

# Seattle Information Technology

Seattle City Council Transportation & Utilities  
Committee

February 5, 2020



# Vision & Mission

## VISION

Seattle IT aims to be a best-in-class digital service delivery team for the City of Seattle departments and the residents we serve.

## MISSION

Equip City of Seattle departments with innovative and equitable technology solutions to better serve City residents.

# Structure



Frontline Digital Services

Seattle.gov, Public Engagement Services, Seattle Channel, Solution Desk, Desktop Support, Asset Management, Technology Lifecycle, IT Service Management,...

Digital Workplace

Office 365, Desktop Engineering, Email, SharePoint, Windows, Mobility, Digital Workflows, Collaboration Tools,...

Business Applications

Financial Systems, Utility Systems, HR Systems, Fire Systems, Police Systems,...

Platform Applications

GIS, Permitting Systems, Asset Management, CRM, Middleware,...

Client Solutions

Business Analysis, Client Relationship Management, User Groups, New Project In-Take,...



Service Modernization

Data Engineering, Quality Assurance, Vendor Management, Enterprise Architecture, Automation, DevOps, Cloud Adoption,...

Digital Security & Risk

Security Operations, Risk Management, Compliance, Emergency Management,...

Executive Advisor

Digital Equity, DEI/RSJI, Process Improvements, Policies Rationalization, Technology Access Grants, Mayor's Office and Council Reporting, Special Projects, Governance Management, Inter-Governmental Relations,...

Technology Infrastructure

Network Engineering, Cloud Infrastructure, Network Monitoring, Data Centre, Identity Management, Unified Communication, Database Systems,...

Chief of Staff

Talent, Communications, Finance, Service Performance, Work Planning, Change Management,...

Chief Privacy Officer

All privacy related mandate



# Seattle IT by the Numbers (internal)

What is Seattle IT?



- **4.7 avg. ytd.** customer satisfaction (out of 5)
- **92%** rated resolution as acceptable or faster than expected
- **3,000** IT requests fulfilled per month (**79%** on time)
- **5,500** IT incidents resolved per month (**89%** on time)
- **48%** of incidents resolved on first contact
- **2-day** average for retail software delivery
- **11-day** average for IT setup of new employees
- **5,600** IT purchase requests received
- **13,000** phone lines
- **11,600** desktops | **6,500** laptops & tablets
- **3,270** servers
- **4.8 petabytes** of storage on premise | **1.8 petabytes** of storage on cloud

1 Petabyte =  
20 million  
four-drawer  
filing cabinets  
filled with  
text

## RELIABILITY & AVAILABILITY



### Network uptime this month

Telephone Network	99.9%	100% VPN uptime <sup>M</sup>
Internet	100%	2115 staff used VPN in December <sup>M</sup>
Public Safety Radio	100%	
Data Network	99.6%	99.3% backup success in December

- **105** active project portfolio projects
- **638** privacy reviews completed
- **4,106** staff hours dedicated to IT training via Pluralsight training platform
- **1,530** in-depth technical research articles consumed by staff
- **1,605** active applications
- **10 million** emails sent and received in December
- **2.3** million files on SharePoint
- **14.2** terabytes of OneDrive storage used
- **1,700** digital signatures (Adobe Sign) in December
- **2,200** computers upgraded for PC replacement



# Seattle IT by the Numbers (resident-facing)

- **\$320,000** invested in community-led projects to increase digital literacy through our **Technology Matching Fund Program** in 2019 (\$5 million invested since 1997)
- **\$461,555** additional community program investments
- **40,614** Computer kiosk sessions throughout the city at more than two dozen community centers
- **105** in-person training hours on web platforms enabling departments to communicate with the public



- **638** privacy reviews conducted for the City
- **1,917** community service requests
- **185,185** subscribers to GovDelivery
- **95%** of seattle.gov websites utilize the more efficient and accessible new seattle.gov design

