Department of Information Technology
2009 Annual Report

2009 Seattle Technology Access and Adoption Report

Results of a 1,064 household telephone survey on computer and Internet use by Seattle residents were released. For the first time research included a targeted participation strategy to get additional information from people of color and immigrant/refugee communities:

✓ The survey was conducted in both English and Spanish.

✓ 314 residents participated in ten focus groups using translated materials and session interpreters from six different language communities.

IT efficiencies

The City standardized employees and resources on Office 2007 software and moved more than 11,000 users to Microsoft's Exchange/Outlook email system on time and within budget.

Best in the country

SEATTLE CHANNEL'S web site, www.seattlechannel.org, won first place honors for the third year in a row for Best Government Access Website from the National Association of Telecommunications Officers and Advisors (NATOA).

Technology keeps on humming

DoIT maintained a 99.99% operational reliability for telephone, data and radio networks, and a 24x7 data center.

IT PLANNING, OPERATIONS AND SUPPORT

IT management framework

2008 saw the design and build-out of an integrated IT management framework to help the Chief Technology Officer identify, prioritize, and implement Citywide IT infrastructure investments. In 2009 the framework became increasingly effective and useful in planning department budgets and work programs. This year the framework was extended to include IT architecture and roadmaps. The roadmaps cover eight technology areas and delineate technology and investment needs from 2010 through 2013.   Through the architecture and roadmap efforts, IT management can now see the key elements of IT investment and how they fit together.

Enterprise IT strategic plan

The 2011/2012 IT strategic plan is being built on the foundation provided by the roadmaps. It will serve as a basis for formulating strategy, prioritizing key IT budget initiatives, and identifying projects for IT governance.

IT project management

The Project Management Center of Excellence (PMCoE) provides oversight and independent assessments for a number of major City IT projects. PMCoE monitored 38 projects using monthly dashboard reviews and tracked completion metrics and reviewed closeout reports for 16 newly completed projects.

Of the 52 projects that have been completed under PMCoE's oversight and for which it has compiled completion metrics, 73% have come in on/under budget, 42% came in on time, and 60% delivered on scope.

Excellence in IT Project Management

PMCoE's Excellence in IT Project Management award went to the Enterprise Performance Management and Business Intelligence (EPM/BI) project at Seattle City Light. The one year, $600K project piloted a consolidated performance management process and implemented a functional management dashboard for reporting selected metrics associated with the time it takes City Light to complete customer-initiated requests for new electrical service at the customer premise. It was completed on schedule with all scope within $172 of the targeted budget. According to PMCoE, primary contributors to the success of this project were strong and committed project sponsorship, driving it as a business solution with excellent participation and collaboration from customers and stakeholders, and adherence to strong project management and solution delivery best practices.

From ideas to decisions to projects
Thirty decision packages were considered in 2009. They resulted in policies, standards, new technology directions, and/or dollar savings to the City, e.g. acquisition of new data center space (approximately $500,000 in cost avoidance achieved); potential use of alternate network switch vendors ($1.5 million potential savings over 4 years); a new standard for configuration management to improve use of PCs (high efficiency return); a strategy for transitioning from Windows XP/IE6 to Windows 7 and IE8 (vendor is sunsetting products); and a wireless strategic plan (opportunities for efficiencies and enhanced customer service).

Telephone network
The City of Seattle has owned its telephone network since 1986. We build, operate, and maintain 11,000 telephone lines, 23 major switches in large City buildings, and 130 smaller switches in community centers, libraries, fire stations, and police precincts.

In 2009 the telephone network routed 6,699,945 incoming calls and supported 12,300 workstations. The network beat its reliability target with a 99.986 percent reliability average. Telephone Services staff responded to 3,983 service requests affecting 13,096 work stations. Telephone Analysts created 30 voice applications and scripts for City departments to help handle calls from citizens more efficiently.

IVR
The City's interactive voice response (IVR) system was upgraded in 2009. It handled about 1,939,475 calls in 2009, a 22.1 % increase over 2008.

Seattle Wi-Fi
The City continues to support free wireless connections in Westlake, Steinbrueck, Occidental, Freeway parks and in the University and Columbia City business districts. There were 18,853 unique users and 71,656 individual sessions in 2009. A redesign of the Seattle Wi-Fi gateway pages enabled easier use by Apple users and inclusion of City highlights.

