# Chief Information Office

Chief Information Office	199
Management & Information Services	201
Administration	205
Application Dev & Sys Analysis	206
eGovernment	207
Technical Support & Services	208
BAIS Support	
MIS Operations	
Servers	
Telecommunications	212
Cable & Video Services	213

# Chief Information Office

# William G. Oates , Chief Information Officer

### Cabinet Mission

The mission of the Chief Information Officer is to provide systems and technologies that develop and support department personnel with information relative to their operations, support strategic planning, promote effective resource management, enhance customer service and promote internal and external electronic and voice communications.

Operating Budget	Program Name	Total Actual '06	Total Actual '07	Total Approp '08	Total Budget '09
	Management Information Systems	14,154,939	18,000,538	17,723,260	19,233,382
	Total	14,154,939	18,000,538	17,723,260	19,233,382

Capital Budget	Program Name	Total Actual '06	Total Actual '07	Total Approp '08	Total Budget '09
	Management Information Systems	285,375	1,191,114	7,176,048	12,950,000
	Total	285,375	1,191,114	7,176,048	12,950,000

# Management & Information Services Operating Budget

#### William G. Oates, Chief Information Officer Appropriation: 149

### Department Mission

The mission of the Management and Information Services Department is to provide systems and technologies that provide department personnel with information relative to their operations, support strategic planning, promote effective resource management, enhance customer service and promote internal and external electronic and voice communications.

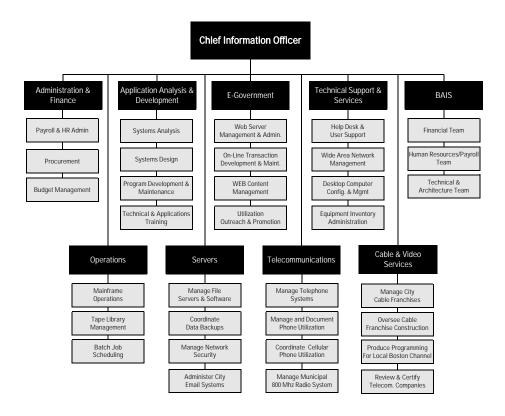
### FY09 Performance Strategies

- To deliver and support training for City of Boston employees.
- To enhance document imaging and management infrastructure.
- To implement remote desktop support and automated software distribution.
- To maintain and enhance the PeopleSoft ERP application software.
- To manage the CityofBoston.gov website and its ongoing development.
- To promote and oversee internet technology utilization city-wide.

Operating Budget	Program Name	Total Actual '06	Total Actual '07	Total Approp '08	Total Budget '09
	Administration	607,596	1,134,967	2,709,701	1,794,752
	Application Dev & Sys Analysis	2,162,832	2,013,421	2,222,824	3,878,811
	eGovernment	686,273	647,690	1,066,438	960,880
	Technical Support & Services	1,464,432	1,723,606	1,565,457	1,932,650
	BAIS Support	5,274,218	6,939,924	4,501,350	5,030,821
	MIS Operations	1,945,154	3,282,723	2,508,758	2,524,182
	Servers	945,711	1,072,370	1,575,192	1,532,803
	Telecommunications	769,457	792,341	1,129,816	1,126,327
	Cable & Video Services	299,263	393,495	443,721	452,604
	Total	14,154,936	18,000,537	17,723,257	19,233,830

Selected Service Indicators	Actual '06	Actual '07	Approp '08	Budget '09
Personnel Services Non Personnel	7,663,320 6,491,616	7,916,559 10,083,978	9,006,599 8,716,658	9,573,866 9,659,964
Total	14,154,936	18,000,537	17,723,257	19,233,830

# Management & Information Services Operating Budget



### **Description of Services**

The Management Information Systems department provides the infrastructure for voice and data networking and communications citywide. The Department maintains hardware platforms, and supports applications and office automation functionality for all City agencies. Personnel skilled in programming, analysis, hardware and software support, training, communications, and general technology consulting work with user departments on enhancing and maintaining their information systems.

