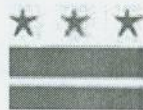


Government of the District of Columbia



Office of the Chief Technology Officer

Testimony of
Bryan Sivak
Chief Technology Officer

Public Hearing
on

Performance in FY 09 and FY 10 to date

Councilmember Mary Cheh, Chair
Committee on Government Operations & the Environment

Wednesday, March 17, 2010

John A. Wilson Building
Room 412
1350 Pennsylvania Avenue, NW
Washington, DC 20004

**STATEMENT OF BRYAN SIVAK, CHIEF TECHNOLOGY OFFICER,
BEFORE THE COMMITTEE ON GOVERNMENT OPERATIONS & THE ENVIRONMENT
DISTRICT OF COLUMBIA COUNCIL
Wednesday, March 17, 2010**

Introduction

Good morning, Madam Chair. I am Bryan Sivak, Chief Technology Officer (CTO) for the District of Columbia. I thank the Committee for its efforts to promote my recent confirmation as CTO. I appreciate the opportunity to testify today on the performance of the Office of the Chief Technology Officer (OCTO) in FY 09 and FY 10 to date.

OCTO Mission

OCTO's mission is to leverage the power of technology to improve service delivery, drive innovation, and bridge the digital divide to build a world-class city. OCTO is an internationally recognized technology leader. My pledge as incoming CTO is to shape OCTO into a premier customer service agency as well.

OCTO Performance

In FY 09 OCTO delivered a strong performance, fully completing 11 of our 13 performance goals and partially completing the rest. We are on track to do the same or better in FY 10. I'll highlight some major accomplishments.

Objective #1--Providing Ubiquitous, Reliable, Secure Computing for Government and the Public

One of OCTO's responsibilities is securely providing the basic computing utilities—email, enterprise applications, Internet access, telecommunications, helpdesk support, and data processing—that we all depend on to conduct the daily business of government. As in past years, OCTO provided these utilities with consistent, reliable service to nearly 100 District agencies and their 35,000 employees, achieving 99.99% uptime for all OCTO-supported applications and infrastructure and exceeding our Key Performance Indicator (KPI) of 99.95%.

In addition, at the request of the Chancellor, we continued serving as the technology department for the 120 facilities and over 8,000 employees of DC Public Schools (DCPS). OCTO provided day-to-day support for all DCPS technology functions including reliable helpdesk support for the nearly 6,500 PCs we installed in all schools and offices in 2008. We connected 120 public schools and sites to our state-of-the-art fiber-optic network, DC-Net, and implemented wireless access at 96 schools. We also established an architecture that will simultaneously improve phone and network services to the classroom, while reducing operational costs by maximizing use of federal E-Rate grants. We supported high-tech campuses at Amidon and Whittier Elementary Schools, Jefferson Middle School, and Coolidge High School, as well as McKinley Technology High School, by installing advanced instructional technology in nine classrooms and providing educational opportunities for students. We migrated over 11,000 DCPS and Office of the State Superintendent of Education (OSSE) Transportation employees to the District's HR, payroll, and benefits system, bringing the total system users to over 35,000 and helping advance another goal, the move to a fully digital government business environment.

We further advanced the transition to a digital government by helping establish scan centers at DCHR, DOH, OAG, and OCP, and by digitizing nearly 250,000 documents at the OCTO scan center. We worked toward the implementation of new automated procurement functions that we will complete this year. We completed much of the work necessary to launch a complete redesign of the District web portal. Our new portal is citizen centric, and will provide a uniform look and feel across all dc.gov sites and create a high quality experience for the user. The first new agency sites, DCPS, DDOT, DPW, DYRS, JGA, GLBT, and OCTO, are already up. We're on track to complete conversions of all 125 websites within the portal by spring 2011. Finally, we continued to maintain and enhance the over 200 online services offered through the portal. In February the digital government blog "Oh My Gov!" named the District's online snow center second in the nation, commenting:

“This was a close contender for the top spot, and part of the DC government's impressive technical tools...The site overall is a snow mountain of useful information...”

Objective #2--Lowering Cost of Government and Enhancing Service through Innovative Technologies

This year OCTO deployed numerous innovative technology initiatives to expand online public access to government data and services, enhancing government transparency and quality while reducing cost. In FY 09 we launched the Digital Public Square (dps.dc.gov) and expanded the District's data catalogue (data.dc.gov). Throughout the year we increased the number of data sets and visualization options on these sites to meet our KPI of 400, adding data on vacant properties, procurements, purchase card transactions, work orders, space permits, building permits, recreation facilities, agency performance initiatives, and more. We collaborated with OCP to launch a public website (contracts.dc.gov) that presents complete documents and event videos for large procurement solicitations. In February 2010 we opened a dramatic new transparency window with our “TrackDC” government accountability site (track.dc.gov). TrackDC is the world's first real-time, online dashboard for government agencies. TrackDC is a rich, interactive site where visitors can track the performance of District government agencies, connect directly to each agency, and perform their own analysis by downloading raw data to spreadsheets and other applications available on the site. We intend to enhance TrackDC regularly to improve its usefulness to residents, businesses, and visitors.