Wireless
A new wireless webcam at Seattle Center enhances the Center's ability to market itself at www.seattlecenter.com.

VOIP technology
New voice over Internet protocol (VOIP) technology installed at the Capitol Hill and Delridge libraries solved low volume issues.

Messaging

The Messaging Team implements, operates and maintains the City's mission critical email, email archiving, Blackberry, directories and smartphone/Exchange integration infrastructure. They also maintain the file server infrastructure for most general fund departments. In 2009 this included the completion of the migration to the Exchange email system, beginning the migration to the NearPoint archiving system, and implementing the SmartPhone/Exchange intregration infrastructure. These systems support over 11,000 users and over 75 terabytes of information for our City customers.

Data center

During 2009 the Data Center Team operated a data center facility which was staffed 24 X 7. Operations activities include running and monitoring over 30,000 batch processing jobs, many of which run daily, for enterprise applications including payroll, financial and customer billing. This team printed over 10 million pages, which included all utility customer bills. The Facilities Management Team ensured the data center was available 99.99% of the time.

Enterprise computing

The Enterprise Team efficiently operated and maintained the City's high performance, mission critical, 24 X 7 enterprise servers (payroll, financial, customer billing, etc.), mid range physical and virtual servers (500+ servers), storage (150TB+ of storage), backup to tape (600TB+ of data based up), Oracle and SQL databases (200+ databases supported), and operating systems (Unix, Linux, Windows).

Desktop computing

The Desktop Team implemented and maintained the desktop, laptop and printer hardware and software for 20+ City departments and offices (3000+ devices). Activities included standards setting, tier 2 and tier 3 trouble resolutions, deployment of all hardware and software, security, image management, and printer management. Throughout 2009 the desktop team deployed Office 2007 and Outlook 2007 to their customers while completing over 5,600 incidents, beating their commitments of closing 80% of all incidents in two business days or less.

Service desk

The Service Desk Team provides the initial point of contact for all IT technical support for non-utility City employees (6000+). Activities include Tier 1 trouble resolution, service request resolution and referral services to Tier 2 and above technicians. In 2009 the Service Desk processed over 67,000 incidents meeting their commitment of answering 80% of all calls in 60 seconds and continually improving their closed on first contact percentages for internal City departments.

PUBLIC SAFETY AND CYBER SECURITY

Public safety radio system
The Public Safety Radio System served more than 5,000 radios in Seattle as part of a regional infrastructure that supports some 15,000 radios. The Seattle subsystem was accessed roughly 70,000 times per day without experiencing any busy signals – a 100% user availability.

Fire Levy
In 2003 Seattle voters approved the Fire Facilities and Emergency Response Levy, which will renovate or replace 32 neighborhood fire stations. In 2009 DoIT's fire levy team supported the overall project by installing technology infrastructure (data networks and telephone services) at 10 new or temporary fire stations and by reviewing design documents for six fire stations that are in the planning phase.

Building security
A new system alerts and displays 911 calls at strategic security locations in Seattle Municipal Tower and City Hall, allowing security personnel to respond whenever a 911 call is made from anywhere in the buildings, and enabling them to assist the caller and direct 911 personnel to the correct location. The alerting application was also implemented at the Data Center for after hour calls.

Credit cards
The City has been certified as compliant with the Payment Card Industry security standard (PCI). PCI standards are designed to safeguard cardholder information. Seattle is designated as a "Level-2 Merchant," meaning that we process between 3 million and 6 million transactions per year.

Federal grants
- DoIT coordinated federal Urban Area Security Initiative (UASI) 09 investment justifications for the region's information technology projects within Bellevue, King County, the State of Washington, Snohomish County, Pierce County, and Tacoma. The region received $11.3 million UASI 09 grant funding, of which $3.2 million went to the City of Seattle. Grant money specific to interoperable communications projects for public safety and government totaled $791,000.
- With our regional public safety partners in King, Snohomish and Pierce counties, we obtained a $3.4 million public safety interoperability communications grant from the Department of Commerce to help upgrade the existing Public Safety 800 MHz radio systems. The project will allow 20,000 first responders' two ways radios to roam freely from one county to another for mutual aid response.

Cyber security
We provided Internet Content Management in 2009 by implementing the Websense Web filtering service across the City.

