

# Seattle IT Department 2024 Overview

**Parks, Public Utilities & Technology Committee – February 28, 2024**

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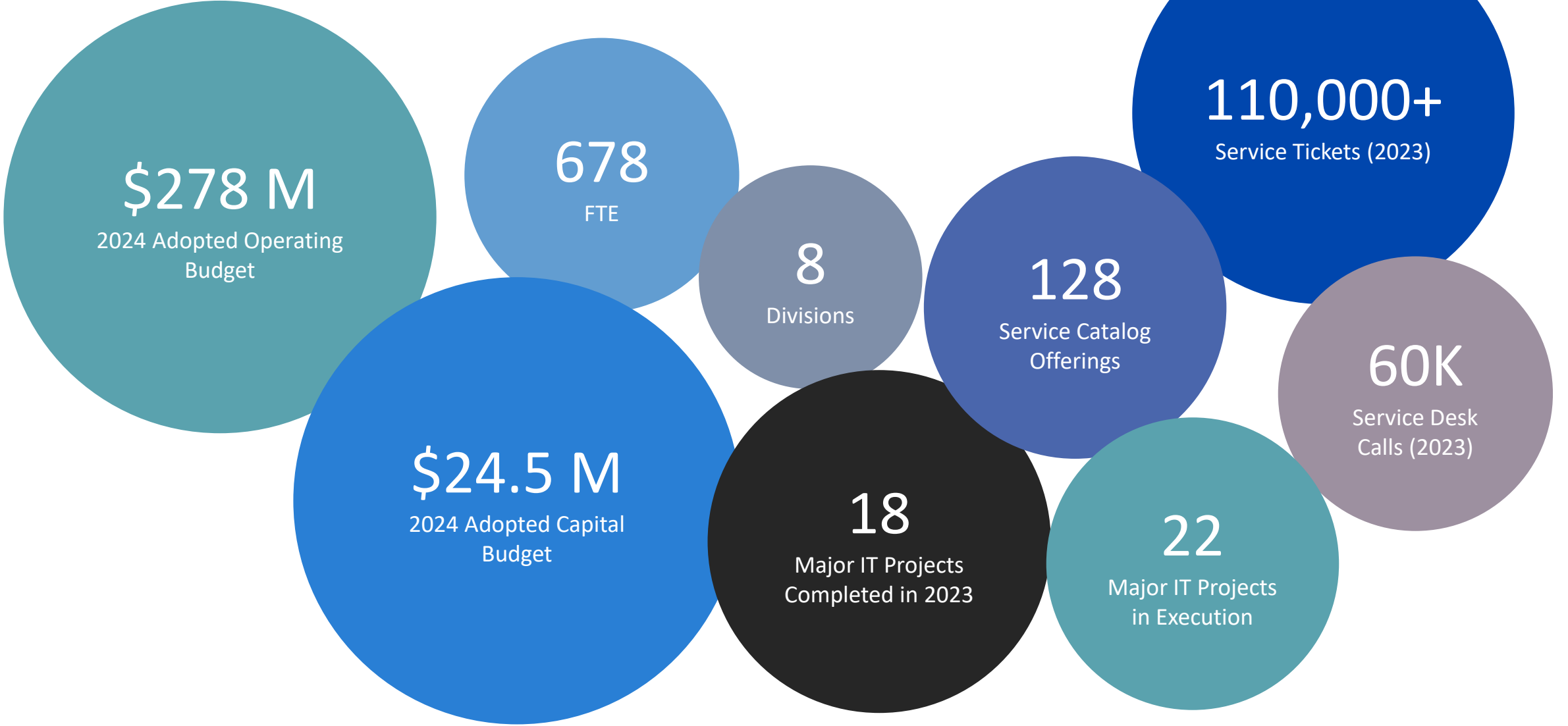