# **Department History**

		FY06 Expenditure	FY07 Expenditure	FY08 Appropriation	FY09 Adopted	Inc/Dec 08 vs 09
	51000 Permanent Employees	7,369,502	7,584,986	8,831,229	9,398,496	567,267
	51100 Emergency Employees	274	0	175 270	175 270	0
	51200 Overtime 51600 Unemployment Compensation	291,606 0	313,628 17,945	175,370 0	175,370 0	0
	51700 Workers' Compensation	1,938	0	0	0	0
	Total Personnel Services	7,663,320	7,916,559	9,006,599	9,573,866	567,267
Contractual Services		FY06 Expenditure	FY07 Expenditure	FY08 Appropriation	FY09 Adopted	Inc/Dec 08 vs 09
	52100 Communications	202,399	163,026	219,175	220,766	1,591
	52200 Utilities 52400 Snow Removal	0	0	0	0	0
	52500 Garbage/Waste Removal	0	0	0	0	0
	52600 Repairs Buildings & Structures	0	0	0	0	0
	52700 Repairs & Service of Equipment 52800 Transportation of Persons	491,919 9,349	496,576 27,988	620,677 49,000	455,555 55,000	-165,122 6,000
	52900 Contracted Services	2,489,183	3,452,694	3,308,179	4,021,976	713,797
	Total Contractual Services	3,192,850	4,140,284	4,197,031	4,753,297	556,266
Supplies & Materials		FY06 Expenditure	FY07 Expenditure	FY08 Appropriation	FY09 Adopted	Inc/Dec 08 vs 09
	53000 Auto Energy Supplies	859	873	1,202	2,103	901
	53200 Food Supplies 53400 Custodial Supplies	45 0	1,100 0	0	0	0
	53500 Med, Dental, & Hosp Supply	0	0	0	0	0
	53600 Office Supplies and Materials	55,087	66,308	59,900	55,700	-4,200
	53700 Clothing Allowance 53800 Educational Supplies & Mat	0	0	0	0	0
	53900 Misc Supplies & Materials	51,709	304,453	66,520	37,920	-28,600
	Total Supplies & Materials	107,700	272 724	127 (22	05 700	0.4.000
		107,700	372,734	127,622	95,723	-31,899
Current Chgs & Oblig	_	FY06 Expenditure	FY07 Expenditure	FY08 Appropriation	95,723 FY09 Adopted	-31,899 Inc/Dec 08 vs 09
Current Chgs & Oblig	54300 Workers' Comp Medical			•		•
Current Chgs & Oblig	54400 Legal Liabilities	FY06 Expenditure 1,984 0	FY07 Expenditure 296 0	FY08 Appropriation  0 0	FY09 Adopted  0 0	Inc/Dec 08 vs 09  0 0
Current Chgs & Oblig	54400 Legal Liabilities 54500 Aid To Veterans	FY06 Expenditure 1,984 0 0	FY07 Expenditure  296 0 0	FY08 Appropriation  0 0 0 0	FY09 Adopted  0 0 0	Inc/Dec 08 vs 09  0 0 0
Current Chgs & Oblig	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification	1,984 0 0 0 0	296 0 0 0	FY08 Appropriation  0 0 0 0 0 0 0	FY09 Adopted 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0
Current Chgs & Oblig	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges	1,984 0 0 0 0 2,790,492	296 0 0 0 0 4,964,847	FY08 Appropriation  0 0 0 0 0 3,917,141	FY09 Adopted 0 0 0 0 0 0 4,311,120	0 0 0 0 0 0 0 393,979
Current Chgs & Oblig	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification	1,984 0 0 0 0	296 0 0 0	FY08 Appropriation  0 0 0 0 0 0 0	FY09 Adopted 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0
Current Chgs & Oblig  Equipment	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges	1,984 0 0 0 0 2,790,492	296 0 0 0 0 4,964,847	FY08 Appropriation  0 0 0 0 0 3,917,141	FY09 Adopted 0 0 0 0 0 0 4,311,120	0 0 0 0 0 0 0 393,979
	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig	1,984 0 0 0 0 2,790,492 2,792,476 FY06 Expenditure	296 0 0 0 4,964,847 4,965,143 FY07 Expenditure	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141 FY08 Appropriation	FY09 Adopted  0 0 0 0 4,311,120 4,311,120 FY09 Adopted	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09
	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig  55000 Automotive Equipment 55400 Lease/Purchase	1,984 0 0 0 0 2,790,492 2,792,476 FY06 Expenditure 0 61,108	FY07 Expenditure  296 0 0 0 4,964,847 4,965,143  FY07 Expenditure  0 82,135	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141 FY08 Appropriation  0 224,948	FY09 Adopted  0 0 0 0 4,311,120 4,311,120 FY09 Adopted  0 392,997	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09  0 168,049
	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig	1,984 0 0 0 0 2,790,492 2,792,476 FY06 Expenditure	296 0 0 0 4,964,847 4,965,143 FY07 Expenditure	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141 FY08 Appropriation	FY09 Adopted  0 0 0 0 4,311,120 4,311,120 FY09 Adopted	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09