Fiber connections
Working with our regional partners (University of Washington, community colleges, Seattle Schools, Seattle Public Library, King County, State of Washington and others), we completed a three year program to connect all Seattle's high schools, middle schools and elementary schools with fiber.

ACCESSIBLE CITY GOVERNMENT

The official website of the City of Seattle

Seattle.gov provides a 24 hour City Hall for the residents and businesses of Seattle.

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

Languages
The Language Portal on Seattle.gov offers 716 documents in 30 languages.

Social media
In 2009 the City of Seattle adopted Social Media Use Policies governing the use of Facebook, Twitter, blogs and video.

Transportation application
DoIT web developers received Seattle Department of Transportation's 2009 Transportation Team Award. Staffers Erickson Moskito and Graim George were "…*recognized for helping advance SDOT's mission, vision, and goals in 2009 for their support and outstanding effort in the development of the* Traveler Information Map *website – a quality product which assists the citizens of Seattle in making informed travel choices – a success for the City and the Citizens of Seattle.*"

Seattle blogs
City-hosted blogging (WordPress) was implemented this year and consolidated on a single site. CityLink offers 'your city, right now."

MNM

[My Neighborhood Map](#) migrated its map from ESRI based to Microsoft Virtual Earth/Bing map in 2009. New items added this year include the monorail, water taxi, South Lake Union Trolley, Washington State Ferries and Sound Transit routes, State drivers license facilities, vehicle emission sites, community technology sites, playgrounds, playfields, viewpoints, Department of Planning and Development permits and Master Use permits (MUPS).

PEP

DoIT and City Councilmember Bruce Harrell are working together to design and implement a Public Engagement Portal (PEP), which will include a new web portal (my. Seattle.gov) that enables a user to customize the site for the City services most used, along with single sign-on, an interactive discussion tool, and a City web redesign. This year the project charter and review were completed, and a stakeholder group was formed. The Public Engagement Portal is scheduled to be up and in use by September 2010.

The official government access channel of the City of Seattle

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.

In 2009 SEATTLE CHANNEL continued providing top-flight service by cablecasting and webcasting gavel-to-gavel coverage of the City government and educational, public affairs, community and arts programming. SEATTLE CHANNEL offers more thorough coverage of Seattle's local government than any other television outlet.

2009 highlights

* ❋ SEATTLE CHANNEL won 28 awards in the National Association of Telecommunications Officers and Advisors (NATOA) Government Programming Awards including, for the third year in a row, first place for a Government Access Station Web Site.

* ❋ SEATTLE CHANNEL's web site received 5.6 million visits in 2009, with half a million visitors streaming or downloading videos.

* SEATTLE CHANNEL began showing some programs, including *Book Lust, Art Zone* and *American Podium,* on Federal Way TV and Burien TV.

* SEATTLE CHANNEL partnered with CityClub and Town Hall to host a 90-minute, multi-media, interactive live call-in show hosted by C.R. Douglas that explored the issues of youth violence in Seattle. Guests included Seattle City Council Energy and Technology Chair Bruce Harrell, Seattle Police Department Assistant Police Chief Jim Pugel and the City's Youth Violence Prevention Initiative Director Mariko Lockhart.

* SEATTLE CHANNEL added its own blog—Take21—to its website.

* SEATTLE CHANNEL followed Seattle City Councilmember Sally Clark for a special "on-the-road" committee meeting in order to enable on-site discussions with council members and architects about the qualities and characteristic of existing low-rise housing. SEATTLE CHANNEL staff covered the meeting at four different locations using three cameras and multiple microphones.

SEATTLE CHANNEL productions

SEATTLE CHANNEL completed over 1000 productions in 2009. Programs ranged from Mayor's press conferences to artist profiles, from City Council budget infomercials to following a banana through the recycling process system, from coverage of the viaduct, 520 and potholes to a profile of Bhutan refugees.

Program highlights:

* 75 press conferences on topics as diverse as Link Light Rail safety, a Plymouth Housing ground breaking and a Swine Flu school closures update
* 461 City Council programs including over 430 committee meetings and public hearings presented live on Cable 21 and streaming at seattlechannel.org, and also available via the web anytime as video-on-demand
* 92 mayor's events
* Video Voters Guide, in conjunction with King County TV and the Seattle Ethics and Elections Commission. Candidates' two minute speeches were available in an indexed version of the Seattle Channel's website.

