman, Washington State Attorney General Rob McKenna, Seattle City Council President Richard Conlin, Urban League President James Kelly, Big Brothers/Big Sisters of Puget Sound President/CEO Tina Podlodowski



- *American Podiums*, nationally known authors reading in Seattle
- *CityStream*, a weekly magazine show that finds out what fuels Seattle's vibrancy and keeps abreast of how the city is growing and changing in the 21st century. This year there were features on the Dalai Lama, the Northwest African American Museum, the Seattle Men's Chorus, the Graffiti Rangers, Sunset Bowl, Bike-to-Work Day, Seattle's

connections to the Republic of Georgia, JP Patches, farmers' markets, the Ventures, Comicon, autism, and King Street Station.

- *Art Zone in Studio* with Nancy Guppy, a half-hour weekly program that celebrates Seattle's thriving arts scene. Highlights included features on actor Chiwetel Ejiofor, the Pacific Northwest Ballet, comedian Paula Poundstone, author Lauren Weedman, artist Gloria Bornstein, writer/performer Kevin Kling, Richard Hugo House, cellist Joshua Roman, film critic Robert Horton, On the Boards, singer/songwriter Suzie Grey, dancer Ezra Davidson, Seattle Art Museum and Seattle Children's Theatre.
- *Book Lust* with Nancy Pearl. America's favorite librarian interviewed authors Nassim Assefi, Bharti Kirchner, Ann Patchett, Justina Chen Headley, Judy Schachner, Molly Gloss, Geraldine Brooks, Susan Rich, Dr. Susan Linn, Brian Hall, Lee Child and Gina Nahai.





- *Local Music Show*, a half-hour program showcasing local artists and their music videos, hosted by John Richards. Featured artists this year included Kerry Zettel of See Me River, Sera Cahoone, Feral Children, Sub Pop Records co-founder Jonathan Poneman, and Kurt Bloch.
- Coverage of more than 70 important community discussions and lectures with partners such as Allied Arts, CityClub, Elliott Bay Books, Downtown Republican Club,

Central District Forum, Town Hall Seattle, the City Neighborhood Council and University Bookstore

- *Front Row* programs highlighting the best in local music, dance, theatre and literary arts
- *Big Night Out*, a monthly variety show filmed before a live audience at Columbia City Theatre. *Big Night Out's* host Kevin Joyce welcomed performers such as Poetry Slam Champion Roseanne McAleese, Orkestar Zirkonium, Grupo Capoeira Males, juggler Nikolai Pirak, Bhangra Dancers Sherni Invasion, acrobalance duet Dr. Calamari and Acrophelia, Totally Tap Kids, bass and cello duet Bottom Line Duo, comedienne Aziza Diaz, puppeteer Clay Martin and Just Fiddlin' Around.
- *Seattle News Now*, a weekly wrap up of the most significant news related to Seattle City government
- In-depth documentaries: *Alden Mason: Artist*, chronicling the life of painter Alden Mason; *Alfredo Arreguín: Artist*, the painter's early life in Mexico and later in Seattle; and *John Dimitriou's Jazz Ally*, behind the scenes at "one of the world's best nightclubs"
- *Seattle Voices* hosted by Eric Liu. Eric's guests included Seattle Art Museum's Mimi Gates, former Seattle mayor Charles Royer, State Rep. Phyllis Gutierrez Kenney, civil rights activist Oscar Eason, former State Supreme Court Justice Bobbe Bridge, Seattle Girls School founder Marja Brandon, Powerful Schools' Tre Maxie, Seattle Opera's Speight Jenkins Jr., Cornish College of the Arts President Sergei Tschernisch, and Inter\*Im Community Development Association Executive Director Hyeok Kim.



### Seattle Channel website

In 2008 [seattlechannel.org](http://seattlechannel.org) received 5,606,552 page views, 3,057,304 website sessions and 494,824 video streams/downloads.

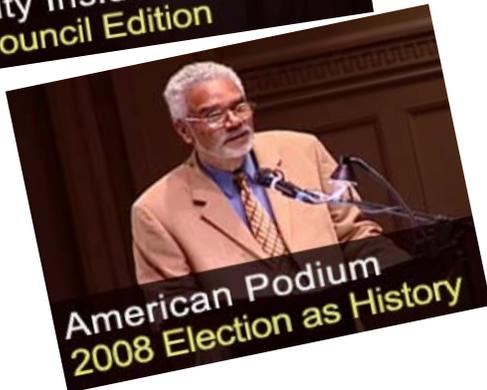
### Production infrastructure

This year the Seattle Channel improved picture quality and compatibility with current broadcast equipment. In keeping with the federally required transition by broadcast stations from analog to digital broadcasting, it is providing a platform for the transition to HDTV (high definition TV). A new digital switcher and monitor wall were added to the studio control room, and the council control went to a tapeless operation with the addition of a new disk based recorder.



### New programming

In 2008 the Seattle Channel launched three new programs: *Art Zone In Studio* with Nancy Guppy, *Seattle News Now* and *City Inside/Out: Council Edition*. This year the Seattle Channel began covering all Ethics and Elections meetings and Parks Board meetings.