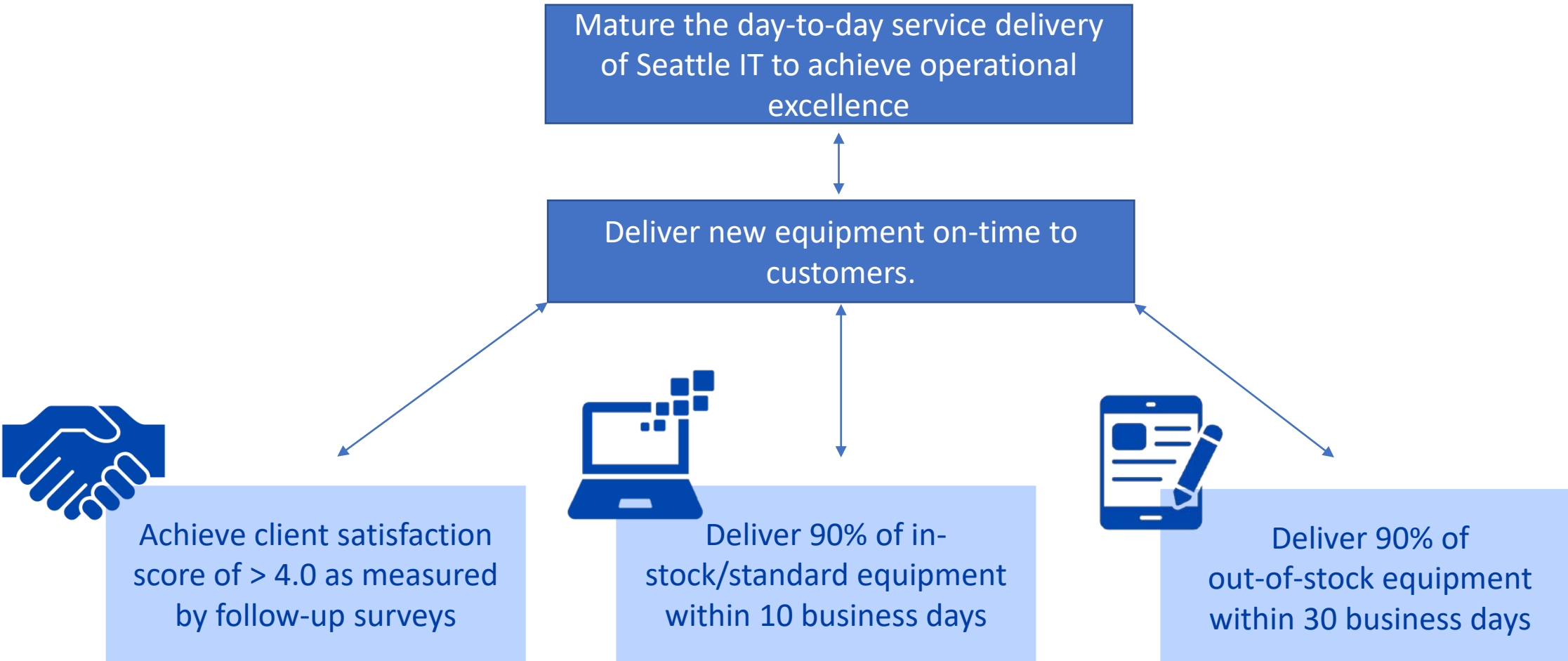
# Enabling our Vision: objectives and key results (OKRs)

- Planning methodology utilized by several global brands
- OKRs created for all of Seattle IT using a top-down/bottom-up approach
- OKRs are reviewed regularly to promote data-driven decision-making to meet team, division, and department objectives
- Promote continuous process improvements and data-driven decision-making throughout Seattle IT





# Enabling our Vision: objectives and key results (OKRs)



# Sample Priorities

- Privacy
- RSJI/DEI
- Talent Development
- Privacy
- 5G Deployment
- Digital Workplace
- Cloud Adoption
- Application Modernization
- Digital Equity Initiatives
- Digital Security and Risk
- Technology infrastructure modernization
- Service Analytics
- Continuous Process Improvement
- Organizational Change Management
- Project and Portfolio Management
- Automation
- IT Service Management
- Data Analytics
- Enterprise Architecture
- Self-Serve Tools

\*Additional detail provided



# Potential legislation for the Transportation & Utilities Committee

- CTAB Appointments/Administrative Actions
- PSERN interlocal agreements
- Surveillance Ordinance technologies
- TMF Update Resolution Report



# Seattle IT

Best-in-class digital service delivery team



# Additional Detail on Specific Sample Priorities

February 5, 2020

Seattle Information Technology – "Best-in-class digital service delivery team"



**City of Seattle**



## Race and Social Justice Initiative (RSJI)

*Seattle Information Technology (IT) strives to reflect the community of our employees and innovative culture while being transparent with its actions to engender trust for maintaining highly reliable and secure IT systems.*