- 300+ new episodes in SEATTLE CHANNEL's weekly and monthly series line-up including:
    - 36 episodes of *City Inside/Out* with C.R. Douglas, the public affairs show that brings you thoughtful, in-depth reports and discussions about important local issues every week
    - 36 episodes of *CityStream*, a weekly magazine show that finds out what fuels Seattle's limitless vibrancy and keeps abreast of how the city is growing and changing in the 21st century
    - 29 episodes of *Seattle Voices* hosted by Eric Liu who engages in one-on-one conversations with some of the most interesting, provocative and inspiring people in Seattle
    - 39 *American Podiums*, a series where nationally known authors, thinkers and leaders give talks and readings in Seattle
    - 31 episodes of *Art Zone* with Nancy Guppy, a program with fresh highlights from local arts, entertainment and cultural happenings
    - 15 *Front Row* programs highlighted the best in local performance--music, dance, theatre or literary arts
    - 12 episodes of *Book Lust* with America's favorite librarian and best-selling author Nancy Pearl and top writers from around the country sitting down for conversations about books and the process and art of writing
    - 66 *Town Squares* covered 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
    - 18 *Community Stories* shared stories of unique individuals and organizations making a difference in Seattle's diverse neighborhoods
    - 20 election debates and forums related to the 2009 city and county races
    - 24 episodes of *Seattle News Now*, a weekly summary that gives viewers a brief wrap up of the most significant news related to Seattle City government
    - *Alaska Yukon Pacific Expo - Seattle's Forgotten World's Fair*, a one-hour documentary celebrating the centennial of the Alaska-Yukon-Pacific Exposition

SEATTLECHANNEL.ORG

SEATTLE CHANNEL's website continued to evolve in 2009, offering new features and services for users and continuing to attract a large audience.

For the third year in a row, the website won first place honors for Best Government Access Website from the National Association of Telecommunications Officers and Advisors

2009 highlights

* A new blog – take21.seattlechannel.org

* Robust web traffic with 5,841,016 page views and 2,912,723 web sessions

* 452,573 videos plays (up from 149,649 in 2008)

* more than 1,100 new videos added to the website in 2009 for a total video archive of 3,439

* 198,526 podcast downloads

* Really Simple Syndication (RSS) feeds

* New features for TV shows' web pages, e.g. polling, a Flash image gallery, event recommendation calendars, podcasts and additional video content from each show

* Embedded code that allows other websites to post our videos on their websites and blogs on a case-by-case basis

* Social networking - Facebook and YouTube   Facebook

Technology upgrades

SEATTLE CHANNEL improved its infrastructure in 2009 to better serve cable viewers and web users, including adding a more reliable and effective lighting controller in the Seattle Channel studio and a new digital server for programming.

IT EQUITY AND ACCESS

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 Access & Adoption Report
DoIT conducted its third comprehensive survey of residential technology access and adoption this year. It is believed to be the most comprehensive urban technology use research ever conducted and follows up previous surveys done in 2000 and 2004. The City commissioned a random telephone survey of 1,064 households and followed-up with ten focus groups to get input from immigrant and refugee groups, African Americans and cell phone only households. For the first time, the survey was also conducted in Spanish.

The 2009 Information Technology Access and Adoption Report found that Seattle has reached a new plateau in connectivity with almost 84% of households having Internet and 74% having higher speed services, mostly through cable and dsl. The survey also found a greater interest in mobile and personalized services, as well as even faster broadband, though residents are concerned with the cost of service.
Education and income were found to be the strongest predictors of information technology adoption, but there were also significant differences based on ethnicity, language, disability and age.

