

2016 Budget Hearing Statement from Chief Information Officer Brenna Berman

Department of Innovation and Technology

Tuesday, September 29, 2015

Thank you, Madam Chairman and Council members, for the opportunity to be here today. I would like to begin by providing an overview of the department's accomplishments in the past year, and to preview our plans for the coming year. It continues to be my department's focus to make Chicago a city empowered by technology, where neighborhood, residents and business alike are supported with innovative technology solutions, designed to meet their needs.

The Department of Innovation & Technology is the City's technology policy, planning, implementation and operations organization, providing service to the City Council and City departments. We are committed to enhancing delivery of City services through the smart application of technology, and in the past year, we have continued to invest in the technologies that allow the City to offer innovative services and leverage data to make better decisions. The department's 2016 corporate budget reflects a continued investment in our mission.

Our first priority is to make sure that information about City services and operations is easily accessible to City residents. In the past year, we enhanced our Plow Tracker application with a larger map and current snow conditions to provide more information to residents about Chicago's snow removal operations. We continue to enhance the Open Data Portal with information about the delivery of city services so residents can see their tax dollars at work. We will also launch the Connect4Tots program in early 2016, which will provide valuable early childhood health, development and recreational information to parents via text message.

We also look to provide technology that improves service to businesses, residents and City departments. This year, we continue to enhance the City's online payment capabilities by extending the features of our EZ Pay application to Administrative Hearings, allowing these payments to be made online for the first time. We also added an online check payment option for Water Bills, which will be extended to all payment types in 2016. Changes like these, that make it easier to pay online, have the City on pace to close out the year with a 22% increase in online payments over 2014.

We also continue to enhance the City's website with new capabilities to support new programs and new functionality expected by residents and businesses. Additions for this year include:

- New "Roofs and Porches" grant application site, which generated more than 5000 resident submissions in one day, and
- Updated Public Vehicle Advertising website that now supports multiple advertisers on one vehicle and incorporates pedicabs and sightseeing buses to increase revenue.

The City is on track to meet the Mayor's commitment to ensure that all business licenses and permits will be paperless by 2016. We have already launched the online permit portal that currently includes critical environmental permits and inspections. These will quickly be followed by Public Way Use permits, digger notifications and business licenses. Finally, later in 2016, we will launch the permit and license wizard that will help businesses determine what licenses and permits they need to get off of the ground. These critical projects mean that new and existing businesses will spend less time in line conducting City business and more time growing and managing their own businesses.

At the same time, we are implementing new systems to make it easier to do business with the City. In 2014, we launched the e-procurement modernization project with the City's Department of Procurement Services. This initiative is designed to streamline both the internal and external processes that support the purchasing of goods and services for the City. Before the end of this year, new processes and technology will be driving internal improvements around strategic sourcing, creation of solicitation documents and the review and execution of purchasing processes. By the middle of next year, vendors that do business with the City will see reduced times to complete solicitation documents and shortened contracting processes.

Some of our projects are smaller than the paperless initiative but just as impactful. So far this year, my department's Process Modernization team has worked with several departments to improve their process, eliminate paper and deliver more effective services. For example, we helped the Department of Transportation and the Department of Finance convert their paper based invoicing process to an electronic submission. This new process allows CDOT vendors to submit their invoices directly online and eliminates the need to send large amounts of paper parcel via conventional delivery services, reducing the time of processing the invoices & payments, and centrally storing the invoices for multi-departmental access.

We also work with City departments to provide their teams with the tools they need to do their jobs well. In the age of mobile technology, it is possible to provide hardware and mobile applications that are specifically designed to support the service being provided by the workers out in our neighborhoods. For example, in 2016, we will deploy a mobile application for the sanitarians in the Chicago Department of Public Health (CDPH). This team is responsible for food safety inspections at all Chicago events serving food. This new application, which is being piloted now and made available in time for the 2016 event seasons, will replace a current paper process and allow CDPH to access inspection results nearly immediately.

While we are exploring the best options to overhaul the 311 system, we made strategic investments in the current system to ensure that it will continue to meet residents' needs. For example, the system has been updated to reflect both old and new ward boundaries so residents can inquire about the status of a service request and Aldermen can address that inquiry, regardless of the date of the request.

We also continue to focus on data as a source of community engagement and transparency. The city's Open Data portal continues to grow, with more than 500 datasets available to the public. This year, we added the Building Code Scofflaw list, the list of microloans provided by the Chicago Micro-lending Institute and the list of TIF projects, to name a few. The portal has had over 700,000 unique visitors and over 1 million visits so far this year.

