



# Seattle Department of Information Technology

## 2005 Annual Report

The Department of Information Technology provides technology leadership for the City of Seattle, including technology governance, planning, policies, and IT security. We are responsible for much of the technology infrastructure that makes city government run: telephones, radios, computer networks, desktop and server computer support, data center, web site, and the municipal cable television channel. The department promotes technology literacy and public access to government information through the City's public access network website, [www.seattle.gov](http://www.seattle.gov), and municipal cable television channel and accompanying website, [www.seattlechannel.org](http://www.seattlechannel.org).

### **“We make technology work for the City.”**

#### Goals:

- provide excellent customer service
- make government more accessible to citizens
- choose appropriate IT projects and manage them well
- plan for IT spending in a way that informs the budget process
- provide quality information on technology investments

Some of our efforts to support Mayor Nickels' priorities of safe neighborhoods, healthy families and communities, job creation, and transportation can be found at <http://www.seattle.gov/doi/about.htm#priorities>.

## Highlights of 2005

- *Telephone and computing services were up and running more than 99 percent of the time during 2005.*
- *The Seattle Channel won nine national and regional awards for its documentaries, series, public service announcements, and website, and was named the Best Public TV Station in the city.*
- *We redesigned Seattle.gov homepage, its top level portal pages, and 18 City department and project websites. A Language Portal was designed to index citizen services in 26 languages, and a new weather page was created using Intellicast data.*
- *DoIT managed 25 projects of the City's 33 projects funded by the Department of Homeland Security's Urban Areas Security Initiative (UASI) Program. Total value of the UASI projects is \$7.5 million.*

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# Operations and Support

## Data Networks and Telephone Services

The City of Seattle has owned its telephone network since 1986. We build, operate, and maintain 11,500 telephone lines, 18 major switches in large City buildings, and more than 130 smaller switches in community centers, libraries, fire stations, and police precincts. Last year this system handled an average of 120,594 calls every work day. In 2005 major upgrades to the City's telephone network were made at the Aquarium, Seattle Center, Kent Commons and other sites.



Data Networks and Telephone Services kept the backbone, Internet, and data communications network up 99.99% of the time, as well as the telephone network and voice mail.

DoIT supports the City's enterprise messaging system which supports 11,130 mail and calendaring boxes.

The Interactive Voice Response system received 1.6 million calls from customers seeking

- information and service scheduling for water, light, drainage and garbage bills;
- Department of Planning and Development scheduling and information; and
- Court scheduling and payment of court fines.

## Servers and Computing Services

DoIT manages 390 Enterprise and Midrange Class Servers that support departments across the City, with an availability over 99% across all systems.

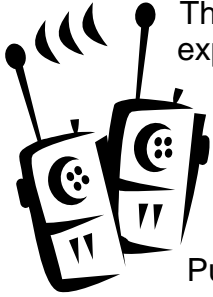
Our Service Desk handled approximately 44,000 service tickets in 2005.

We managed 34 major move projects, including installation of services for Libraries, Parks, and Community Centers, development of the Police and Fire Joint Training Facility, and decommissioning of the Dexter Horton and Arctic Buildings.

DoIT developed a large set of enhanced, interactive, Web based reports that provide critical financial, Call Center, performance, and other management information critical to many departments' business requirements.

## Communications Shop

The Comm Shop conducted major upgrades for the 800 Mhz public safety radio system including ten microwave radio sites and the central control electronics. We coordinated this work effort with our four county-wide radio partners without service interruption.



The interoperability of the regional public safety radio system was expanded to include Pierce and Snohomish Counties, the Port of Seattle, Washington State Patrol, the Federal Government, the US Marshals Service, and others so that they may all communicate together via radio in the event of an emergency.

New 800 Mhz radio dispatch equipment was installed for Seattle Public Utility's new Network Operations Center in North Seattle.

An audible public warning system was installed along Seattle's central waterfront.

DoIT upgraded all 800 Mhz dispatch consoles for the Seattle Fire Department.

### Radio statistics

• Work orders processed	4560
• Vehicle radio installations	372
• Vehicle radio removals	257
• Vehicle cameras installed	82

## Planning and Oversight

DoIT organizes and supports interdepartmental work groups to manage technology policy, standards, and projects.

- The Business Management Council makes sure IT is aligned with the business needs of City government.
- The Technology Council develops and recommends the policies and standards that are needed to assure that the City's interrelated IT systems can share data and operate on our common IT infrastructure.

