Information & Technology

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Information & Technology

David Elges, Chief Information Officer

Cabinet Mission

The mission of the Information and Technology Cabinet 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		Total Actual '18	Total Actual '19	Total Approp	Total Budget '21
	Department of Innovation & Technology	33,816,196	39,059,084	34,360,306	35,353,550
	Total	33,816,196	39,059,084	34,360,306	35,353,550
Capital Budget Expenditures		Actual '18	Actual '19	Estimated '20	Projected '21
	Department of Innovation & Technology	6,121,828	9,291,443	16,289,125	19,437,450
	Total	6,121,828	9,291,443	16,289,125	19,437,450
External Funds Expenditures		Total Actual '18	Total Actual '19	Total Approp	Total Budget '21
	Department of Innovation & Technology	4,957,069	4,239,068	4,400,000	5,313,425
	Total	4,957,069	4,239,068	4,400,000	5,313,425

Department of Innovation & Technology Operating Budget

David Elges, Chief Information Officer, Appropriation 149000

Department Mission

The Department of Innovation and Technology is the City's enterprise wide technology services organization providing solutions that enable our business partners across all City departments. DoIT's primary day-to-day responsibility is to ensure that the networks, desktop computers, e-mail systems, and applications that support the business of City government are continuously available and operating effectively. DoIT embraces its responsibility to help manage costs through difficult financial times by continuously improving the cost structure of the City's technology without compromising service. Our commitment to being environmentally responsible is often synergistic with these economic and service responsibilities.

Selected Performance Goals

Enterprise Applications

• Modernization of paper based processes to digital formats.

Core Infrastructure

• To provide City Hall employees with the IT tools to effectively execute their job.

Broadband & Digital Equity

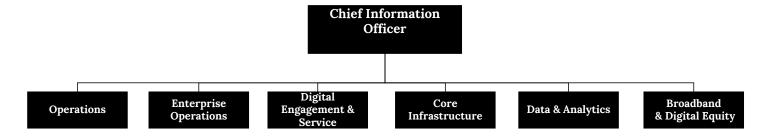
• Closing the digital equity gap.

Operating Budget	Program Name	Total Actual '18	Total Actual '19	Total Approp '20	Total Budget '21
	DoIT Operations	5,283,201	5,499,262	3,928,892	4,272,042
	Enterprise Applications	14,089,214	13,455,615	12,155,740	12,762,221
	Digital Engagement & Services	828,916	1,772,336	1,591,515	1,248,785
	Core Infrastructure	11,619,964	16,013,590	13,866,114	14,315,294
	Data & Analytics	1,553,668	1,885,043	2,175,730	1,985,097
	Broadband & Digital Equity	441,233	433,238	642,315	770,111
	Total	33,816,196	39,059,084	34,360,306	35,353,550
	- · · ·		m . 1.4 140	Total Approp	m . 15 1

External Funds Budget	Fund Name	Total Actual '18	Total Actual '19	Total Approp '20	Total Budget '21
	21st Century Access Funds	4,179,586	4,179,586	4,400,000	4,400,000
	Digital Equity/Smart City	0	0	0	1,113,426
	Human Capital Management Upgrade	769,083	59,483	0	0
	Weights & Measures	8,400	0	0	0
	Total	4,957,069	4,239,069	4,400,000	5,313,426

	Operating Budget	Actual '18	Actual '19	Approp '20	Budget '21
•	Personnel Services Non Personnel	13,630,818 20,185,378	13,502,722 25,556,362	14,170,404 20,189,902	14,265,035 21,088,515
	Total	33,816,196	39,059,084	34,360,306	35,353,550

Department of Innovation & Technology Operating Budget



Description of Services

The Department of Innovation and Technology (DoIT) improves the delivery of government services to the public through the effective management of the City's existing and emerging technologies. DoIT introduces innovative technologies and processes designed to drive efficiency into government operations. DoIT also provides professional project management and business analysis services, in addition to maintaining the hardware and software platforms necessary to support the daily technical and communication operations of the City. 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

