

Overview of Facilities and Programs

The Department of Information Technology (DoIT) builds, manages, and maintains information technology infrastructure – radio, telephone, and computer networks - used by City departments to serve constituents. DoIT also manages the City’s central data center, which houses most of the computer servers used by City departments, and directs the development of certain computer applications projects on behalf of other departments, primarily the public safety departments – Police and Fire.

The Capital Improvement Program (CIP) supports DoIT’s mission by providing for major technology upgrades and improvements to the City’s existing networks, computing architecture, and systems. It funds, for example, upgrades to the data and communications infrastructure, fiber optic links, major improvements in the public safety radio network, and new computing and television channel infrastructure on behalf of City departments.

Highlights

The Department’s 2009-2014 Adopted CIP provides for the following projects:

- Planning, repair, replacement and modification of software, hardware, and electronics in the City’s data and communications infrastructure to introduce improved service and features that will be useful to City employees and constituents, specifically for 24-hour-a-day access to City services;
- Replacement of current radio technology with a new switch for voice and data traffic with consoles for dispatching and managing the network to improve regional public safety interoperability;
- Replacement of hand-held radios and infrastructure upgrades in the 800 MHz radio network program;
- Replacement of enterprise computing platform assets in the data center that are at the end of their useful lives and that no longer meet the rapidly increasing demands for storage of City information;
- Replacement and upgrades of software and hardware in the City’s computing services architecture environment;
- Replacement and upgrades of equipment for the Seattle Channel, combined with a transition to digital equipment;
- Installation of additional fiber optic cable links and spurs to various locations, including Seattle schools and under-served areas such as South and Southeast Seattle.

Project Selection Process

DoIT selects infrastructure projects based upon the following process:

Project Identification: DoIT staff work with departmental program directors as well as Citywide governing boards such as the Technology Board and the Urban Area Security Initiative Grant Steering Committee to identify potential projects. The criteria for project selection include opportunities to enhance public safety departments’ response to emergencies; to improve the reliability of public safety technology systems; to increase the availability of services to constituents with the goal of 24-hours-a-day, seven-days-a-week service delivery; to update the City’s major hardware and software systems; and to increase urban area security by implementing technology projects using grants awarded by the federal government.

Project Selection: DoIT’s program directors work with guidance from citywide and regional governance boards to review the list of potential projects and determine which projects best fit the CIP project criteria.

Information Technology

Project Scheduling and Budgeting: After the project list is refined, DoIT staff work with the Department of Finance to enter the selected projects into the capital budget system. The budget system tracks each project and allows staff to cross-check projects against Mayor and Council priorities.

Anticipated Operating Expenses Associated with Capital Facilities Projects

A significant portion of DoIT's operating budget is devoted to operating and maintaining CIP projects.