The Project Management Center of Excellence provides oversight and independent assessments for a number of major City IT projects. In 2005 this included the following large projects:

- Safe Harbors – Human Services Department
- Pyramid – Parks and Recreation
- Summit Upgrade – Executive Services Department
- CCSS Upgrade – Seattle City Light and Seattle Public Utilities



Fulfilling the CTO's obligation to oversee important technology projects, DoIT maintains a citywide IT project portfolio and selects projects from it for risk reviews. The review process also fosters the interdepartmental sharing of technologies.

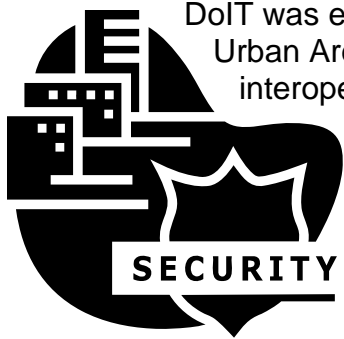
## Security and Preparedness

Policies and processes implemented in 2005

- Patch Management
- Digital Investigation
- Wireless 802.11x
- Cyber Incident Response plan

All data network, telephone network, and radio system technicians took and passed initial National Incident Management System (NIMS) exams.

The Seattle Channel implemented an emergency messaging system in 2005. It can produce emergency text messages on both the full screen and in a band along the bottom of the video screen. The system can be activated from other sites, including the Emergency Operations Center.



DoIT was elected to be the lead agency to implement the federal Urban Area Security Initiative (UASI) regional communication interoperability project to provide voice, radio, data and video conference connections between the chief executives and emergency operation centers of Seattle, the State of Washington, and the counties of King, Pierce and Snohomish. We leveraged existing fiber cables to complete continuous fiber route from Olympia to Everett.

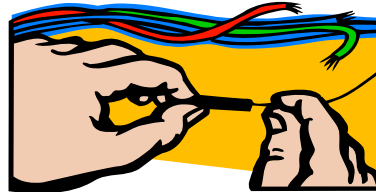
## Major IT Projects

DoITs Major Projects group managed large, multi-years, IT infrastructure and application projects budgeted at more than \$22 million:

- fiber installations
- Police Computer Aided Dispatching/Record Management system/Message switch procurement
- Fire Station #10/Fire Alarm Center/Emergency Operation Center move project
- Regional Communication Interoperability Grant project
- Police red light traffic safety project and hand held ticketing system

DoIT manages 25 projects of the City's 33 projects funded by the Department of Homeland Security's Urban Areas Security Initiative (UASI) Program. Total value of the UASI projects is \$7.5 million.

We continued our partnership with the Seattle School District to provide fiber connections to 80 elementary schools. This will enhance high speed data networking Internet access and phone service to schools and provide the opportunity to expand fiber network deep into every Seattle neighborhood. Some of the fiber work goes to recent graduates of high school technology programs, many of whom are minority students.



## Seattle Channel

The Seattle Channel is the City of Seattle's municipal cable television channel. It is an interactive, multimedia community resource. The television channel and its web site together are called the Democracy Portal. In 2005 the Seattle Channel won nine national and regional awards for its documentaries, series, public service announcements, and website. *Seattle Weekly* named the Seattle Channel **Best Public TV Station** in the city.

### Programming in 2005

- **Community Stories**

Inaugurated in 2005, Community Stories features the inspirational people, relevant issues, cultural traditions and rich histories that make up our many communities. Short television profiles highlight people through personal interviews, slice of life episodes, and insightful portraits.

- **Bumbershoot UnCut 2005**

Four video production teams from the Seattle Channel spent a day covering and interacting with the people and events at Bumbershoot. Offering a truly idiosyncratic view one of Seattle's premier cultural events, "Bumbershoot UnCut 2005" is broadcast "almost live" on the Seattle Channel during the festival weekend.

- **Ask the Mayor**

Mayor Nickels answers phone calls and emails on this live monthly show. Host C.R. Douglas opens each program with an overview of pressing topics of the month and includes pre-taped "man on the street" segments so that citizens throughout the city can ask their questions of the Mayor.



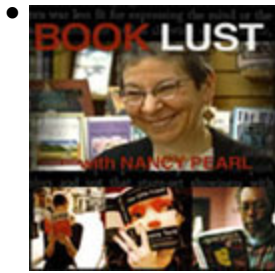
- **Council Live and Re-Broadcast Meetings**

Approximately 180 Council and Committee meetings were carried live on the Seattle Channel and aired again during the week and on the weekend. The meetings were also streamed live on the web and made available for on-demand viewing on the Channel's website with an index pointing to each agenda item.

