Seattle Department of Information Technology

2004 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 fo r 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, and municipal cable television channel and accompanying website, www.seattlechannel.org.

Chief Technology Officer
and
DoIT Director Bill Schrier

Bill has 20 years experience in managing and delivering technology services with the City of Seattle. He has served as Chief Technology Officer since being appointed by Mayor Greg Nickels i n October 2003 and confirmed by the City Council in December 2003.

Highlights of Bill's first year as CTO

- Passage of an *Internet Fraud Countermeasures Policy* in 2004 makes Seattle one of the first cities in the nation to establish a policy and process for safeguarding its constituents as they conduct business with the City online.
- A major defensive technology initiative (Web Access Layered Defense) will make our public website a secure place for citizens to do business with City government. Some detail here
- A new internal process catalogs the City's major IT projects, identifies those that are highly visible and potentially risky, and reviews them for risks and mitigations.
- DoIT is managing $8 million in federal UASI grants.   Some detail here
- Seattle's award-winning web site received more than 11 million visits from more than 4 million unique visitors.
- The Seattle Channel saw its viewership grow by 12% over prior levels as it added programming, implemented new systems and technologies, and produced award-winning videos.

Mission Statement

DoIT's mission statement is "We make technology work for the City." To do that, we strive to

- 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/doit/about.htm#priorities.

Index

Operations and Support

DoIT manages more than 300 Enterprise and Midrange Class Servers that support departments across the City, with an availability over 99% across all systems.

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 93,750 calls every work day.

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

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.

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;
- Court scheduling and payment of court fines; and
- time entry and validation of home service workers for the Human Services Department.

Our Service Desk handled 38,227 service tickets in 2003.

We added a Korean version of the home health-care time reporting system for the Human Services Department (HSD), which already hosts English, Spanish, and Russian versions. This IVR (interactive voice response) system allows home health-care workers under contract with HSD to report their time via a telephone call.

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.

During 2004, DoIT was instrumental in bringing City government managers together to discuss and develop plans for how IT should support the business objectives for important functions such as customer service and human resources management.

The Project Management Center of Excellence provides oversight and independent assessments for a number of major City IT projects. In 2004 this included the following large projects:

- Human Service Department's Safe Harbors project, which maintains information about the City's homeless people;
- Department of Parks and Recreation's Pyramid project, which provides web self-service for citizens to register for programs and facilities; and
- Seattle Department of Transportation's Street Use Permitting Redesign project.

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.

In 2003 the City received an $850,000, two-year H-1B Department of Labor grant for IT workforce training to improve workforce skills and prepare employees for career advancements in the IT field. By the end of 2004, 272 IT professionals had attended training made possible by this grant.

Security and Preparedness

Early in 2004, we realized that our connection to the public internet should be revamped to provide the security we needed for a wealth of new constituent self-service transactions, such as utility bill payments and business licensing. We embarked on a project to construct layers of defense against possible cyber crimes and improve our ability to detect and respond to such attacks. We also implemented new policies for securing City and constituents' information from fraudulent and malicious activities:

- The *Internet Fraud Countermeasures Policy* requires departments to provide warnings and guidance on how customers can protect themselves. It was adopted in response to the growing problems of online "phishing" attacks and is designed to protect citizens' trust in City of Seattle online services.
- A new *"Remote Access Policy"* was developed and published.

We performed a comprehensive review of city-wide patch-management practices and made recommendations for improvement in this critical management area.

Basic computer security awareness training was integrated into all New Employee and New Supervisor Orientation programs.

Major IT Projects

DoIT's Major Projects group managed large, complex IT infrastructure and application projects (procurements, fiber installations, radio systems, employee moves, Fire Levy design, etc.) budgeted at more than $31 million.

DoIT manages 25 projects funded by the Department of Homeland Security's Urban Areas Security Initiative (UASI) Program. The City has an additional eight UASI projects that involve services we provide, bringing the total value of these 33 UASI projects to $7.5 million.

DoIT has an agreement with the Seattle School District to install fiber to all 80 elementary schools within the district. 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 will go to recent graduates of high school technology programs, many of whom are minority students.

In 2004 the group completed Uniform Data Network upgrade to the City downtown core buildings and installed a generator for Seattle Municipal Tower. The multi-year Seattle Municipal Tower move is close to completion with nearly 3,000 City staff moved.

The City Council provided funding for a pilot program to install video cameras in police vehicles. DoIT managed the analysis, technology, and protocols and installed video in 80 vehicles for the pilot.

When ATT Wireless decided not to continue the wireless data network services used by several large departments, DoIT led the effort to find a replacement network that supported daily use by public safety first responders and utility worker. The network was replaced by Sprint CDMA, and the project was completed by July 2004.