# Seattle IT Overview

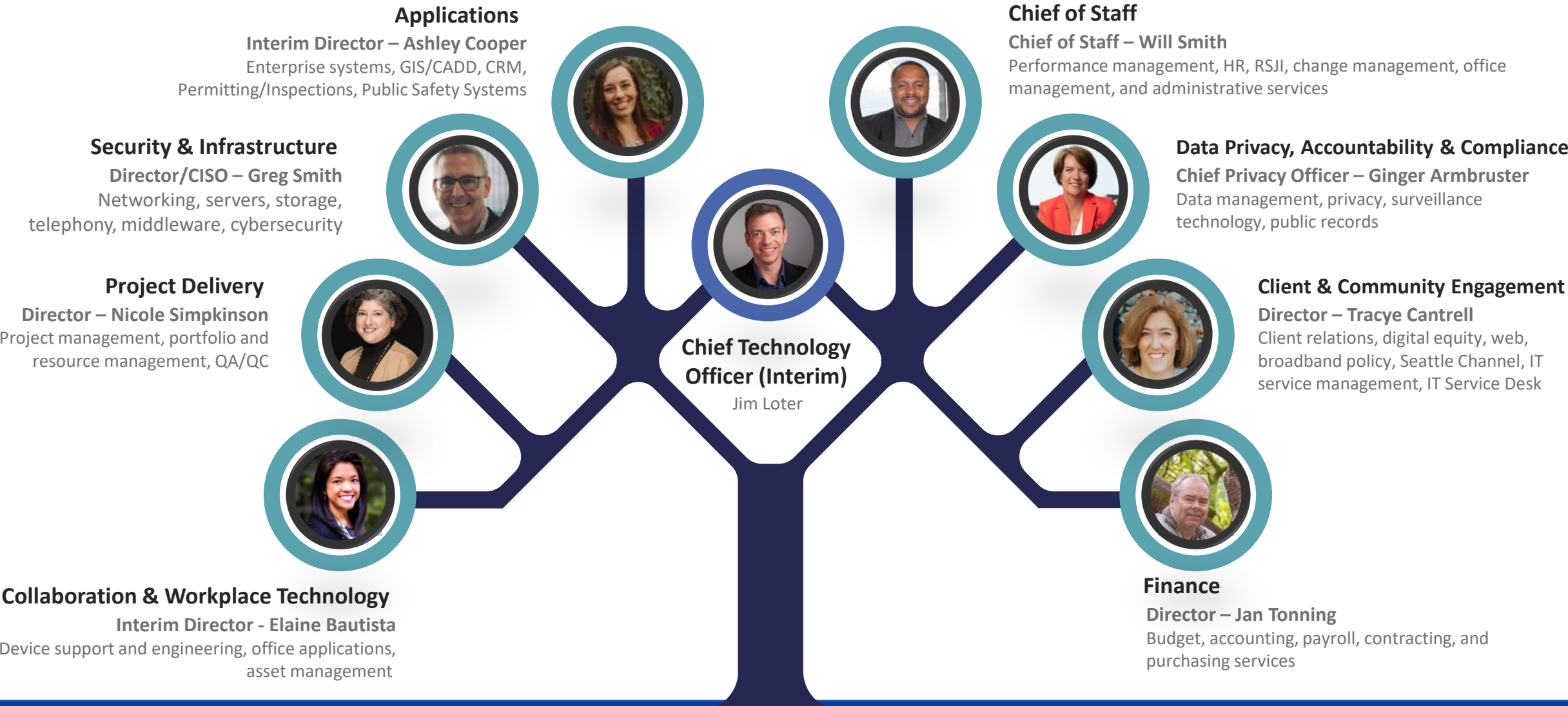
- Department formed in 2016
  - Department of Information Technology (DoIT) → Seattle IT
- Responsible for delivering full-stack IT services to all City Executive departments
  - Core network and other services for LEG and SMC
  - Procurement and acquisition of IT goods and services; contract management
  - IT standards, policies, and guidelines
  - Capital IT projects
  - Digital Equity research, grant, and outreach programs
  - Cable and broadband industry regulation and coordination
  - Seattle Channel government TV
  - Administration of the Surveillance Technology ordinance



# Seattle IT by the Numbers



# Seattle IT Organization



# Seattle IT Purpose and Priorities

Seattle IT is a trusted partner that provides secure, reliable, and compliant technologies enabling the City to deliver equitable and responsive services to the public.