In addition, in FY 09 we launched the world's first publicly available 311 API (application programming interface) for submitting online public service requests. On March 3, 2010, we launched a collaboration with other cities to create a common, multi-jurisdiction Open 311. The common Open 311 allows developers to create new, innovative mobile and web applications that work in all participating jurisdictions and allow citizens to submit and track service requests anytime, anywhere.

In FY 09 OCTO partnered with DCRA to create the District's first neighborhood online service center at The Home Depot in Ward 5. The bright orange computer kiosk enables home improvement enthusiasts to get their DCRA permits at the same time and place as their building materials. OCTO also worked with DSLBD to create an electronic business licensing capability through the "CBE Business Center" application. In FY 09 we helped agencies throughout the District government automate business processes by developing over 400 new applications with innovative, nimble, low-cost consumer technologies like Quickbase. We conducted two Apps for Democracy contests that produced 55 useful open-source applications for government and public use, such as ilive.at, Social 311, and DC Historic Tours. We also opened a new "App Store" site (appstore.dc.gov) to showcase all the open-source applications built through Apps for Democracy and created a forum for the submission and evaluation of new innovative applications. In a February 2010 article, *The Economist* recognized our Apps for Democracy initiative and hailed the District as a "trailblazer in the field of open data."

Objective #3--Ensuring High Quality Technology Service and Enforcing Architecture Standards

In FY 09 and FY 10 to date, we have taken several major steps to ensure consistent, comprehensive management of District IT investments and to enforce IT architecture standards across District agencies. After an initiative in FY 09 to inventory major IT capital projects, we launched another initiative, now underway, to track all projects in a comprehensive dashboard that will quickly highlight areas needing improvement. Currently, we are tracking 200 projects. In FY 10 we have further and substantially strengthened and standardized management of District IT investments by adopting a reporting structure modeled on that of other administrative agencies like Office of the Attorney General (OAG), in which agency Chief Information Officers (CIOs) and IT leads report to the CTO as well as to the agency director. This new structure will enable OCTO to

strengthen enforcement of architecture standards and to eliminate or consolidate duplicative agency IT investments, producing cost savings for the taxpayer.

Objective #4--Bridging the Digital Divide and Enabling Economic Development

In FY 09 and FY 10 to date OCTO initiated a multi-faceted strategy to expand access to technology in underserved areas of the city. First, we pursued broader Internet access. We installed Wi-Fi hotspots in 111 government buildings (including schools, offices, and recreation centers) and at 8 outdoor sites across the District, bringing the total to 219. We also requested broadband stimulus funding to provide high speed Internet access to underserved communities in Wards 5, 7, and 8. Second, we recognize that access to technology also means access to computers and training. To that end, we included funding for computer training centers in our broadband stimulus request. We brokered a partnership between DCPL, Byte Back, and Cricket Wireless to provide discounted wireless access and computer training at District libraries, with each participant receiving his/her own computer upon graduation. Third, on February 26 of this year, OCTO collaborated with these partners, plus DCPS, DOES, and DPR, to bring residents, businesses and thought leaders together at the District's first-ever Community Broadband Summit, a public forum designed to address the city's digital divide. Fourth, we launched a project to establish full-service computer labs at recreation centers throughout the city, starting with Barry Farms and Bald Eagle in Ward 8. Finally, we expanded our commitment to helping youth pursue technology careers by relocating our entire GIS program to Jefferson Middle School. In FY 09 our staff provided demonstrations and instruction for over 80 sixth graders. So far this year, our staff has introduced about 50 middle school students to the intriguing and growing field of GIS.

Strengthening Program Controls

To support our strong performance against program goals, in FY 09 and FY 10 to date OCTO took steps to strengthen program controls in finance, program management, personnel management,

physical security, and particularly procurement, working closely with OCP. A highlight is the implementation of our ITSA program beginning in October 2008. As you know, ITSA replaced the District's previous inefficient, opaque, one-at-a-time method of procuring temporary IT staff with a best-practice structure in which a single prime contractor performs the administration of temporary IT staff procurement, using automated tools, standardized capped rates, and open public information. The program has not only saved significant amounts, it has broadened opportunities for District certified business enterprises (CBEs) and dramatically increased transparency in temporary IT staff procurement. In addition, the Chief Procurement Officer, David Gagan, and I are exploring opportunities to reduce our technology spend and increase controls through expanded use of cloud computing, District-standard hardware and software agreements, and enterprise applications.

Conclusion

Thank you for the opportunity to testify. I will be happy to answer any questions.