My own department uses this data to help departments be more efficient and effective through analytics. This spring, we deployed a food inspection forecasting model with CDPH. Based on more than 10 different variables and data collected from more than 100,000 past restaurant inspections, this analytics model is designed to help sanitarians identify faster those restaurants most likely to have a serious violation. In a 60 day pilot, the model helped sanitarians find restaurants likely to have serious violations more than 7 days sooner than under the traditional inspection model. This work is now fully operational and we are working with CDPH to monitor the results for possible future improvements.

Given the value of data to the City's operation, improving cyber security continues to be a key priority of my department. We continue to focus on the city's staff as a strong line of defense, providing training to all of the city's computer-based staff to improve their understanding of cyber attacks. We also expanded the scope of our cyber focus by launching the Regional Cyber Working group, which includes the County, sister agencies and

several Federal agencies. By taking a broader focus, we are able to provide a more robust cyber security approach for the City and leverage stronger buying power. The City has saved \$6 million dollars through joint purchases with the working group so far.

We also continue to drive efficiencies throughout our own IT operation. As we shut down antiquated technologies, such as the mainframe, we have the opportunity to replace their functionality with more modern, flexible, cheaper technologies. We continually audit our operations, ensuring that every software license, every phone line and every device is being used properly. Finally, we manage technology investments across the entire City, reusing solutions where it makes sense to stretch our investments. These types of initiatives resulted in savings of \$3.9 million.

It is important to note that we share all of this success with key partners such as universities, the civic development community and local businesses. Efforts to remain actively engaged with minority companies both formally through the contracting process and informally through our Vendor Advisory Group continue to yield results. In the past year, we successfully rebid our Target Market Master Consulting pool and received 43 qualified bids. While some awardees are still in the contracting process, we are thrilled to have such a robust pool of companies to partner with in the coming years. We continue to look for more ways to increase opportunities for minority and women owned companies and I will continue to meet with the Vendor Advisory Group to pursue that goal.

In June, we published an 18 month update to the City's technology plan. The results showed that we were making progress on all fronts to realize Chicago's potential as a city where technology fuels opportunity, inclusion, engagement, and innovation for all. This included progress to advance a next-generation infrastructure, promote smarter and better-connected communities, foster more efficient, effective, and open government, develop innovative solutions to city challenges, and support technology sector growth. While the world of technology is ever changing, the role of this department is constant: to provide City departments, residents and businesses with smart technology solutions that meet their needs to today and are designed to grow with them into the future.

I want to thank you in advance for your feedback and we look forward to working with you in the coming year.

Innovation and Technology 2016 Budget Hearing

MBE/WBE Contracting Data

Period: October, 2014-September, 2015

Total Purchases \$95,897,499.23

<u>MBE/WBE Spend</u>	
WBE:	\$2,169,034.58
Asian MBE:	\$13,469,876.78
African-American MBE:	\$6,525,191.70
Hispanic MBE:	\$2,716,150.21
Total Purchases:	\$24,874,608.03

Staffing Data

<u>Department Ethnicity and Gender</u>				
	Male	Female	Total	%
Asian	13	9	22	23.66
African-American	12	17	29	31.18
Hispanic	11	3	14	15.05
White	16	12	28	30.11
Total	52	41	93	100
	55.91%	44.09%		

<u>New Hires Ethnicity and Gender</u>				
	Male	Female	Total	%
Asian	2		2	28.57
African-American		1	1	14.29
Hispanic	1		1	14.29
White	1	2	3	42.86
Total	4	3	7	
	57.14%	42.86%		

<u>Department Managers Ethnicity and Gender</u>				
	Male	Female	Total	%
Asian	1	1	2	10.53
African-American	6	1	4	21.05
Hispanic	3		3	15.79
White	6	4	10	52.63
Total	13	6	19	
	68.40	31.60		

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Interns

School	Gender	Race
Northwestern University	Male	White
University of Chicago	Male	Hispanic
Eastern Illinois University	Female	African-American
Daley College	Female	African-American
Roosevelt Institute	Female	White
Roosevelt Institute	Male	White
DeVry Institute	Male	Hispanic
Northside College Prep-High School	Female	White
Northside College Prep-High School	Male	Asian
Northside College Prep-High School	Male	White

CITY OF CHICAGO

DEPARTMENT OF INNOVATION AND TECHNOLOGY

FULL ORGANIZATION CHART

2016