Selected survey highlights
➢ *When asked what one thing, if anything, would improve Internet service the most, price was named first (47%) followed by speed (26.7%).*
➢ *More than three-fourths of the computer users feel it would valuable to have significantly faster Internet service.*
➢ *Two-thirds of computer users have used sites such as Facebook, MySpace, or LinkedIn, with about 60% being quite comfortable using social networking sites.*
➢ *Eight of ten computer users have used the Internet to find health information, an increase of more than ten percentage points since 2004.*

Digital Divide status
> - *Income: People making under $30,000 are only two-thirds as likely to have home Internet as those with household income above $40,000.*
> - *Education: People with no college education are a third less likely to have home Internet service.*
> - *Ethnicity: Less than half of the Latino/Hispanic households and only about two-thirds*
>   *of African Americans have Internet at home compared to almost 90% of Caucasians.*
> - *Disabilities: Sixty-two percent of those with disabilities have Internet at home as compared to 87% of those without disabilities.*

Puget Sound Off wins awards

PugetSoundOff.org, our youth civic engagement project, made a big impact during its second year of operation. More than 1,200 people used to site to post videos, participate in the Youth Violence Initiative, and learn about social networking for civic engagement. The summer Digital Connectors program provided internships and digital media skills training for 70 youth.

The site won both the local 2009 CityClub People's Choice Award and a national Public Technology

Institute Technology Solutions award. It is sponsored by DoIT in collaboration with the University of Washington Center for Communications and Civic Engagement and the Metrocenter YMCA.

Technology Matching Fund furthers digital inclusion

Community groups completed 15 Technology Matching Fund projects this year, leveraging the City's investment of $175,000 with $280,000 in community match. Projects served a wide range of people in need, including youth, immigrants and refugees and seniors. They reached more than 3,226 residents during the grant period, offering technology-based employment training and educational support, promoting civic engagement, encouraging personal expression and storytelling through media technologies, capturing oral histories, and enabling access to vital online services:

> - *Somali immigrants created resumes and applied for jobs online.*
> - *Ethiopian youth created a documentary about bullying in school.*
> - *West Seattle teens developed media projects and registered people to vote.*
> - *Lao immigrants with no computer access at home found services online at their Community Center.*
> - *At-risk youth in the Central District blogged at the Hip Hop Leadership Conference.*
> - *North end seniors set up assistive technology profiles on their computers.*

The matching fund was featured in a UW dissertation, "An Integrated Model of Community Technology: An Asset Based Approach to Community Based Learning Programs." Case studies include RecTech, Youth Media Institute, Literacy Source, STAR Center, and East African Community Services.

Looking ahead, 19 community organizations received $250,000 in Bill Wright Technology Matching Fund grants in 2009 for the 2009-10 year, which they matched with over $414,000 in community contributions, including volunteer labor, professional services and donated equipment and software.

Getting connected

Working with the Department of Neighborhoods, we launched Seattle Communities Online, which inventoried and analyzed community web, blogs, lists and other networking media. The goal is staff and community training to build Web 2.0 capacity for interactive neighborhoods online.

Regional community technology summits

- In January we were hosts to the first Pacific Northwest Digital Inclusion Summit for legislative, corporate, government, education and community technology leaders, along with One Economy and the Communities Connect Network. It included a Mayoral proclamation of Digital Inclusion Day.
- In June we joined the Communities Connect Network and Microsoft in presenting a federal broadband stimulus workshop attended by more than 100 people.

Public education

- The first 500 copies of our computer security brochure were distributed at workshops, community festivals, senior resource fairs and City facilities.
- Brainstorm, our community e-zine, came out each month and circulation continued to grow.
- Staff provided technology education at two senior fairs and workshops in pc components and troubleshooting at Mercer Middle School.

Public computer labs

A map of public computer sites can now be found on My Neighborhood Map.

Day of service

For the second year, the Community Tech team participated in a United Way Day of Caring. With Digital Promise, they helped 12 computer labs upgrade their technical capacity. The centers are located in low-income subsidized housing complexes and immigrant/refugee organizations.

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 service and discounts

The Cable Office served nearly 3,100 customers this year. Low income seniors, low income disabled, and people living in subsidized housing are eligible for [discounts](#) from both Broadstripe and Comcast cable companies. In 2009 we helped 1,695 customers qualify for cable discounts.

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 provided cable Internet connections for 186 community technology centers and non-profit agencies and connected 12 more City buildings with cable service.

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.