- *20-person RSJI Change Team leads multiple outreach events including Open House (Dec. 14) for staff to learn about IT Change Team's work, RSJI/Diversity, Equity, and Inclusion*
- *Staffed a full-time RSJI Lead and created a new position for a Diversity, Equity and Inclusion / Race & Social Justice Initiative (RSJI) Strategic Advisor to implement Seattle IT's department wide DEI/RSJI strategy.*
- *Partner with Office of Civil Rights and Mayors Office to meet citywide RSJI objectives*



# Seattle IT Talent and Development Program

- Established from a 75-staff-participant CTO Talent sounding board.
- Encouraged training through the online learning platform Pluralsight:
  - Staff utilized all 600 viewing licenses; over 3000 hours of total learning time, with avg time of 6 hours and 58 minutes per staff view.
- Expanded the Talent and Development marketplace where staff can find IT areas where teams are looking for staff with specific skillsets increasing capacity and providing opportunities for staff development.
- Held City's first Learning Conference with industry-leading speakers for over 500 staff



# Privacy Program

Since the start of the City's privacy program in 2015, we have:

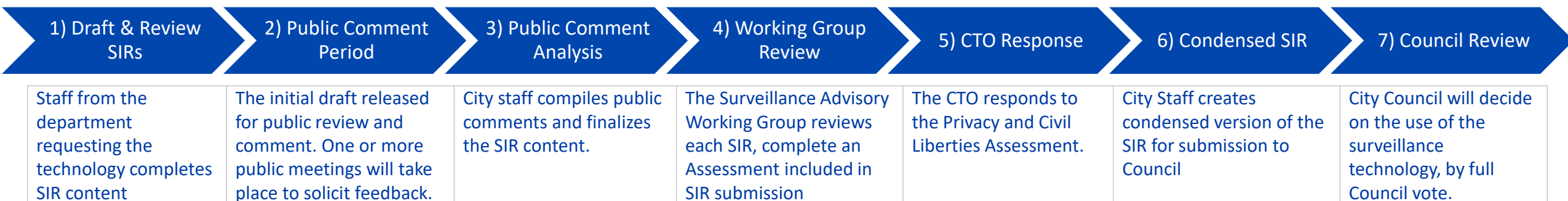
- Reviewed more than 4300 new acquisitions
- Reviewed 300 IT projects and;
- Provided annual Privacy & Security training for over 12,000 City employees.