	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig  55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment	FY06 Expenditure  1,984 0 0 0 2,790,492 2,792,476  FY06 Expenditure  0 61,108 0	FY07 Expenditure  296 0 0 0 4,964,847 4,965,143  FY07 Expenditure  0 82,135 0	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141  FY08 Appropriation  0 224,948 0	FY09 Adopted  0 0 0 0 4,311,120 4,311,120 FY09 Adopted  0 392,997 0	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09  0 168,049 0
	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig  55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment	FY06 Expenditure  1,984 0 0 0 2,790,492 2,792,476  FY06 Expenditure  0 61,108 0 337,482	FY07 Expenditure  296 0 0 0 4,964,847 4,965,143  FY07 Expenditure  0 82,135 0 523,682	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141 FY08 Appropriation  0 224,948 0 249,916	FY09 Adopted  0 0 0 0 4,311,120 4,311,120 FY09 Adopted  0 392,997 0 106,827	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09  0 168,049 0 -143,089
Equipment	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig  55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment	FY06 Expenditure  1,984 0 0 0 2,790,492 2,792,476  FY06 Expenditure  0 61,108 0 337,482 398,590	FY07 Expenditure  296 0 0 0 4,964,847 4,965,143  FY07 Expenditure  0 82,135 0 523,682 605,817	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141  FY08 Appropriation  0 224,948 0 249,916 474,864	FY09 Adopted  0 0 0 0 4,311,120 4,311,120  FY09 Adopted  0 392,997 0 106,827 499,824	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09  0 168,049 0 -143,089 24,960
Equipment	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig  55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment  56200 Special Appropriation 57200 Structures & Improvements	FY06 Expenditure  1,984 0 0 0 2,790,492 2,792,476  FY06 Expenditure  0 61,108 0 337,482 398,590  FY06 Expenditure	FY07 Expenditure  296 0 0 0 4,964,847 4,965,143  FY07 Expenditure  0 82,135 0 523,682 605,817  FY07 Expenditure  0 0 0	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141 FY08 Appropriation  0 224,948 0 249,916 474,864  FY08 Appropriation  0 0 0	FY09 Adopted  0 0 0 4,311,120 4,311,120  FY09 Adopted  0 392,997 0 106,827 499,824  FY09 Adopted	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09  0 168,049 0 -143,089 24,960 Inc/Dec 08 vs 09
Equipment	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig  55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment  56200 Special Appropriation 57200 Structures & Improvements 58000 Land & Non-Structure	FY06 Expenditure  1,984 0 0 0 2,790,492 2,792,476  FY06 Expenditure  0 61,108 0 337,482 398,590  FY06 Expenditure	FY07 Expenditure  296 0 0 0 4,964,847 4,965,143  FY07 Expenditure  0 82,135 0 523,682 605,817  FY07 Expenditure  0 0 0 0 0 0	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141 FY08 Appropriation  0 224,948 0 249,916 474,864  FY08 Appropriation	FY09 Adopted  0 0 0 4,311,120 4,311,120 FY09 Adopted  0 392,997 0 106,827 499,824 FY09 Adopted  0 0 0 0	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09  168,049 0 -143,089 24,960 Inc/Dec 08 vs 09  0 0 0 0 0 0 0 0
Equipment	54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54900 Other Current Charges Total Current Chgs & Oblig  55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment  56200 Special Appropriation 57200 Structures & Improvements	FY06 Expenditure  1,984 0 0 0 2,790,492 2,792,476  FY06 Expenditure  0 61,108 0 337,482 398,590  FY06 Expenditure	FY07 Expenditure  296 0 0 0 4,964,847 4,965,143  FY07 Expenditure  0 82,135 0 523,682 605,817  FY07 Expenditure  0 0 0	FY08 Appropriation  0 0 0 0 3,917,141 3,917,141 FY08 Appropriation  0 224,948 0 249,916 474,864  FY08 Appropriation  0 0 0	FY09 Adopted  0 0 0 4,311,120 4,311,120  FY09 Adopted  0 392,997 0 106,827 499,824  FY09 Adopted	Inc/Dec 08 vs 09  0 0 0 0 393,979 393,979 Inc/Dec 08 vs 09  0 168,049 0 -143,089 24,960 Inc/Dec 08 vs 09

