



## Office of the Chief Technology Officer OCTO (TO)

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### MISSION

Leverage the power of technology to improve service delivery, drive innovation and bridge the digital divide to build a world-class city.

### SUMMARY OF SERVICES

OCTO is the central technology organization of the District of Columbia Government. OCTO develops, implements, and maintains the District's technology infrastructure; develops and implements major enterprise applications; establishes and oversees technology policies and standards for the District; provides technology services and support for District agencies, and develops technology solutions to improve services to businesses, residents, and visitors in all areas of District government.

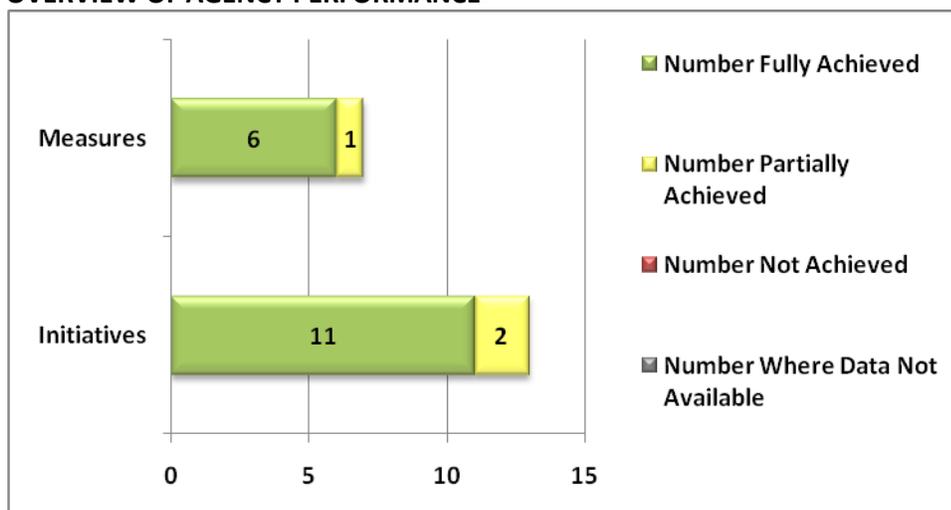
### AGENCY OBJECTIVES

1. Provide and maintain a ubiquitous, reliable, and secure computing environment for the government as well as residents, businesses, and visitors.
2. Lower the cost of government operations and enhance service through innovative technologies.
3. Ensure high quality service delivery of technology projects and enforce architectural standards.
4. Bridge the digital divide and enable economic development.

### ACCOMPLISHMENTS

- ✓ Upgraded the telecommunications infrastructure for District of Columbia Public Schools (DCPS) by connecting 140 DC public schools and sites to DC-Net.
- ✓ Implemented wireless broadband access in 118 government buildings, including administrative facilities, schools, and city neighborhoods.
- ✓ Issued over 30,000 DC One Cards, including 21,000 to DCPS students, 6,000 to Summer Youth Employment Program participants and 3,500 to DC government employees.

### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

 Fully achieved     Partially achieved     Not achieved     Data not reported

### **OBJECTIVE 1: PROVIDE AND MAINTAIN A UBIQUITOUS, RELIABLE, AND SECURE COMPUTING ENVIRONMENT FOR THE GOVERNMENT AS WELL AS RESIDENTS, BUSINESSES, AND VISITORS.**

#### **INITIATIVE 1.1: Upgrade and maintain technology for DC Public Schools.**

In FY09, OCTO developed infrastructure technology standards specific to schools that will enable the Office of Public Education Facilities Modernization's efforts for cabling, data ports and audio/visual connections and support the DCPS Department of Teaching and Learning's instructional learning curriculum. OCTO implemented wireless access points at 50 schools and completed structured wiring for 12 schools. OCTO successfully upgraded the human resources system for payroll and benefits to the District's enterprise system, which allows employees to utilize the employee self-service online portal to enter their time, change their benefits and view their paystubs.