2009 CTTAB members

Richard Huff, Chair	John Neuharth, Vice Chair
Stuart Maxwell	Karen Manuel
Ted Schmitt	Fran Clifton
Joann Reiter	Thomas Kee
Oren Sreebny	Rob Holland
William Pugh	Ann Suter
Nancy Gohring	Marcos Martinez
Jac de Haan	William Little, Get Engaged

2009 accomplishments:

- ✓ CTTAB reviewed and made recommendations to provide $250,000 in Technology Matching Fund grants for 19 community projects. These projects provided digital opportunities for a wide range of residents in need, including at-risk youth, immigrants and refugees, seniors, and people with disabilities, and will reach more than 3,500 residents.
- ✓ Members assisted the City with research and public education in pursuit of fiber broadband to every premise. This work included advising the Mayor and Council and holding individual meetings with City Council members to brief them on broadband and policy options.
- ✓ CTTAB began assisting the City with design of a Public Engagement Portal, providing research and a white paper on e-democracy and polling.
- ✓ CTTAB members contributed to the further design and development of Puget SoundOff, the City's youth civic engagement and digital literacy project.
- ✓ Members participated in selection of a young adult Get Engaged member for the board.
- ✓ The size of the board was reduced from 15 to 10 members for 2010, leading CTTAB members to work on developing a plan to address board functions and committees to adapt to the reduced size.

DoIT by the numbers

- 6,699,945 incoming calls handled by telephone network

- 30 languages represented in the [Language Portal](#)

  Вам нужна информация о городском управлении Сиэтла?

- 461 City Council programs produced by the SEATTLE CHANNEL

- 50,234 calls answered by the Service Desk

- 5,376 calls received by Telephone Services Service Desk, resulting in 3,422 repair tickets of which 77% were resolved on first contact

- 1,000+ programs produced by the SEATTLE CHANNEL

- 65,368,434 page views on www.seattle.gov

- 99.997% availability of Data Network

- 18,853 unique user log-ins to [Seattle Wi-Fi](#)

- 5,841,016 page views *on www.seattlechannel.org*

- $250,000 in Bill Wright Technology Matching Fund grants awarded for the 2009-10 year, which were matched with over $414,000 in community contributions

- 99.816% voice mail availability

- 13,289,193 user sessions on www.seattlle.gov

- 50,804 service tickets created at the Service Desk

- 99.986% availability of Telephone Services

- 1,939,475 calls handled by the IVR system

EMPLOYEES AT WORK AND IN THE COMMUNITY

Race & Social Justice Initiative

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 2009 by co-leads Mark Schmidt and T West. Executive sponsor was Debra Schlenker. Team members included Shawn Abernethy, Bruce Blood, Mitz Barber, Shannon Gee, Judi Trotter, Carmen Valerio and Vicky Yuki. Diana DeLeon represented DoIT on the Citywide Core Team.

The team developed a Race and Social Justice IT Project Management Checklist, which was endorsed by the Project Management Steering Committee and is already being used for project planning by DoIT, Parks, Personnel and Department of Neighborhoods. They hosted an employee educational tour of the Wing Luke Museum, highlighting their Technology Matching Fund oral history project with native Hawai'ian and the LGBT community displays.

Giving to the community

DoIT employees raised about $17,000 for the annual Combined Charities fund-raising campaign, which raised more than $1.1 million and pledged 17,500 volunteer hours from all City employees. Employees also participated in the Emergency Assistance for Seattle Employees (EASE) campaign, fielded a team for the Heart Association Walk and Autism Speaks Walk, and joined in the Shamrock Box Lunch to benefit Childhaven.

BIG

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

Administrative conference success

DoIT staffer Pat Collins co-chaired the Education Forum for Administrative Professionals in April. Pictured here are Ken Nakatsu (Mayor's Office), Tami Lutiovky (Police) and Pat Collins.

CTO blogging

Chief Technology Officer Bill Schrier blogs for Government Technology as part of its Digital Communities Blogs feature at Notes from a City CIO.

REVENUES AND EXPENSES

REVENUES

Non-General Fund	$17,764,757	35.92%
General fund	$18,060,846	36.52%
Cable Franchise fee	$7,515,358	15.20%
Other Government	$6,117,691	12.37%
Total Revenues	**$49,458,652**	**100.00%**

EXPENDITURES

Personnel Costs	$23,970,628	42.50%
Other Expenses	$29,144,837	51.68%
Depreciation Expenses	$3,281,059	5.82%
Total Expenditures	**$56,396,524**	**100.00%**
Net Operating Income/ (Loss)	($6,937,872.00)	

City of Seattle
Department of Information Technology
2009 Annual Report

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