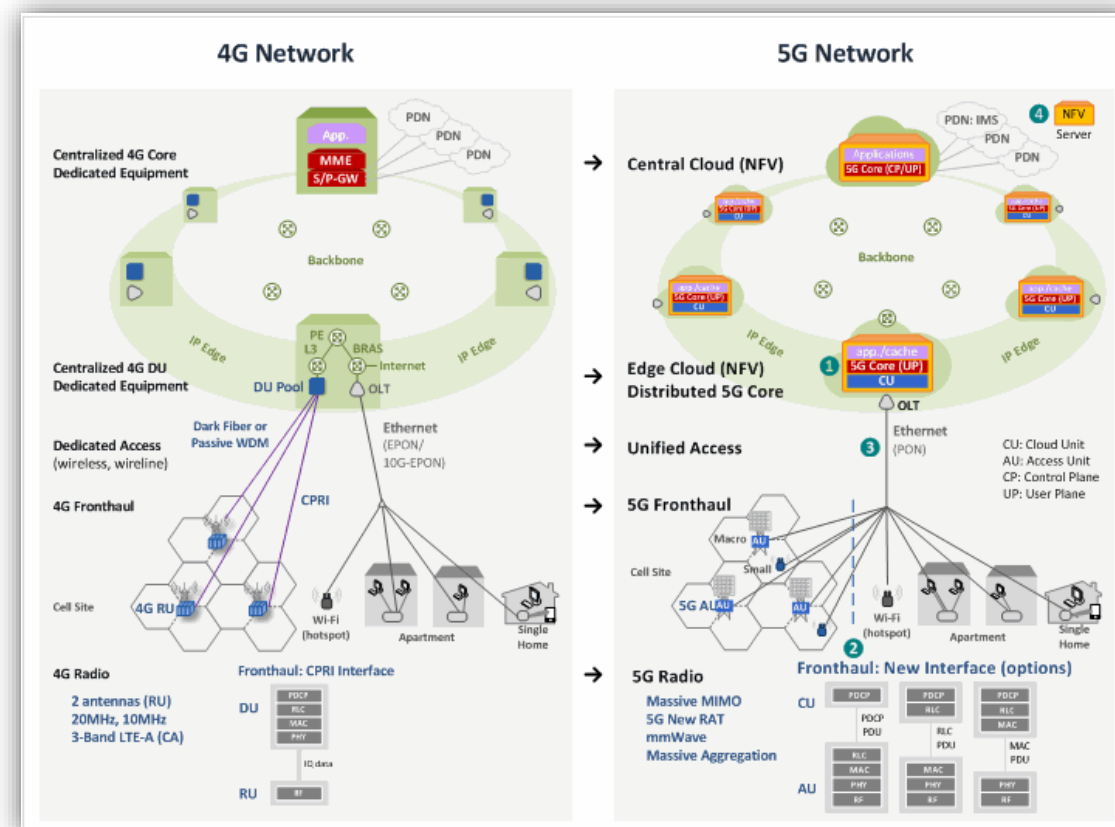
# Surveillance Ordinance

- There are 26 City current surveillance technologies requiring approval.
- Seattle IT has produced SIRs, including public comment, for 14 of the 26 identified surveillance technologies.
- 2 surveillance technologies have been reviewed and approved by the Council in 2019



# Next Generation 5G Wireless Deployment

- Seattle IT is participating in interdepartmental efforts (IDT) to consider proposals from telecom carriers to access public infrastructure
- Seattle IT to play a neutral, central role to serve as the City's primary liaison between firms working to deploy small cell infrastructure and the various City departments that are responsible for managing necessary regulatory processes.



# Technology Matching Fund

- \$320,000 invested in community-led projects to increase digital literacy through our Technology Matching Fund Program in 2019.
- 340 community organizations having received over \$5.4 million in funding, generating an additional \$9 million in community-matched funds since 1997.
- Critical support in meeting City Digital Equity and RSJI goals



# Innovation Advisory Council

- Seattle IT supports applications created during the first round of the Mayor's Innovation Advisory Council.
- The applications include a youth-opportunity portal and an application to support the City's Navigation Team which connects unsheltered people to housing and resources.
- <https://www.affordableseattle.org/>

The screenshot displays the 'Affordable Seattle' website. At the top, it features the Seattle.gov logo and Mayor Jenny A. Durkan's name. The main heading is 'Affordable Seattle', with a subtext: 'Affordable Seattle is an online resource to help you find benefits you may be eligible for in the City of Seattle.' To the right, there is a 'View All Affordability Programs' button and a link to 'VIEW ALL PROGRAMS'.

Below this is a search tool with the prompt: 'Find out how much you could save each month in just 5 minutes.' The search fields include 'People in Household', 'Monthly Household Income', and 'Zip Code', each with an 'EDIT' button. A 'FIND SERVICES' button is also present. The background of the search area is a cityscape of Seattle.

The 'Community Programs' section follows, with a heading and a description: 'Find help in Seattle with childcare, food, transportation and utilities. This list of programs and services offered by the City of Seattle can make life here a little more affordable for you.' It includes icons for childcare, food, transportation, and utilities.

Below that is the 'Education and Childcare Fact' section, which asks: 'Did you know that if you are a family of 4 with an annual income under \$75,000, you might qualify for free or discounted child care through the City of Seattle? [See if you qualify](#)'.

The 'Education-and-Childcare' section features four program cards:

- Seattle Parks and Recreation Before/After School Care:** Recreational child care for children 5-12 years old. [Learn more](#)
- Seattle Parks and Recreation Preschool Scholarships:** Half-day recreational preschool programs for children 3-5 years. [Learn more](#)
- Seattle Preschool Program:** Get high-quality and affordable preschool for your 3 or 4 year-olds. [Learn more](#)
- Seattle Promise - College Assistance:** Get financial support and personal guidance needed to succeed in college. [Learn more](#)

# Digital Security and Risk Management



## SecOps

- Threat hunting
- Incident response
- Vulnerability mgmt.
- Phishing campaigns

## Emergency Mgmt.

- Table-tops
- Business continuity
- Disaster recovery
- Safety

## Cybersecurity Risk

- Internal auditing
- Change review
- New solution review
- Education & outreach

## Policy & Compliance

- PCI Compliance
- NERC Compliance
- Policy & Standards
- Controlled Documents