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 referred to as the Democracy Portal.

The National Association of Telecommunications Officers and Administrators (NATOA) honored our videos and web sites at their national conference:
- Documentary – Event Coverage: First Place for "Looking for City Hall"
- Documentary – Profile: Second Place for "Bruce Lee Legacy"
- Government Access Station Web Site: Second Place for "Seattle Channel Web Site"
- Cable Office Web Site: Third Place for "Seattle Office of Cable Communications Web Site"
- Honorable Mention in Children/Young Adults for *"Vera Project"*
- Honorable Mention in Documentary – Social Issues for *"Strange Fruit"*
- Honorable Mention in Interview – Talk Show for *"Council Conversations with Peter Steinbrueck"*
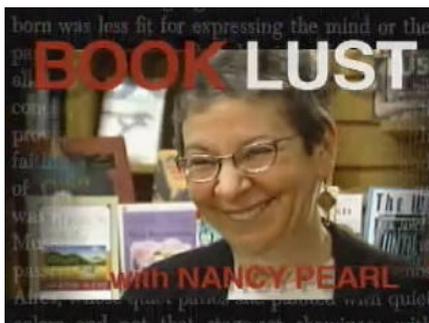

In 2004 the Seattle Channel covered all City Council meetings and Mayoral news conferences, as well as numerous forums, public meetings, and neighborhood visits. These are archived on the Web site for six months for viewing-on-demand. Two monthly programs, Ask the Mayor and Council Conversations, focused on hot topics at City Hall.

The Seattle Channel is the only place the public can see board meetings for the Popular Monorail Authority, Sound Transit, Port of Seattle, Health Department and Seattle Library.

"Seattle Voices with Eric Liu" and "American Avant Garde," a series on independent filmmaking, added new voices to the Seattle Channel's cultural programming this year. In addition, individual program topics included the new downtown library, viaduct, monorail, Families & Education Levy, Magnuson Park, impound law, homelessness, waterfront redevelopment, South Lake Union, and public art funding.

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.

On the technical side the Seattle Channel implemented new computer based systems that increase staff efficiency and on-air capabilities, and a playback system that increases programming flexibility and stability. New software improves scheduling, equipment, studio and editing facilities. A six-year technology infrastructure upgrade plan was developed to slowly convert our video, audio, and transmission equipment from analog to digital.

Nancy Pearl is the only librarian ever to have an action figure modeled after her. Following her retirement in 2004 from the Seattle Public Library, *Book Lust with Nancy Pearl* premiered on the Seattle Channel. Each month the program introduces viewers to new books and authors.

A new monthly Seattle Channel series, "City at Work," features City of Seattle employees at their jobs, serving citizens and providing services.

Office of Cable Communications

The Office of Cable Communications (OCC) oversees cable television franchises within Seattle's city limits. In 2004 OCC assisted approximately 1,000 residents with cable and Internet related issues. Of these, 500 were in-depth advocacy resulting in $ 3600 in credits to customers.

As part of the upcoming cable television refranchising process, we fielded a survey of 1,000 Seattle households which indicates higher than average access to information technology:
- 83% of households have a home computer
- 76% have Internet access at home
- 42% have high-speed Internet access
- 65% have cable television
- 56% of Seattle residents have seen The Seattle Channel

We also heard from more than 700 people in online and postcard surveys, and held 21 meetings with organizations and user groups such as the Mayor's Youth Council, Wallingford Senior Center, Seattle Housing Authority, and futurists to gain additional information about community needs and interests.

We expanded on the successful contract with Millennium Digital Media, Comcast and the Department of Neighborhoods to enable cable customers to pay their bills and return equipment at the Central Neighborhood Service Center. This agreement allowed the City to have the service center open until 7 p.m. on weekdays and all day Saturday, with extra hours funded by the cable operators. The Service Center accepted almost 5,000 pieces of equipment and $323,000 in cash payments from 3,200 citizens.

With facilitation by OCC and the Community Technology Program, Comcast provided broadband cable modem service to 53 community sites (neighborhood service centers, family support centers, community-based organizations) with 436 computers.

The Cable Office's web site was awarded Third Place for "Cable Communications Web Site" by the National Association of Telecommunications Officers and Administrators. http://www.seattle.gov/cable/

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.   They also promote accessibility and citizen participation in telecommunications and technology decision making.

In 2004 they hosted or co-hosted a joint public session with City Council and several community meetings to take public comment on the draft cable franchise needs assessment. Two CTTAB members served on the Task Force on Broadband and Telecommunications. CTTAB also reviews and recommends awards for the annual Technology Matching Fund grants.

