

Goal: Use technology to support making Seattle safe, vibrant, affordable, and interconnected for all by harnessing the innovation and creativity that has long-defined our great city.

Core Message: Seattle is a city that develops, supports, and delivers innovation inside City government that benefits our residents and businesses. Nowhere is that more apparent than in the technology solutions provided by the Department of Information Technology – DoIT.

Key Objective 1 – Serve the information needs of our residents, businesses, NGO partners and visitors to the City of Seattle, with government information and data solutions available across web, mobile, and television.

DoIT operates the external face of the city – seattle.gov, Seattle Channel, and a suite of mobile apps. With a rapidly growing population and business climate, more people than ever need timely information and services from their City government. DoIT is committed to furthering its online presence and tools to meet the needs of an innovative and creative city.

Key Objective 2 – Lead by providing our internal City customers (employees and departments) innovative communication and information technology solutions that support effective and efficient services to our constituents.

The talented, professional staff of DoIT are passionate about enabling the City to serve the people and businesses of Seattle. In a region with a thriving technology industry, these individuals choose to devote their time to serving others. Together, the staff of DoIT will leverage this passion to understand the needs of City workers and deliver innovative IT solutions.

Key Objective 3 – Make Seattle a national Municipal leader in championing technology access and affordability for all the people of our City.

Internet access is the infrastructure challenge of the early 21st century. The internet, and the access to the information and services it provides, is responsible for economic growth, job creation, education, and a better way for life. But the internet only creates value for people if everyone has choices for equal and affordable access, and the digital literacy to use that access effectively.

Supporting Actions

- **Focus on customer service.** The City must be responsible to its stakeholders, and DoIT must enable the City's stakeholders to quickly find information and engage city services when needed. DoIT will continue to refine its online presence and existing customer service bureau to better meet stakeholder needs.
- **Evolve with technology.** Seattle's citizens lead the nation in adopting new technologies. DoIT will help the City government evolve with the latest technology trends by delivering effective solutions, such as the mobile websites and apps.
- **Enable innovation through data sharing platforms.** The City produces rich datasets that provide insight into government's operations and our evolving community. DoIT will continue to build out platforms that enable the community to build innovative tools that benefit individuals and businesses.
- **Engage with partners.** Through engagement with the CTTAB, Code for Seattle, WTIA, Tech Alliance and other community forums, DoIT will leverage the contributions from our community to enhance its services.

Supporting Actions

- **Invest in Infrastructure.** Provide secure and efficient infrastructure, such as the Next Generation Data Center. To be completed in 2015, the data center will consolidate our 17+ existing data center/server locations to a single environment, reducing cost and improving performance.
- **Enhance governance and support.** Departments rely on the availability and performance of quality IT and telecommunications resources to carry out their mission. DoIT must implement the governance processes that provide departments with the right level of engagement, visibility, and support to engender trust and effective service delivery.
- **Deliver leading technology solutions.** DoIT will continue to identify best-of-breed, cost effective technology solutions that enable productivity and collaboration. In 2015 DoIT will complete its implementation of Office 365, providing a consistent set of advanced technology tools while lowering license costs and leveraging the flexibility of the cloud.

Supporting Actions

- **Mayor's Digital Equity Initiative.** Research and develop a plan for a newly created initiative, which will ensure all Seattleites have access to and proficiency using internet-based technologies.
- **Broadband.** Revitalize Efforts to explore a broadband options for the City – Seattle's extensive fiber resources and capabilities could be leveraged to develop the largest gigabit public municipal broadband utility in the country.
- **Investment strategy.** Review and evaluate past City community technology initiatives, such as those delivered via libraries, community centers, and BGO partners to understand if they have lead to increases in access and affordability. Using this knowledge, DoIT will develop an investment strategy to further increase the digital literacy.
- **Funding opportunities.** Evaluate new funding opportunities to provide equity programs, such as affordable low-income discounts; free, reliable Wi-Fi in parks and other locations; technology access labs; and internships and jobs programs.