Department of Innovation and Technology
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Central Purpose

Enhance delivery of City services through easy, reliable, cost-effective and secure access to information and promote Chicago's advancement through technology.

Key Facts

The Department of Innovation and Technology (DoIT) is the central information technology organization for the City. DoIT provides a number of technology services to City departments, the Mayor's Office, Aldermen, sister agencies, residents, businesses and tourists.

Critical Programs/Services

- **City and Tourism and Websites** -- www.cityofchicago.org and www.explorechicago.org contain a vast network of information about City departments, services, events, and cultural amenities. The tourism website is marketed locally, nationally and internationally as a portal for visitors to see all of the great things Chicago has to offer as they plan their visits to the City. Chicagoans use the City's website to conduct a variety of transactions, including paying water bills, purchasing vehicle stickers, and applying for/checking the status of building permits. The City's website also includes thousands of city government records, including all contracts, payments, budget information, financial audits, and all information related to Tax Increment Financing (TIF). The City also launched on "Open Data" initiative to post City datasets in raw form, and all "Open Data" is available on the City's website.
- **Citywide Service Request System (CSR)** – used by the 311 City Services center. When a resident calls 311 or enters an online service request, CSR tracks the request through completion as it is assigned to various City departments. The system helps managers evaluate demand in order to allocate resources appropriately. It also provides performance information measuring how quickly services are completed.
- **Geographic Information Systems (GIS)** – allows the City to map hundreds of elements including zoning boundaries and changes, vehicle GPS data (Global Positioning System) and 311 service requests. The systems allow the City to monitor real-time and historic non-emergency dispatch operations, including snow removal. Using these systems, City departments can more efficiently route crews to assignments.
- **Enterprise Case Management (ECM)** – tracks social services provided to Chicagoans by the City, its sister agencies and its service providers.
- **Health Information Technology** – provides emergency health communications, helps track restaurant inspections, health records and billing.
- **Inspections and Permitting Initiative (IPI)** – tracks building and other permits, construction inspections, complaint inspections and annual inspections, which helps to ensure safe, sanitary, compliant buildings and businesses.
- **Revenue Systems** – provide cashiering, business licensing, business inspections and taxes, water billing, debt referral and real-estate transfer tax tracking functions.
- **Financial Management and Purchasing System (FMPS) and Chicago Integrated**

Personnel and Payroll Systems (CHIPPS) – the City's enterprise resource planning system that provides a central data repository for the City's financial, human resource and payroll information.

- **Technical Operations** – maintenance of computers, servers, networks and telecommunications infrastructure including disaster recovery facilities for City employees including telephones, voicemail, electronic mail and other communication` tools.

Goals

- **Simplify IT** – make information easier to access and maintain.
- **Modernize IT** – keep access to information relevant, reliable and secure.
- **Rationalize IT** – keep IT cost-effective by centralizing where it makes sense.
- **Promote IT** – ensure residents and departments leverage information technology to its fullest potential.

Employees

Full Time Positions	Amount
	80

2011 Budget

Fund	Amount
Corporate Fund	$20,563,865
Water Fund	$4,880,664
ARRA BTOP Grant Funds*	$17,624,000
Other Grant Fund*	$2,752,963
TOTAL	**$45,821,497**

* based on current projections

- **Enterprise Architecture** – development and maintenance of the City's internal technology standards and policies.
- **IT Security and Data Management** – help City departments access and protect their data.
- **Project Management Office** – provide IT project management to key City projects to help assure on-time and on-budget delivery.
- **Technology Policy** – public-facing programs to expand access to digital infrastructure, increase technology adoption and deploy innovative applications in areas like health and education.