# Department Personnel

Title	Union Code	Grade	Position	FY09 Salary	Title	Union Code	Grade	Position	FY09 Salary
Dir Of Mis	CDH	NG	1.00	150,412	Exec Asst (Asn)	EXM	10	1.00	97,950
Supv-Stat Mach Op&VtI Stat(Dpu	SU4	15	1.00	55,219	Sr Data Proc Systems Anl I	SE1	09	1.00	90,548
Data Proc Equip Tech (Mis/Dpu	SU4	15	11.00	575,861	Sr Data Proc Sys Analyst	SE1	08	26.00	1,970,217
, , , ,					, ,				
Mgmt_ Analyst	SU4	15	1.00	43,520	Manager-Data Proc(Netwk Spec)	SE1	08	2.00	164,835
Exec Asst (Mgmt Info Svcs)	EXM	14	5.00	594,848	Sr Employee Development Asst	SE1	08	1.00	84,305
Sr Computer Operator	SU4	13	1.00	45,414	Sr Admin An (Asd/Cable)	SE1	80	2.00	168,609
Head_Clerk	SU4	12	1.00	41,867	Data Proc Sys Analyst 1	SE1	07	2.00	148,082
Exec Asst(Management Serv,Asd)	EXM	12	1.00	107,890	PrinResearchAnalyst	SE1	06	1.00	70,198
Exec.Assistant	SE1	12	1.00	107,890	DP Sys AnI	SE1	06	15.00	975,071
Prin Dp Sys Anl-DP	SE1	11	10.00	972,794	Data Proc Systems Anl	EXM	06	1.00	46,650
Sr Data Proc Sys AnI(Ads/Dpu)	SE1	10	22.00	1,955,069	Manager-DataProcessing	SE1	06	1.00	70,198
Prin Data Proc Systems Analyst	SE1	10	2.00	193,118	ManagementAnalyst(Asd/Admin)	SE1	06	1.00	70,198
Data Proc Proj Mgr (Asn Svc)	SE1	10	2.00	192,423	Adm_Assistant	SE1	04	1.00	57,121
Exec Asst (Obpe)	EXM	10	1.00	97,950	AsstManager-DataProcessing	SE1	04	10.00	581,931
					Total			125	9,730,189
					Adjustments				
					Differential Payments				0
					Other				120,254
					Chargebacks				-118,970
					Salary Savings				-332,977
					FY09 Total Request				9,398,496

# Program 1. Administration

# Marie Donovan, Manager Organization: 149100

# **Program Description**

The Administration Program provides support services to the other MIS programs including contract processing, accounts payable, payroll and personnel work, budget monitoring and preparation. The program is also charged with general office administration and upkeep responsibilities.