## DoIT by the numbers

- 9,260,000 incoming calls handled by telephone network
- 30 languages represented in the [Language Portal](#)
- 42,237 calls answered by the Service Desk
- 8,721 calls received by Telephone Services Service Desk with 90% of issues resolved on first contact
- 1,100 programs produced by the Seattle Channel
- 50+% of all customer calls to the Call Center handled by the IVR system without need for a call center agent
- 80,000 accesses made to the public safety radio system each day without experiencing any busy signals
- 5,200+ public safety radios served by the public safety radio system in Seattle as part of a regional infrastructure that supports more than 13,000 radios
- 48,789 service tickets created at the Service Desk
- 65,368,434 page views on [www.seattle.gov](http://www.seattle.gov)
- 99.865% availability of Data Center
- 20,603 unique user log-ins to [Seattle Wi-Fi](#)
- 60% of all trouble tickets closed at the Service Desk
- 5,606,552 page views on [www.seattlechannel.org](http://www.seattlechannel.org)
- \$175,000 in Community Technology Fund grants awarded to 15 community organizations
- 84% of calls to the Service Desk answered within 60 seconds
- 13,289,193 user sessions on [www.seattle.gov](http://www.seattle.gov)
- 99.86% availability of Telephone Services
- 2,000,000 calls handled by the IVR system, a 25% increase over last year



## International Visitors

- A delegation from China and Taiwan visited DoIT as part of an E-government project sponsored by the National Committee on United States-China Relations. The group met with City Councilmember Jan Drago, attended a Council meeting, and toured the new Fire Station/Emergency Operations Center, DoIT's data center, and Seattle Public Library. The delegation included officials from both the Republic of China and the People's Republic of China.
- A Russian delegation from Khabarovsk, under the sponsorship of the Foundation for Russian American Economic Cooperation, visited Seattle and DoIT. They toured Community Technology Centers, visited the Parks & Recreation Department and Daybreak Star, and learned about Puget Sound Off, Internet government services and the Seattle Channel.
- Fifteen sophomores from Ritsumeikan University in Kyoto visited DoIT through a course at the University of Washington, "Computers and Society."
- A delegation from the Republic of Karelia in Russia visited Seattle as participants in a Youth and Civic Participation tour sponsored through USAID and World Learning/Community Connections. The group met with Community Technology staff and learned about the Puget Sound Off youth civic engagement project and our support for youth media skills training.
- ETtoday (EBC) TV Station in Taiwan interviewed Community Technology staff about our digital literacy efforts. EBC is part of the largest cable and TV network in Taiwan. Their new series, Cities Relativity, featured digital life in Seattle in the October episode.
- The Office of Cable Communications hosted a delegation of six Japanese cable company executives, a follow-up to a meeting held last year. There was an exchange of views on cable, broadband and wireless developments.





*Seattle's Race & Social Justice Initiative (RSJI) aims to end institutionalized racism in City government and create a community that is enriched by its diverse cultures, with full participation by all its residents.*

DoIT's RSJI Change Team was led in 2008 by co-chairs James Dyer and T West and vice chair Mark Schmidt. Team members included Bruce Blood, Barbara Fitzgerald, Jerome Gates, Mike Hamilton, Gwen Johnson, Ann Kelson, Julie O'Brien, Yoli Ortiz, Tony Perez, Debra Schlenker, Shane Schnell, Carmen Valerio, Jesse Weissman, and Vicky Yuki. Diana DeLeon represented DoIT on the Citywide Core Team.

### **Talking about change**

The RSJI Change Team sponsored a discussion with Oscar Eason, Jr., State Conference President of the NAACP of Alaska/Oregon/Washington. Mr. Eason was interviewed earlier on *Seattle Voices* on the Seattle Channel. Pictured here are Herman Buchanan, James Dyer, Oscar Eason, Jr., T West, Julie O'Brien and Bill Schrier.



### **African communities**

DoIT staffer T West served as co-host on the AfraGenesis radio show (KKNW 1150) on June 16 and 23. T is working with a number of committees in the community to coordinate help from governmental agencies.



Chief Technology Officer Bill Schrier and Chief of Information Security Mike Hamilton were keynote speakers at the 2008 FACES (Filipino American Civic Employees of Seattle) conference. DoIT's Danny Navarro and Emelita "Mitz" Barber were on the FACES organizing committee.

### **BIG**

Herman Buchanan serves on the Blacks in Government (BIG) National Elections Committee and is a Region X delegate. Charles Oliver is first vice president of Region X, workshop chairperson for the BIG regional training conference and president of the Federal Way Chapter. Brenda Tate is treasurer of BIG's Evergreen Chapter.

### **Outreach**

DoIT participated in a southeast immigrant outreach event at Rainier Beach High School. The event was part of the Action Agenda in Southeast and the Race & Social Justice Initiative targeting services and programs for immigrant and refugee communities.