## People and Culture

We recruit, develop, support, and retain top talent, and strive to foster a culture of respect, collaboration, equity, safety, and employee satisfaction.



## Security & Compliance

We reduce vulnerabilities, neutralize threats, protect City assets and data, and comply with relevant regulations and policies.



## Operational Integrity

We implement and support sustainable technology and avoid creating technical debt.



## Deliver & Improve Services

We resolve issues and fulfill requests, and we increase the efficiency & performance of our services.



## Inform and Support the Public

We ensure City residents have equitable access to technology, data, government processes, and civic programming.



## Develop and Enhance Business Solutions

We build and improve technology tools and capabilities for our clients.

# Seattle IT 2023 Highlights

Jim Loter

Chief Technology Officer | Department  
Director (Interim)



# 2023 Priorities/Highlights

- **2023 priorities focused around 5 key areas:**
  - 1) Cybersecurity
  - 2) Civic Engagement
  - 3) Internet for All
  - 4) IT Project Delivery
  - 5) IT Service Delivery
- **All 20 action items under those areas were completed.**



# Cybersecurity

- Data Loss Prevention (DLP)
- Zero Trust Application Segmentation
- Anti-phishing, privacy, public records, and security education campaigns for employees
- Windows Server Remediations
- Established Seattle IT Compliance Board





# Civic Engagement & Internet for All

- **Civic Engagement**

- CiviForm
  - 17.6% increase in utilization of CiviForm
  - Added 8 service enhancements to improve access for residents
- Expanded the City's Open Data policy
  - 10 new datasets
  - 1.6 million rows total
  - City Data Alliance
- Seattle Channel completed 695 productions

- **Digital Equity & Internet for All**

- Completed the 2023 Technology Access and Adoption study.
- Provided \$545,000 to 18 community-based organizations through the Technology Matching Fund program.
- 30% increase of new households in the Affordable Connectivity Program (ACP), up from 26,200 households enrolled in 2022 to 34,095 in 2023.



# Project Delivery & Service Delivery

- **Project Delivery**

- Launched the new Project Portfolio Management (PPM) system in December 2023.
- Implemented new standards for project accountability and reporting.
- Established Project Management, Business Analysis, and Quality Assurance Centers of Excellence (CoE).

- **Project Milestones**

- PSERN; Capital IT Project (CITP) system replacement; Unified Communications; DEEL Performance Pay; SPU Land and Rights (LARS) Project; SDHR CARATS System Replacement; EngageOne; Human Services Department (HSD) Onboarding to Masterworks Project

- **Service Desk**

- Average wait time in 2023 = 2:44 minutes
- ~60,000 calls to the Service Desk
- 11 minutes average per call
- 8/10 “low performing” service requests have improved
- Password Reset Reductions
  - Incidents went down by 21%; downward trend continues
- Overall Customer Satisfaction Score: 4.6 (Average calculated on a scale of 1-5 from customer feedback)



# 2023 Recognition

- CiviForm named one of the 50 most transformative smart projects of 2023 by Smart Cities Connect.
- City of Seattle named a 2023 “Visionary,” the highest status in the Digital Inclusion Trailblazer program by the National Digital Inclusion Alliance (NDIA) for the 7th time.
- City of Seattle received Accela Trendsetter Award
- Seattle Channel won 5 Northwest Regional Emmy Awards



# Seattle IT 2024 Priorities

Jim Loter

Chief Technology Officer | Department  
Director (Interim)



# People & Culture



We recruit, develop, support, and retain top talent, and strive to foster a culture of respect, collaboration, equity, safety, and employee satisfaction.

- **Employee Engagement:** Improve our organizational culture; reduce stress and conflict.
- **Professional Development:** Increase skills and promote a culture of continuous learning.
- **Workforce Equity:** Eliminate racial and gender-based bias and promote inclusion.
- **Management Development:** Ensure a high-functioning management and leadership team that nurtures and challenges employees to excel.
- **Recruitment and Retention:** Modernize job classifications and compensation levels; promote flexibility.