Selected Service Indicators	Actual '06	Actual '07	Approp '08	Budget '09
Personnel Services Non Personnel	403,137 204,459	445,298 689,669	858,459 1,851,242	1,067,078 727,674
Total	607,596	1,134,967	2,709,701	1,794,752

# Program 2. Application Development & System Analysis

# Robert O'Donnell, Manager Organization: 149200

### **Program Description**

This program is responsible for all aspects of systems analysis and application development and maintenance. Staff in this program area analyze business needs, develop program designs and code/modify computer systems to address user department needs related to information systems and departmental business functions.

- To deliver and support training for City of Boston employees.
- To enhance document imaging and management infrastructure.

Performance Measures		Actual '06	Actual '07	Projected '08	Target '09
	% of City employees who are computer proficient				50%
	Classes held			116	150
	Departments implementing document imaging and management capabilities			5	15
	On-line and automated forms created	41	42	54	100
Selected Service Indicators		Actual '06	Actual '07	Approp '08	Budget '09
	Personnel Services Non Personnel	1,031,477 1,131,355	1,166,914 846,507	1,458,848 763,976	1,761,627 2,117,184
	Total	2,162,832	2,013,421	2,222,824	3,878,811

# Program 3. eGovernment

# Rajesh Pareek, Manager Organization: 149300

# **Program Description**

This program area provides enterprise level coordination of new and existing information technologies available for use by qualifying agencies. This includes city departments, quasipublic agencies, community-based organizations and non-profits.

- To manage the CityofBoston.gov website and its ongoing development.
- To promote and oversee internet technology utilization city-wide.

Performance Measures		Actual '06	Actual '07	Projected '08	Target '09
	Online excise payments User sessions to the City's web sites	52,181 7,540,874	48,482 8,570,151	67,532 10,086,439	75,000 11,000,000
Selected Service Indicators		Actual '06	Actual '07	Approp '08	Budget '09
	Personnel Services Non Personnel	472,358 213,915	364,627 283,063	603,182 463,256	697,719 263,161
	Total	686,273	647,690	1,066,438	960,880

# Program 4. Technical Support & Services

# John Malinsky, Manager Organization: 149400

### **Program Description**

Technical Support and Services is the primary contact point for any technology request made to the department. Requests for service are tracked to closure and reported on the level of customer satisfaction. This area also includes wide-area network support for all city departments.

- To ensure customer satisfaction in all categories of technical service.
- To implement remote desktop support and automated software distribution.
- To provide installation and support of City of Boston approved software suites.
- To track the number of viruses.

Performance Measures		Actual '06	Actual '07	Projected '08	Target '09
	% of customer surveys which are rated good or better Desktops enabled for automated software distribution Number of viruses detected Technical assistance calls received and responded to	8,804	125 11,869	100% 1,500 3,828 14,738	95% 4,500 4,500 12,000
Selected Service Indicators		Actual '06	Actual '07	Approp '08	Budget '09
	Personnel Services Non Personnel	1,273,900 190,532	1,326,667 396,939	1,390,384 175,073	1,449,887 482,763
	Total	1,464,432	1,723,606	1,565,457	1,932,650

# Program 5. BAIS Support

# Patricia Murphy, Manager Organization: 149500

### **Program Description**

The BAIS program is responsible for the management, modification and maintenance of the PeopleSoft ERP software used for city-wide financials, payroll and human resource support functions. Staff in this program assist departments in identifying opportunities to improve administrative processes through the utilization of automated administrative systems.

# **Program Strategies**

To maintain and enhance the PeopleSoft ERP application software.

Performance Measures		Actual '06	Actual '07	Projected '08	Target '09
	Number of BAIS application enhancement/business process improvements		20	23	42
Selected Service Indicators		Actual '06	Actual '07	Approp '08	Budget '09
	Personnel Services Non Personnel	2,307,812 2,966,406	2,393,626 4,546,298	2,412,948 2,088,402	2,257,591 2,773,230
	Total	5,274,218	6,939,924	4,501,350	5,030,821

# Program 6. MIS Operations

# John Malinsky, Manager Organization: 149600

# **Program Description**

The Operations Program is charged with the day to day care of the City's major computer systems and architectures. Responsibilities include input, output, backup and archiving on a 24 hour, 365 day per year basis.