## DoIT in the community

### Metropolitan Information Exchange (MIX) Conference

King County CIO David Martinez and Seattle CTO Bill Schrier hosted the MIX conference of about 40 city and county chief information officers from around the country. King County Executive Ron Sims gave the welcome, including a discussion of his “twittering”. The theme of the conference was Web 2.0 (social networking, RSS feeds, wiki’s and collaboration).



### Managing Technology Conference

Governing.com, which publishes *Governing* magazine, brought its national Managing Technology Conference to Seattle in May. The conference has become an important annual event where colleagues from states, cities and counties across the country can connect and share their interests in improving government’s strategic use of technology. It started in Seattle ten years ago and returned for its tenth anniversary. Mayor Greg Nickels and Governor Christine Gregoire addressed the gathering of national leaders.

### Emergency preparedness for employees

Twenty DoIT employees successfully completed American Red Cross Standard First Aid, Cardio Pulmonary Resuscitation and Automated Electronic Defibrillator training. The training helps employees create a safer workplace and community.

### Mayor’s priorities

DoIT supports Mayor Greg Nickels’ priorities of safe neighborhoods, healthy families and communities, job creation, and transportation.

### Charities

DoIT employees raised about \$35,000 for the annual Combined Charities fund-raising campaign. This year’s co-chairs were Kathryn Klosky and Deanna Harris. Employees also participated in the Emergency Assistance for Seattle Employees (EASE) campaign, fielded a team for the Heart Association Walk, and joined in the Shamrock Box Lunch to benefit Childhaven.



### Sponsorships

DoIT sponsored tables again this year at the Technology Access Foundation’s Annual Leadership Breakfast and the annual Urban League breakfast.

## REGIONAL BOARDS & ORGANIZATIONAL AFFILIATIONS

Association of City and County Information Systems (ACCIS)

Debra Schlenker, At Large Board Member

*ACCIS is an organization in the State of Washington composed of the chief information system officers from the cities and counties throughout the state.*

Association of Contingency Planners (ACP), Washington Chapter

Vicki Wills, Vice President

*ACP is a non-profit trade association dedicated to the advancement of business continuity professionals, promoting contingency planning and disaster mitigation throughout the public and private sectors.*

King County Regional Communications Board (KC-RCB)

Bill Schrier, Chair, and John Wiswell, System-wide Manager

*The KC-RCB is an official Board/Commission of King County Government, established by an interlocal agreement. It oversees the management of the King County Public Safety (800 MHz) radio network.*

Metropolitan Information Exchange (MIX)

Bill Schrier, Secretary

*MIX is an organization for chief information officers and other key technology executives who are responsible for overall information technology from cities and counties with populations over 100,000.*

National Association of Telecommunications Officers and Advisors (NATOA)

Tony Perez, Board of Directors

*NATOA is an association of city and county officials who regulate cable and telecommunications and oversee municipal television stations.*

Puget Sound Regional Interoperability Executive Committee (PSR-IEC)

Bill Schrier, Chair and Coordinator

*The PSR-IEC is a three-county organization chartered by the UASI Core Group to plan improvements to public safety communications networks in the UASI area.*

Seattle Management Association (SMA)

Debra Schlenker, Board Member

*SMA promotes excellence and integrity in City management by presenting information and ideas for best practices.*

Washington Association of Telecommunications Officers and Advisors (WATOA)

Jill Novik, King County Board Member

*WATOA is a professional organization of individuals and organizations serving citizens in the development, regulation, and administration of cable television and other telecommunication systems.*

## Financials

### REVENUES

Non General Fund	\$16,507,896	36.32%
General Fund	18,131,337	39.90%
Cable Franchise Fee	6,529,380	14.37%
Other Government	4,277,619	9.41%
<b>Total Revenues</b>	<b>\$45,446,232</b>	<b>100.00%</b>

### EXPENDITURES

Personnel Services	\$22,383,957	50.08%
Other Expenses	19,489,842	43.61%
Depreciation Expenses	2,821,699	6.31%
<b>Total Expenditures</b>	<b>\$44,695,498</b>	<b>100.00%</b>

**NET OPERATING INCOME      \$750,733**



### 2008 EXECUTIVE TEAM

Bill Schrier, Director and Chief Technology Officer  
Carmen Valerio, Senior Executive Assistant  
Erin Devoto, Deputy Director  
Shawn Abernethy, Director, Human Resources  
Dean Arnold, Director, Communication Technologies  
Patti DeFazio, Director, Finance & Administration  
Amy Doerzbacher, Director, Technology Planning & Oversight  
Gary Gibson, Director, Electronic Communications  
Michael Hamilton, Chief of Information Security  
D'Anne Mount, Public Information and Public Disclosure Officer  
Debra Schlenker, Director, Computing Services  
Stan Wu, Director, Major Projects



**City of Seattle**

Greg Nickels, Mayor

**Seattle City Council**

Richard Conlin, Position 2, President

Bruce Harrell, Position 3, Chair, Energy & Technology Committee

Jean Godden, Position 1,

Jan Drago, Position 4

Tom Rasmussen, Position 5

Nick Licata, Position 6

Tim Burgess, Position 7

Richard McIver, Position 8

Sally Clark, Position 9