# Security & Compliance



Protect the City's cyber assets through improved monitoring, threat detection, and user education.

- **Deploy privileged access management (PAM)** capabilities to limit access to elevated privileges on City systems and devices.
- **Deploy cyber exposure management platform** to identify and isolate risky IT assets on the City's network and create a full operating picture for cyber defense and incident response.
- **Implement procurement and contract standards for AI technologies** that ensure consistency with the City's principles and policies.
- **Employee Awareness:** Exceed industry averages for employee responses to malicious social engineering attempts (reporting, recognizing, avoiding) by continuing to execute phishing simulations and conducting employee privacy and security training.



# Maintain Operational Integrity



Ensure the operational integrity of the City's IT resources by ensuring that infrastructure and devices are fully documented, up-to-date, and in a sustainable state.

- Establish technical debt reduction plans for 80% of business-critical applications.
- Replace 4,600 end-user computers as per the PC Replacement Program.
- Remediate 90 Windows servers in advance of Microsoft's end-of-support deadline.
- Upgrade 11,500 devices to Windows 11 in advance of Microsoft's end-of-support deadline for Windows 10 in 2025.
- Create a sustainable repository of asset relationships to track interdependencies between systems, applications, and other technology elements, to facilitate consistent, low-impact patching, upgrades, and incident response.



# Develop and Enhance Business Solutions



Improve the overall performance of the City's IT Project Portfolio, complete significant project work that supports the City's highest priority goals.

- **Project Delivery:**
  - Increase the total % of projects completed within 15% of baseline budget and schedule.
  - Publish an accessible, online citywide IT project portfolio dashboard that displays budget, schedule, status, and overall health for each project in the IT project portfolio.
- **BEPS Application:** Support the 2026 go-live of the OSE Building Emissions Performance Standards (BEPS) application, assisting building owners and their representatives to comply with the City's carbon-based building emissions performance standard mandate.
- **Housing Data Management:** Application to manage the City's \$800 million investment in affordable housing.
- **2026 Go-live of the Customer Service Payment Plan and Outreach Solution**



# Deliver and Improve Services



Resolve issues and fulfill requests, and increase the efficiency and performance of our services.

- Maintain average IT Service Desk call answer times of under 3 minutes.
- Reduce by 10% the percentage of work orders that exceed their Service Level Indicator.
- Achieve a First Contact Resolution (FCR) metric of 68% for Service Desk calls.
- Issue incident communications to affected City stakeholders within 1 hour of a reported or acknowledged Priority 1 incident.

# Inform and Support the Public



Ensure City residents have equitable access to technology, data, government processes, and civic programming.

- Publish and communicate the results of the 2023 Technology Access and Adoptions Study to community partners, residents, and practitioners.
- Provide funding for 15 community-based organizations through Digital Equity Grants.
- Advocate at state and federal levels for the extension of the Affordable Connectivity Program.
- Conduct ADA digital accessibility reviews of 5 major public-facing applications to identify significant issues and develop remediation plans.



# Other ITD Supported Work

- Surveillance Ordinance & Surveillance Impact Report (SIR) Process
- Generative AI Policy & Responsible AI Program
- Citywide Public Records Act Program
- Seattle Channel
- Fiber Program
- 5G and Small Cell Wireless Infrastructure
- Boards & Commissions:
  - Community Technology Advisory Board (CTAB)
  - Community Surveillance Working Group (CSWG)





# ***Race and Social Justice Initiative (RSJI)***

Seattle IT Race and Social Justice program team works to uphold the citywide effort to end institutionalized racism and race-based disparities in City government.

- 30-person RSJI Change Team leads multiple outreach events for staff to learn about IT Change Team's work, RSJI/Diversity, Equity, and Inclusion.
- Race & Social Justice Lead & Race and Social Justice Advisor implements the Seattle IT department wide DEI/RSJI strategy.
- Enhanced ITD's Racial Equity Toolkit process to be used for all ITD projects and programs.

# Questions