#### **INITIATIVE 1.2: Migrate from end-to-end paper processes to end-to-end digital processes.**

In FY09, OCTO continues to support the three-phase migration strategy to a paperless office environment in District agencies. First, OCTO worked with agencies unify the District-wide document digitization efforts, with limited resources. OCTO arranged training on scanning procedures, strengthened the technical infrastructure supporting the digitization repository and lead procurements for individual agency scan centers for DCHR, DOH, OAG, and OCP. Next, OCTO, OCP and DSLBD successfully launched the Information Technology Staff Augmentation (ITSA) contract, which streamlines the hiring of temporary IT staff for the District. The new contract vehicle automates the solicitation process, reduces hourly rates for temporary IT staff saving taxpayer dollars and improves the overall procurement hiring cycle time from 10 weeks to 4 weeks. OCTO's ability to digitize and automate the District's other procurement processes was delayed due to an extensive procurement and legal review. The modifications to the procurement automated system will be complete in FY10. Finally, OCTO successfully upgraded the electronic human resources management system for 8,000 DC Public Schools employees to the District's enterprise system.

#### **INITIATIVE 1.3: Provide better access to government services for residents, businesses, and visitors by upgrading DC.gov.**

OCTO completed an extended and extensive procurement of a new web content management system at the end of March 2009 that will radically improve the way content and services are presented on the DC.Gov web portal. OCTO also completed its design work for the new web portal user interface in March 2009. In parallel with installing and configuring the new CMS, OCTO began an aggressive effort to launch the DCPS website before the beginning of the school year and successfully met its target date on August 1, 2009. This endeavor was well-



received by central administration, school site administrators, students, and the public. In September and October, OCTO completed the final requirements and design to launching agency sites and was positioned to begin development of web templates for agencies, the portal's home page and for mobile devices as part of the planned citywide migration and roll-out in FY10.

**INITIATIVE 1.4: Move one of the District's data centers within 65 miles from the District to ensure security and continuity of operations.**

OCTO successfully issued 3 Request for Proposals (RFPs), with the assistance of the Department of Real Estate Services and the Office of Contracts and Procurement, to relocate on data center to a location outside of the District, build a new data center at the Unified Communications Center and physically relocate the equipment in both data centers. Despite several setbacks with the procurement process, one of the contracts was awarded in summer 2009. The other two contracts will be awarded in fall 2009.

**OBJECTIVE 2: LOWER THE COST OF GOVERNMENT OPERATIONS AND ENHANCE SERVICE THROUGH INNOVATIVE TECHNOLOGIES.**

**INITIATIVE 2.1: Leverage consumer and open source technologies to transform government operations.**

In FY09, OCTO completed the roll-out of Google Apps collaboration tools to District employees, including DCPS. OCTO Labs developed and tested mobile applications, including the "Where's My Bus?" Circulator mobile app, and launched the first publicly available 311 API (application programming interface) in the world. Two Apps for Democracy contests were formulated and launched (winter 2008 and summer 2009), resulting in 55 applications for public consumption. OCTO successfully relaunched start.dc.gov, with single-sign-on capabilities that allows access from both the internet and intranet and better employee search functionality. Finally, OCTO was able to utilize consumer technology to quickly respond to agency workflow automation requests by deploying 400+ apps.

**INITIATIVE 2.2: Democratize access to government data by posting it online for easy, global access.**

In FY09, OCTO increased the amount of publicly-available data sets and visualization options to 400, by expanding the data feeds to include vacant properties, procurement and solicitation data, purchase card transactions, public space permits, building permits, recreation facilities work orders, and agencies' key performance initiatives. Transparency Roundup (<http://baconsrebellion.com/2009/09/30/transparency-roundup-3/>) refers to these type of projects as the "the gold standard in transparency..." and "phenomenal resources like Digital Public Square and D.C. Data Catalog." OCTO also partnered with OCP to launch a public facing website (contracts.dc.gov) to dedicate to large procurement solicitations (over \$1 million) to include all documentation, presentations and event videos.

**INITIATIVE 2.3: Make it easier to conduct business online by automating permitting and licensing.**

In fall 2008, OCTO partnered with the Department of Consumer and Regulatory Affairs (DCRA) to create the District's first neighborhood online service center, or "virtual permit center" at The Home Depot in Ward 5. OCTO created a "one-stop shop" for materials and licenses allowing District residents to apply for and print permits in-store during business hours through



repurposed computing kiosks linked to the DCRA's "Postcard Permit" system. In addition, OCTO worked with the Department of Small and Local Business Development to launch an electronic business licensing functionality through the "CBE Business Online" form.