- **City Inside/Out**

Hosted by C.R. Douglas, City Inside/Out is the Seattle Channel's weekly "News, Information and Opinion" show. In just a half-hour each week viewers can find out what's going on at City Hall from the people who are making the news and the folks covering it.





- **Book Lust with Nancy Pearl**

Book Lust with Nancy Pearl introduces viewers to great new books and the people who wrote them. Book Lust premieres on the first Friday of each month.

- **CityStream**

CityStream focuses in on life in Seattle and the people and issues of interest. Each edition of CityStream includes questions and answers from letters and requests from concerned citizens.

- **Neighborhood News**

Neighborhood News showcases Seattle neighborhoods and is hosted by Lowell Deo. Neighborhood News is a 'good news' look at what's going on in the City's 97 distinct neighborhoods.

- **Seattle Voices**

Seattle Voices' host Eric Liu engages in one-on-one conversations with some of the most interesting, provocative and inspiring people in Seattle. Eric introduces people from all walks of life, from politics to the arts, to sports and music. Seattle Voices features guests with vision and energy who are making Seattle's public life more vibrant.

- **Seattle International Film Festival**

Over 300 films were screened in Seattle during the 2005 Seattle International Film Festival. The Seattle Channel has special coverage of opening night, panel forums and film festival features that are available to watch online, anytime.

The Seattle Channel's award winning web site averages 5,000 users per day and more than 100,000 unique users per month. The video archive has nearly 800 videos available for anytime viewing by Internet users. This year the Seattle Channel's launched a newly designed Video On-Demand feature, letting customers type in search words relating to the program they are trying to find and quickly directing them to the video's location. Visit the Seattle Channel at

<http://www.seattlechannel.org/>



## Office of Cable Communications

The Office of Cable Communications (OCC) oversees cable television franchises within Seattle's city limits. In 2005 OCC assisted approximately 1,250 residents with cable and Internet related issues. Of these, approximately 350 were in-depth advocacy resulting in \$3,000 in credits to customers.



A proposed franchise was negotiated with cable provider Comcast. Public hearings will be held in early 2006.

The thirteen-member Task Force on Telecommunications Innovation completed its work evaluating broadband technologies. Its primary recommendation was that a fiber broadband network should be extended to each home and business in Seattle as a tool to spur economic development, education, and equity. The report and recommendations are found at <http://www.seattle.gov/btt/>

With facilitation by OCC and the Community Technology Program, 669 computers have Internet access at 95 community sites (neighborhood service centers, family support centers, community-based organizations).



## Citizens Telecommunications and Technology Advisory Board

The Citizens Telecommunications and 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 2005 CTTAB continued review of the Comcast franchise renewal, the City's Wi-Fi pilot, and the SeaStats project. Two CTTAB members served on the Task Force on Telecommunications Innovation, which presented its report to the Mayor and Council in May. CTTAB also reviewed and recommended awards for \$100,000 in the annual Technology Matching Fund grants.

### 2005 CTTAB Members (overlapping terms)

Todd Achilles  
Ken Thompson  
Jesse Mar Chun  
Damien Koemans  
Harry H. Hart III  
Levin Leo  
Maryann Budlong  
Ken Thompson  
Brendon Kao  
Andrea Lee

Nina Sanders  
Manuel C. Ovena, Jr.  
William F. Baron  
Huat Chye Lim  
Ann Robinson  
Pwint Htun  
Deborah Gartside  
Paul Green

## Community Technology

The Community Technology Program leads the City's efforts to ensure digital opportunity for all residents and technology healthy neighborhoods. We provide public Internet terminals, infrastructure support and technical assistance to community organizations, grants for community-driven projects, email list services, and digital divide research and program support for City departments and human service organizations. The Community Technology Program is funded by cable franchise revenue. Read more at <http://www.seattle.gov/tech/default.htm>



Technology Matching Funds provided \$100,000 for 14 community projects that promote technology literacy, access, and civic engagement. The City's investment was leveraged with approximately \$240,000 in matching resources. We evaluated the Technology Matching Fund program in 2005 and learned that we are reaching diverse underserved residents who are learning life skills as well as technology skills through the grant program. See the projects at <http://www.seattle.gov/tech/tmf/projects2005.htm>

We funded the teaching of GIS mapping and PowerPoint to 170 north and south end high school students and brought them to City Hall to share the maps of their community.