2004 CTTAB Members
(overlapping terms)

Todd Achilles	Nina Sanders
Ken Thompson	Manuel C. Ovena, Jr.
Jesse Mar Chun	William F. Baron
Damien Koemans	Huat Chye Limt
Mike Daum	Ann Robinson
Jeff Techico	Pwint Htun
Harriett Wasserman	Richard Salway
Maryann Budlong	Deborah Gartside
Ken Thompson	Jason Bennett

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.

"I am pleased to see the range of projects, technology, and communities served," says Jim Compton, Chair of the City Council Utilities and Technology Committee. "The electronic democracy projects we're supporting are very exciting. They are an important complement to the City's use of the Seattle Channel and web as a democracy portal to increase meaningful participation in government and the affairs of the city."

The Technology Matching Fund pays for community grants. Funding was approved for six projects totaling $85,000 and leveraging an additional $170,000:
- American Lung Association - Lungblog
- Community Day School Association - Parents and Providers Advocacy Project
- Emerald City Outreach Ministries - StairStep Technology Project
- Homewaters Project - The Neighborhood Green Map Initiative
- International District Housing Alliance - WILD Community Perspectives Project
- Lighthouse for the Blind - Deaf-Blind Tech Training Center
- Literacy Source - Technology Expanson Project
- Metropolitan Improvement District - Downtown Seattle Wi-Fi
- Phinney Community Technology Center - Traveling Technology Tutors
- Sacajawea Elementary PTA - Family Partnership Technology Workshop
- Seattle Goodwill Industries - Community Technical Training Project
- Vietnamese Friendship Association of Seattle - Youth Leadership Development and Youth Success
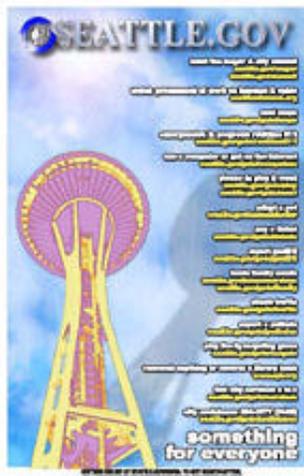- YMCA of Greater Seattle - Digital Bridge

From the Community Perspectives Project, an International District elder comments on the use of digital cameras and pda's by teens and elders to collect data on street conditions and assets in their community.

"This project provides us a great opportunity to express our thoughts, because it overrides the need to speak English. This helps us to reconnect with the community. It helps us to overcome the feeling of loneliness from being detached from the community."

Talk.seattle.gov provides email and web-based mailing list services to residents, intergovernmental groups, neighborhoods and internal staff. In 2004 we doubled the number mailing lists we host from100 to 200.

CTCNet held a successful international community technology conference in Seattle, sponsored in part by Microsoft. More than 600 people attended, including Senator Maria Cantwell, Seattle City Councilmember Jim Compton and King County Councilmember Larry Gossett. DoIT provided scholarship support as well as leadership, management assistance, technology support and workshop presentations.

With Community Technology funds and staff expertise, we helped other organizations secure $761,000 in funding: $75,000 in Microsoft funding for the Puget Sound Alliance for Community Technology, $250,000 in HUD funding for a Rainier Vista technology learning center, and $436,685 in Department of Commerce funds for a Refugee Web client assistance program.

We increased outreach for our e-government services through production and distribution of "Seattle.Gov: Something for Everyone" posters.

New public Internet terminals were added at the Lake City Neighborhood Service Center and the International District's new community center.

We installed wireless technology to provide community Internet service at three public access points: Garfield Teen Life Center, International District Community Center, and Lake City Neighborhood Service Center & Food Bank.

In an effort led by the Washington State Bar Association, we helped draft a groundbreaking Access to Justice and Technology Bill of Rights which was adopted by the State Supreme Court. http://www.atjtechbillofrights.org/

We developed a department-wide summer internship program in partnership with the Technology Access Foundation, resulting in technology internships for six youth of color.

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)

We completed work on new fiber optic cable runs through the Rainier Valley and West Seattle. This enhances high speed data networking Internet access and phone service to schools, police precincts, fire stations, community centers, libraries, and community colleges. It saves money, improves speed and security, and better serves areas of the city historically underserved by private firms.

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.

Revenue and Expenses
January 1 - December 31, 2004

Account	Revenues	%of Revenues
Non General Fund	13,793,969	42%
General Fund	13,748,201	42%
Cable Franchise Fees	3,097,013	9%
Other Government	2,348,406	7%
Total	32,987,589	100%

Account	Expenditures	% Expenditures
Personnel Services	15,759,365	48%
Expenses	14,198,437	43%
Equipment	3,029,787	9%
Total	32,987,589	100%

The City of Seattle
Greg Nickels, Mayor

City Council, 2004
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