**INITIATIVE 2.4: Expand benefits and enrollment for DC One Card.**

In FY09, OCTO successfully issued over 30000 DC One Cards, including 21000 to DC Public Schools secondary school students, 6000 to Summer Youth Employment Program participants (over 20,000 issued in FY08) and 3500 to DC government employees, mainly at DC Public Schools. OCTO brought 18 DCPS schools onto the DC One Card system, bringing the total to 72. OCTO implemented a consolidated Identity Management System (IDMS) and rolled out a self-service web activation form on [dconecard.dc.gov](http://dconecard.dc.gov). OCTO developed a standardized approach enabling card interoperability amongst participating agencies and preventing inefficiencies in duplicative records. In addition, OCTO began work to develop a more secure version of the DC One Card for use by first responders and the DC Taxicab Commission.

**INITIATIVE 2.5: Enable citizens to contact 911 via a variety of widely-used mobile technologies.**

In FY09, OCTO and OUC developed a three-year strategy to address next-generation 911 (NG911) capabilities for public safety, based on research of other jurisdictions' implementations. The current infrastructure would not be able to handle the bandwidth of multimedia technologies, including text messaging, video and images. As such, the agencies developed a technology roadmap for application and infrastructure standards, initiated procurements and transferred equipment amongst public safety agencies. In FY10, the District will pilot NG911 technologies on the upgraded infrastructure. This information was presented to OCA in May 2009.

**OBJECTIVE 3: ENSURE HIGH QUALITY SERVICE DELIVERY OF TECHNOLOGY PROJECTS AND ENFORCE ARCHITECTURAL STANDARDS.**

**INITIATIVE 3.1: Ensure accountability and transparency for IT investments.**

In winter 2008, OCTO identified all of the capital IT projects that need to be entered into Planview (portfolio and project management tool)/Stock Market Model. All agencies with capital IT projects were granted 1 license to enter the data into Planview. 150 projects are in Planview and 50 in SMM. There is ongoing roll-out and training to different clusters. OCA issued a memo to DMPED, OCTO and DDOT directors requesting that the minimum data requirements be entered into Planview.

**INITIATIVE 3.2: Lead IT Investment Boards for public education, public safety, and health care.**

In FY09, OCTO led quarterly IT investment board meetings in Public Safety, reviewing agency technology roadmaps, aligning agency initiatives with cluster priorities and reviewing the IT budget process. Given OCTO's role as the IT department for DC Public Schools (DCPS), OCTO relied on the Education Technology Office within the OCTO Project Management Office (PMO) to handle strategic alignment, funding of various priorities and direction of existing technology investments. OCTO did not host any Health & Human Services Investment Board meetings in FY09 because the capital funding for the Department of Human Services (DHS) case management system was reallocated and the investment decisions could not be made. Several related health and human services investments resulted from the regular meetings of the



Interagency Collaboration and Services Integration Commission (ICSIC).

**OBJECTIVE 4: Bridge the digital divide and enable economic development.**

**INITIATIVE 4.1: Expansion of wireless hotspots throughout the District.**

In FY09, OCTO implemented wireless broadband access in 118 government buildings, including schools, government facilities and city neighborhoods. OCTO successfully installed 5 outdoor wi-fi hotspots at DCPS sites in four wards across the District. OCTO lead citywide efforts to accelerate broadband deployment throughout the District by applying for federal government stimulus grant funds, specifically the Broadband Technology Opportunities Program (BTOP) administered by the National Telecommunications and Information Administration (NTIA), to promote the usage of the network in underserved areas and fund improved use of broadband by the Public Safety community. OCTO was responsible for coordinating with over 30 stakeholder agencies to gather their broadband requirements, then develop, write and submit a consolidated grant application for the District government.