Grants

FEDERAL	
Grant or Program	**Term**
ARRA BTOP – Sustainable Broadband Adoption ($7.1 million)	2013
ARRA BTOP – Public Computer Centers ($8.9 million)	2013
STATE	
Grant or Program	**Term**
ARRA BTOP Illinois Broadband Development Program ($1.5 million)	2013

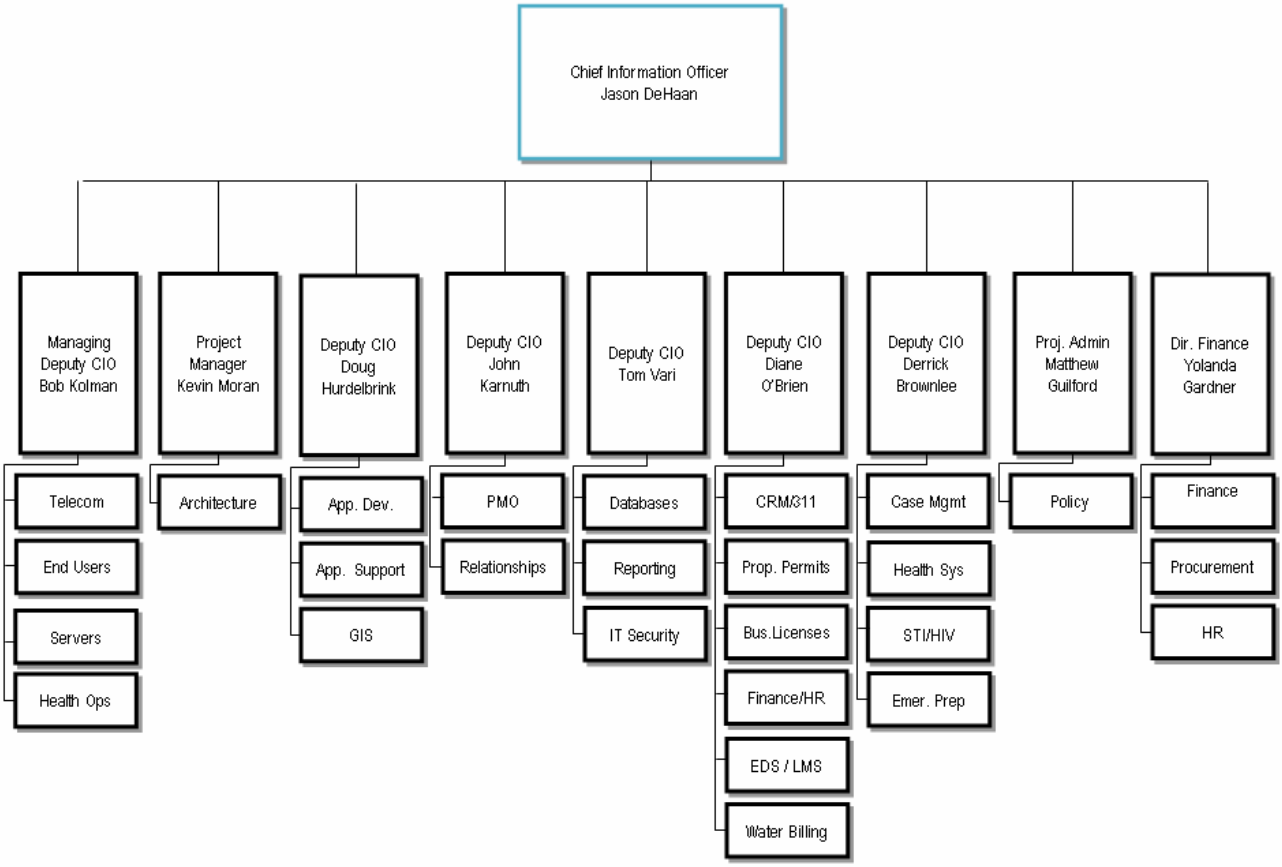
Key Agreements

Project	Term
Internet bandwidth through State of Illinois	Annual indefinite
Aerial photos in cooperation with Cook County	Annual indefinite
Health IT Coordinator	2011
Various agreements to support cash matches of ARRA BTOP grants	2011