We fostered a new model of electronic civic engagement by enabling teens and elders, using handheld computers (pda's) and digital cameras, to work together to document conditions and assets in the International District and bring their recommendations forward to community leaders and the City.

The first Seattle WiFi pilot project was launched in Columbia City as part of the Rainier Valley SE Economic Development Plan. It was expanded to include Occidental, Steinbrueck, Freeway and Westlake Parks and the University District. WiFi use averaged about 125 people each day.

High speed broadband service was added to 18 more community sites, raising the number of community computers that we provide service to above 500.

*Brainstorm*, our monthly community technology electronic newsletter, is distributed to more than 2,000 residents, schools, human service agencies, government, and technology centers in Seattle and across the country. (<http://www.seattle.gov/tech/brainstorm>)

6793 new subscribers were added to the City's Webboard email and web messaging system, providing timely information on transportation, utilities, safety, arts, neighborhoods, human services and more.



We improved the computer labs and learning programs at our RecTech community center technology learning labs. New computers and broadband Internet were installed at International District, Southwest Community and Yesler Community Centers and new Internet service at North Teen Life. These centers are on the front line in our race and social justice effort to close the digital divide and provide a ramp of opportunity for youth and underserved people.

Six Neighborhood Service Centers received computers for community access to government and vital resources.

We provided assistance in the development of a statewide community technology assessment and strategy by the WSU Center to Bridge the Digital Divide. See more at [www.communitiesconnect.org](http://www.communitiesconnect.org)

## Web Management

In 2005 we redesigned <http://www.seattle.gov/> home, its top level portal pages, and 18 City department and project websites. A Language Portal <http://www.seattle.gov/html/citizen/language.htm> was designed to index citizen services in 26 languages and a new weather page was created using Intellicast data.

New processes for web applications deployment helped DoIT manage internal resources and improve customer service by assisting departments to deploy web applications following a predictable and repeatable process. A total of 22 new web applications and major enhancements were deployed to Seattle.gov this year.

A new application architecture and environment helps departments to quickly deploy low-risk web applications that process “public” data, reducing the costs of expensive security reviews.

Google replaced the old search engine on the Inweb.

A new application repository stores all source code for web applications in a centralized location for disaster recovery, security and intellectual asset.

A system architecture and environment was set up to pave the way for the implementation phase of web content management.

A new sex offender notification web site enables the Seattle Police Department to quickly update new offender information using an online web interface. Citizens can look up offender’s location in their neighborhoods and subscribe to ongoing email update notification.

The Seattle Statistics Project was initiated in 2005, with a public launch planned for early 2006. Seattle Statistics is a web based mapping portal of City facilities, services, and landmarks which is shown by neighborhood and with six zoom levels for detail.



## Race and Social Justice Initiative

DoIT responded to Mayor Nickels' Race and Social Justice Initiative by calling for volunteers and forming two teams: one team created a department strategic plan for addressing RSJ issues and the second team created a survey instrument to assess the department's understanding of employee attitudes toward the racial issues in the workplace. A Change Team was formed to provide leadership, sponsorship, direction, and oversight for the department's RSJ initiative.

The Change Team analyzed the department survey results and, by the end of 2004, created two workgroups: an Education, Awareness and Capacity-Building workgroup and a Policy Review workgroup. Both groups have work programs that respond to concerns that came out of the employee survey. A facilitated discussion on the topic of "white privilege" was held in mid-December.



Department of Information Technology  
 Revenue and Expenses  
 January 1 - December 31, 2005

Account	Revenues	%of Revenues
Non General Fund	14,156,156	35.3%
General Fund	13,739,906	34.2%
Cable Franchise Fees	4,723,829	11.8
Other Government	<u>7,501,484</u>	<u>18.7</u>
Total	40,121,375	100%

Account	Expenditures	% Expenditures
Personnel Services	17,528,349	49.7
Expenses	15,367,824	43.6
Equipment	<u>2,389,242</u>	<u>6.8</u>
Total	35,285,415	100%



The City of Seattle  
 Greg Nickels, Mayor

**City Council, 2005**

- Jan Drago, Position 4, President
- Jim Compton, Position 9, Chair, Utilities and Technology Committee
- Jean Godden, Position 1
- Richard Conlin, Position 2
- Peter Steinbrueck, Position 3
- Tom Rasmussen, Position 5
- Nick Licata, Position 6
- David Della, Position 7
- Richard McIver, Position 8