- $\bullet~$  To process PeopleSoft/BAIS transactions.
- To upgrade and operate systems and ensure their availability.

Performance Measures		Actual '06	Actual '07	Projected '08	Target '09
	Pages of reports and special forms produced PeopleSoft availability	5,542,679	4,136,660	5,219,033 99%	4,500,000 99%
Selected Service Indicators		Actual '06	Actual '07	Approp '08	Budget '09
	Personnel Services Non Personnel	888,902 1,056,252	903,008 2,379,715	965,513 1,543,245	990,779 1,533,403
	Total	1,945,154	3,282,723	2,508,758	2,524,182

# Program 7. Servers

# Kai Yuen, Manager Organization: 149700

# **Program Description**

The Server Program configures, maintains and expands the City's various database and general purpose file servers and manages security configurations across all hardware platforms. This program also manages, maintains and configures the City's storage area network and robotic tape library.

# Program Strategies

To upgrade and maintain server software at appropriate levels.

Performance Measures		Actual '06	Actual '07	Projected '08	Target '09
	Servers maintained at current software levels	69	60	160	175
Selected Service Indicators		Actual '06	Actual '07	Approp '08	Budget '09
	Personnel Services Non Personnel	678,420 267,291	678,091 394,279	639,933 935,259	667,094 865,709
	Total	945,711	1,072,370	1,575,192	1,532,803

# Program 8. Telecommunications

Ann Roper Quinn, Manager Organization: 149800

# **Program Description**

The Telecommunications Program maintains the City of Boston telecommunications infrastructure (wireless, voice and data). Responsibilities include premise wiring, network components, carrier-based services, network management and billing.

- To assist City departments with telecommunication needs.
- To assist with planning moves and changes of City departments.
- To plan for the implementation of a City Fiber Optic Network.

Performance Measures		Actual '06	Actual '07	Projected '08	Target '09
	Calls for service responded to within 24 hours Number of buildings converted to Fiber Network Phones managed Relocations and moves planned and conducted	2,357 25 10,069 18	1,500 12 10,100 10	2,136 118 10,123 26	2,000 95 10,100 12
Selected Service Indicators		Actual '06	Actual '07	Approp '08	Budget '09
	Personnel Services Non Personnel	325,171 444,286	343,083 449,258	367,813 762,003	362,487 763,840
	Total	769,457	792,341	1,129,816	1,126,327

# Program 9. Cable & Video Services

Non Personnel

Total

### Michael Lynch, Manager Organization: 149900

### Program Description

The Cable & Video Services Program oversees the City's cable franchise(s); oversees cable construction, enforces contractual and regulatory obligations for the operators, certifies telecom companies seeking to do business with the City's Public Improvement Commission, produces government and educational access television and advocates for customers in disputes with cable operators.

### Program Strategies

 To ensure compliance by operators with cable franchise requirements by evaluating and facilitating processing of complaints between user and provider.

134,202

443,721

98,250

393,495

To maintain and improve cable program production.

Performance Measures		Actual '06	Actual '07	Projected '08	Target '09
	Disputes logged and resolved Programs produced	2,796 360	4,000 300	7,182 424	6,000 400
Selected Service Indicators		Actual '06	Actual '07	Approp '08	Budget '09
	Personnel Services	282.143	295.245	309.519	319.604

17,120

299,263

133,000

452,604

# Management & Information Services Capital Budget

#### **Overview**

Capital investment in technology enables the City to work more efficiently at a lower cost, to be more responsive to citizens and to provide convenience for Boston's residents, businesses and visitors. Ongoing and new initiatives will build upon this progress, ensuring the City remains competitive and coordinated in computer information and communication technology.