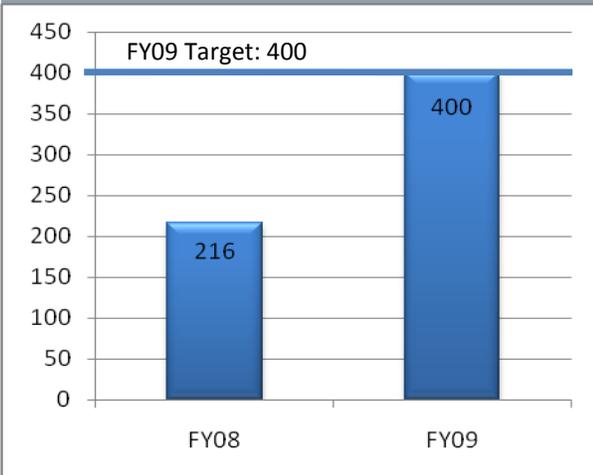
**INITIATIVE 4.2: Relocating OCTO operations in high-tech campuses.**

OCTO completed the relocation of the GIS program from 441 4th Street, NW to Jefferson Middle School in winter 2008.



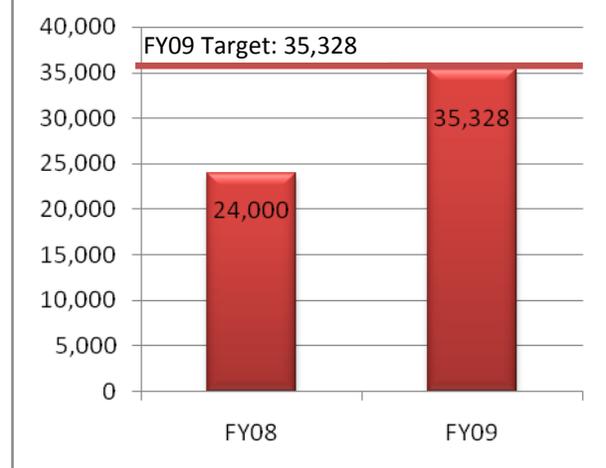
## Key Performance Indicators – Highlights

From Objective 2: # of data feeds available to the public



**FULLY ACHIEVED**

From Objective 1: # of employees on District's HR system



**FULLY ACHIEVED**

### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- Expanded the data feeds to include vacant properties, procurement and solicitation data, purchase card transactions, public space permits, building permits, recreation facilities work orders, and agencies' key performance initiatives.
- Partnered with agencies to collect operational data from multiple sources that enable decision support and government transparency.

#### *What external factors influenced this indicator?*

- Featured data feeds in "Apps for Democracy" public contests, an initiative to develop new software applications to make the DC government's data more accessible and useful.
- Launched the "digital public square" to drive government efficiency and transparency, providing data catalogs, 400 real-time data feeds and mapping applications at a new public site, [dps.dc.gov](http://dps.dc.gov).

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#### *How did the agency's actions affect this indicator?*

- Migrated DCPS and OSSE Transportation Administration employees to the District's electronic human resources management system to reduce the processing time for benefits and payroll-related transactions.
- Partnered with DCPS, OSSE, DCHR and Office of Pay and Retirement Services (OPRS) to ensure a successful migration by overseeing benefits, personnel, and time entry transactions; and providing customer support.

#### *What external factors influenced this indicator?*

- The total number of employees was affected by new hires, retirements, and terminations.
- DCPS and OSSE legacy HR and Payroll system was over 10 years old.

FY09 Performance Accountability Report



## Key Performance Indicators – Details

**Performance Assessment Key:**

● Fully achieved    
 ● Partially achieved    
 ● Not achieved    
 ● Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1 # of DCPS schools connected to DCNet	0	140	140	100%	ENTERPRISE SYSTEMS PROGRAM
●	1.2 % uptime for all OCTO-supported applications and infrastructure	99.92%	99.95%	99.99%	100.04%	DATA CENTER OPERATIONS AND MAINTENANCE
●	1.3 % of desktop issue tickets resolved within 4 hours	95.2%	97%	96.17%	99.14%	ENTERPRISE SYSTEMS PROGRAM
●	1.4 # of records/documents digitized Districtwide	20,400,000	40,400,000	39,127,447	96.85%	ENTERPRISE SYSTEMS PROGRAM
●	1.5 # of employees on District's HR system	24000	35328	35328	100%	ENTERPRISE SYSTEMS PROGRAM
●	2.1 # of data feeds available to the public	216	400	400	100%	ENTERPRISE SYSTEMS PROGRAM
●	4.1 # of public WiFi hotspots	100	200	218	109%	ENTERPRISE SYSTEMS PROGRAM