Major Contracts

Project	Term
AT&T Corp (voice and data network)	December 31, 2014 (with two two year extensions available to December 31, 2018)
Unisys (outsourced technology infrastructure management)	November 30, 2014 (with a one year extension available to November 30, 2015)
System Solutions Inc (commodity hardware and software, network equipment)	December 31, 2011 (with up to 3 year extension available to December 31, 2014)
MCPC (commodity peripherals and supplies)	December 31, 2011 (with up to 3 year extension available to December 31, 2014)
Oracle (database and ERP software maintenance)	December 31, 2013 (no extensions)
Adsystech, Inc (Enterprise Case Management)	November 24, 2013 (with up to 3 one year extensions available to November 24, 2016)
System Development Integration, Inc (Time and Attendance implementation)	November 30, 2013 (with up to 2 one year extensions available to November 30, 2015)
Keane (Revenue computer system application support for IRIS, ARMS and cashiering and tax and license customer service center)	January 30, 2015 (with up to 2 five year extensions available to January 30, 2025)
AT&T Mobility (cellular and wireless communications)	July 13, 2015 (with up to 2 two year extensions available to July 13, 2019)
Verizon Wireless (cellular and wireless communications	May 18, 2015 (with up to 2 two year extensions available to May 18, 2019)
Sprint-Nextel (cellular and wireless communications)	September 30, 2014 (with up to 2 two year extensions available to September 30, 2018)
American Messaging (paging services)	December 31, 2012 (with a two year extension remaining to December 31, 2014)
Hansen Information Technologies (property permitting, licensing and inspections)	December 31, 2013 (with an extension of up to three years available to December 31, 2015)
Webtech Wireless (GPS equipment and services)	September 5, 2012 (no extensions remaining)
Computer Aid Inc (ERP production support)	October 31, 2011 (with a one year extension available to October 31, 2012)
Motorola (support and maintenance of CSR, AHMS and NSR systems)	August 31, 2011 (with 2 one year extensions available to August 31, 2013)
System Development Integration, Inc. (Water billing system maintenance and customer service)	November 30, 2013 (with 1 two year extension available to November 30, 2015)
B2GNow (Certification and Compliance system maintenance)	December 14, 2013 (with a 3 year and another 2 year extension available to December 14, 2018)
Cerner Corporation (Medical EMR and billing software licensing, maintenance, hosting and support)	December 31, 2012 with 3 one year extensions available to December 31, 2015;extendable by agreement thereafter
Chicago Community Foundation technology adoption and training grants	June 30, 2013
Digital inclusion grants to non-profits (12)	Various through 2014
Master Consulting Agreements (30)	December 31, 2011 (no extensions)
Master Consulting Agreements – target market (17)	Through 2015 (no extensions)
Information Strategies, Inc (ARRA grant tracking software)	N/A
Kenneth Young Center (mental health billing services)	N/A
Master Consulting Agreements – non-target market (pending signature)	In signature process
Acxiom (mainframe hosting, server hosting, printing services)	In negotiation
Cybershift (Time and Attendance software maintenance)	In negotiation
CDWG reference contract via State (Microsoft enterprise licensing)	In progress

Organizational Chart



Facility Locations

Location	Address	Suite	Zip	Phone	Hours
Daley Center	50 West Washington Street	2700	60602	312 744-5844	8:30 – 5:00
Daley Center	50 West Washington Street	LL-12	60602	312 744-5844	8:30 – 5:00
DePaul Center	333 South State Street	2nd Floor	60604	312 744-5844	8:30 – 5:00
DePaul Center	333 South State Street	LL-30	60604	312 744-3012	8:30 – 5:00
1869 W. Pershing	1869 West Pershing Road	4th Floor	60609	312 745-1625	8:30 – 5:00

Unions Representing Department Employees

Unions
AFSCME