### FY09 Major Initiatives

- Creation of an enterprise-wide Constituent
  Relationship Management (CRM) system and
  Work Order Management (WOM) application
  with enhanced call-center technology. Phase I
  deployment includes Parks, Public Works and
  Transportation departments.
- A Public Safety Technology initiative begins in FY09. This long-term project will include complete assessments and conceptual plans to update various public safety applications including: Computer Aided Dispatch (CAD), the Laboratory Information System (LIMS) and the Incident Tracking System (ITS).
- System development will continue this year on implementation of an enterprise GIS program.
   This will improve the accuracy and interoperability of geographic information used by City departments. The first phase includes an enterprise license agreement and a new map service for the City website.
- The installation of a City-owned fiber optic network will continue in FY09. Phase I will connect 130 City buildings, reducing operating costs by eliminating leased line costs, and place the foundation for a Phase II wireless network.

Capital Budget Expenditures	Total Actual '06	Total Actual '07	Estimated '08	Total Projected '09
Total Department	285,375	1,191,114	7,176,048	12,950,000

#### ADMINISTRATION AND FINANCE INITIATIVES

### **Project Mission**

Creation and renovation of the City's finance and administration tools beginning with the creation of a new time and attendance system for the City. Future projects may include review of the property tax system and financials system. *Managing Department,* Management Information Services *Status,* New Project *Location,* Citywide

Authorizations					
			١	Non Capital	
Source	Existing	FY09	Future	Fund	Total
City Capital	0	1,000,000	0	0	1,000,000
Grants/Other	0	0	0	0	0
Total	0	1,000,000	0	0	1,000,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	0	0	1,000,000	0	1,000,000
Grants/Other	0	0	0	0	0
Total	0	0	1,000,000	0	1,000,000

### CORE TECHNOLOGY INFRASTRUCTURE

#### **Project Mission**

Install new hardware platforms to run the applications that support City business; scope includes data center consolidation, server virtualization, business interruption planning, enterprise storage, and network environment management.

*Managing Department,* Management Information Services *Status,* New Project *Location,* Citywide

Authorizations					
				Non Capital	
Source	Existing	FY09	Future	Fund	Total
City Capital	0	1,000,000	0	0	1,000,000
Grants/Other	0	0	0	0	0
Total	0	1,000,000	0	0	1,000,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	0	0	1,000,000	0	1,000,000
Grants/Other	0	0	0	0	0
Total	0	0	1,000,000	0	1,000,000

#### CRM/WOM AND CALL CENTER TECHNOLOGY

### **Project Mission**

Creation of an enterprise-wide Constituent Relationship Management (CRM) system and Work Order Management (WOM) application with enhanced call-center technology. Phase I deployment includes Parks, Public Works and Transportation departments.

*Managing Department*, Management Information Services *Status*, In Construction *Location*, Central Business District

Authorizations					
				Non Capital	
Source	Existing	FY09	Future	Fund	Total
City Capital	3,800,000	1,700,000	0	0	5,500,000
Grants/Other	0	0	0	0	0
Total	3,800,000	1,700,000	0	0	5,500,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	0	2,300,000	2,700,000	500,000	5,500,000
Grants/Other	0	0	0	0	0
Total	0	2,300,000	2,700,000	500,000	5,500,000

#### ENTERPRISE GEOGRAPHIC INFORMATION SYSTEM

### **Project Mission**

Develop and implement components of a citywide enterprise Geographic Information System. Phase one includes an enterprise license agreement and a new map service for the City website.

*Managing Department*, Management Information Services *Status*, In Design *Location*, Citywide

Authorizations					
				Non Capital	
Source	Existing	FY09	Future	Fund	Total
City Capital	500,000	1,000,000	0	0	1,500,000
Grants/Other	0	0	0	0	0
Total	500,000	1,000,000	0	0	1,500,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	0	500,000	1,000,000	0	1,500,000
Grants/Other	0	0	0	0	0
Total	0	500,000	1,000,000	0	1,500,000

#### FIBER OPTIC NETWORK

### **Project Mission**

Develop a City-managed fiber optic network to replace leased data lines between City buildings. The project will connect 130 City-owned buildings and lay the foundation for a second wireless phase. \*\*Managing Department\*\*, Management Information Services\*\* \*\*Status\*\*, In Construction \*\*Location\*\*, Citywide\*\*

Authorizations					
			]	Non Capital	
Source	Existing	FY09	Future	Fund	Total
City Capital	3,000,000	3,000,000	0	0	6,000,000
Grants/Other	0	0	0	750,000	750,000
Total	3,000,000	3,000,000	0	750,000	6,750,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	0	3,000,000	3,000,000	0	6,000,000
Grants/Other	0	0	0	0	0
Total	0	3,000,000	3,000,000	0	6,000,000

# IMAGING AND DOCUMENT MANAGEMENT

#### **Project Mission**

Establish an enterprise-wide imaging and workflow platform that can be used to store departmental records as well as route various paper documents through City processes.

*Managing Department*, Management Information Services *Status*, In Design *Location*, NA

Authorizations					
			1	Non Capital	
Source	Existing	FY09	Future	Fund	Total
City Capital	750,000	0	550,000	0	1,300,000
Grants/Other	0	0	0	0	0
Total	750,000	0	550,000	0	1,300,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	98,290	30,000	500,000	671,710	1,300,000
Grants/Other	0	0	0	0	0
Total	98,290	30,000	500,000	671,710	1,300,000

#### PERMIT AND INSPECTION SYSTEM

### **Project Mission**

Purchase and implement a web-based automated permit and inspection system which will allow integration within ISD divisions and the capability to connect with other city agencies. The Boston Fire Department implementation will begin after ISD.

*Managing Department*, Management Information Services *Status*, Ongoing Program *Location*, NA

Authorizations					
				Non Capital	
Source	Existing	FY09	Future	Fund	Total
City Capital	2,777,925	400,000	0	0	3,177,925
Grants/Other	0	0	0	0	0
Total	2,777,925	400,000	0	0	3,177,925
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	1,166,950	910,975	900,000	200,000	3,177,925
Grants/Other	0	0	0	0	0
Total	1,166,950	910,975	900,000	200,000	3,177,925

### PUBLIC SAFETY SYSTEMS ASSESSMENTS

### **Project Mission**

Complete assessments and conceptual plans to update various public safety applications including: Computer Aided Dispatch (CAD), the Laboratory Information System (LIMS) and the Incident Tracking System (ITS). *Managing Department,* Management Information Services *Status,* In Design *Location,* Citywide

Authorizations					
			Non Capital		
Source	Existing	FY09	Future	Fund	Total
City Capital	200,000	300,000	0	0	500,000
Grants/Other	0	0	0	0	0
Total	200,000	300,000	0	0	500,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	0	0	400,000	100,000	500,000
Grants/Other	0	0	0	0	0
Total	0	0	400,000	100,000	500,000

### PUBLIC SAFETY SYSTEMS IMPLEMENTATION

### **Project Mission**

Implementation of various public safety initiatives, beginning with mobile technology and data architecture, improving interoperability between existing data systems and increasing GPS capabilities. *Managing Department*, Management Information Services *Status*, New Project *Location*, Citywide

Authorizations					
			Non Capital		
Source	Existing	FY09	Future	Fund	Total
City Capital	0	2,500,000	0	0	2,500,000
Grants/Other	0	0	0	0	0
Total	0	2,500,000	0	0	2,500,000
Expenditures (Actual and Planned)					
	Thru				
Source	1hru 6/30/07	FY08	FY09	FY10-13	Total
Source City Capital		FY08 0	FY09 1,950,000	FY10-13 550,000	Total 2,500,000
	6/30/07				

# YOUTH AND HUMAN SERVICES INITIATIVES

#### **Project Mission**

Implement technology to track utilization of programs, improve visibility and access to services across departments in support of the Community Learning Initiative.

*Managing Department*, Management Information Services *Status*, New Project *Location*, Citywide

Authorizations					
			Non Capital		
Source	Existing	FY09	Future	Fund	Total
City Capital	0	1,000,000	0	0	1,000,000
Grants/Other	0	0	0	0	0
Total	0	1,000,000	0	0	1,000,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/07	FY08	FY09	FY10-13	Total
City Capital	0	0	500,000	500,000	1,000,000
Grants/Other	0	0	0	0	0
Total	0	0	500,000	500,000	1,000,000