Personnel Services	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
51000 Permanent Employees	13,144,850	13,154,123	13,902,126	13,996,894	94,768
51100 Emergency Employees 51200 Overtime	42,462 362,398	28,487 298,451	50,278 218,000	50,141 218,000	-137 0
51600 Unemployment Compensation	4,751	12,048	0	0	0
51700 Workers' Compensation	76,357	9,613	0	0	0
Total Personnel Services	13,630,818	13,502,722	14,170,404	14,265,035	94,631
Contractual Services	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
52100 Communications	1,074,904	1,055,630	704,000	585,000	-119,000
52200 Utilities 52400 Snow Removal	1,171 0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	1,000,000	0	0
52700 Repairs & Service of Equipment 52800 Transportation of Persons	1,041,385 94,188	989,401 78,338	1,886,662 50,000	2,044,290 21,600	157,628 -28,400
52900 Contracted Services	5,384,098	7,382,674	4,975,815	2,766,702	-2,209,113
Total Contractual Services	7,595,746	9,506,043	7,616,477	5,417,592	-2,198,885
Supplies & Materials	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	14,957	15,993	13,050	15,050	2,000
53700 Clothing Allowance	2,750	1,750	1,750	1,750	0
53800 Educational Supplies & Mat 53900 Misc Supplies & Materials	0 21,103	0 23,357	0 25,000	0 25,000	0
Total Supplies & Materials	38,810	41,100	39,800	41,800	2,000
Current Chgs & Oblig	FY18 Expenditure	77140 T 11.	EV20 Ammonulation		
	r 118 Expellulture	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
54300 Workers' Comp Medical	2,915	5,420	0 P 120 Appropriation	FY21 Recommended 0	Inc/Dec 20 vs 21
54400 Legal Liabilities	2,915 0	5,420 0	0	0 0	0
54400 Legal Liabilities 54500 Aid To Veterans	2,915 0 0	5,420 0 0	0 0 0	0 0 0	0 0 0
54400 Legal Liabilities	2,915 0	5,420 0	0	0 0	0
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account	2,915 0 0 0 0 0	5,420 0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges	2,915 0 0 0 0	5,420 0 0 0 0 0 0 0 14,657,859	0 0 0 0 0 0 0 11,136,255	0 0 0 0 0 0 0 0 14,907,180	0 0 0 0 0 0 0 3,770,925
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig	2,915 0 0 0 0 0 0 10,918,904	5,420 0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig Equipment	2,915 0 0 0 0 0 10,918,904 10,921,819 FY18 Expenditure	5,420 0 0 0 0 0 14,657,859 14,663,279	0 0 0 0 0 0 11,136,255 11,136,255	0 0 0 0 0 0 14,907,180 14,907,180	0 0 0 0 0 0 3,770,925 3,770,925
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig	2,915 0 0 0 0 0 0 10,918,904 10,921,819	5,420 0 0 0 0 0 0 14,657,859 14,663,279	0 0 0 0 0 0 11,136,255 11,136,255	0 0 0 0 0 0 0 14,907,180 14,907,180	0 0 0 0 0 0 0 3,770,925 3,770,925
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment	2,915 0 0 0 0 0 10,918,904 10,921,819 FY18 Expenditure 0 1,225,198 0	5,420 0 0 0 0 0 14,657,859 14,663,279 FY19 Expenditure 0 1,175,819 0	0 0 0 0 0 0 11,136,255 11,136,255 FY20 Appropriation 0 1,077,370 0	0 0 0 0 0 0 14,907,180 14,907,180 FY21 Recommended 0 696,943 0	0 0 0 0 0 0 3,770,925 3,770,925 Inc/Dec 20 vs 21 0 -380,427 0
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment	2,915 0 0 0 0 10,918,904 10,921,819 FY18 Expenditure 0 1,225,198 0 403,805	5,420 0 0 0 0 14,657,859 14,663,279 FY19 Expenditure 0 1,175,819 0 170,121	0 0 0 0 0 0 11,136,255 11,136,255 FY20 Appropriation 0 1,077,370 0 320,000	0 0 0 0 0 0 14,907,180 14,907,180 FY21 Recommended 0 696,943 0 25,000	0 0 0 0 0 0 3,770,925 3,770,925 Inc/Dec 20 vs 21 0 -380,427 0 -295,000
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment Total Equipment	2,915 0 0 0 0 10,918,904 10,921,819 FY18 Expenditure 0 1,225,198 0 403,805 1,629,003	5,420 0 0 0 0 14,657,859 14,663,279 FY19 Expenditure 0 1,175,819 0 170,121 1,345,940	0 0 0 0 0 0 11,136,255 11,136,255 11,136,255 FY20 Appropriation 0 1,077,370 0 320,000 1,397,370	0 0 0 0 0 0 14,907,180 14,907,180 FY21 Recommended 0 696,943 0 25,000 721,943	0 0 0 0 0 0 3,770,925 3,770,925 Inc/Dec 20 vs 21 0 -380,427 0 -295,000 -675,427
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment	2,915 0 0 0 0 0 10,918,904 10,921,819 FY18 Expenditure 0 1,225,198 0 403,805 1,629,003 FY18 Expenditure	5,420 0 0 0 0 14,657,859 14,663,279 FY19 Expenditure 0 1,175,819 0 170,121 1,345,940 FY19 Expenditure	0 0 0 0 0 0 11,136,255 11,136,255 11,136,255 FY20 Appropriation 0 1,077,370 0 320,000 1,397,370 FY20 Appropriation	0 0 0 0 0 0 14,907,180 14,907,180 FY21 Recommended 0 696,943 0 25,000 721,943	0 0 0 0 0 0 3,770,925 3,770,925 Inc/Dec 20 vs 21 0 -380,427 0 -295,000 -675,427 Inc/Dec 20 vs 21
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment Other 56200 Special Appropriation	2,915 0 0 0 0 0 10,918,904 10,921,819 FY18 Expenditure 0 1,225,198 0 403,805 1,629,003 FY18 Expenditure	5,420 0 0 0 0 14,657,859 14,663,279 FY19 Expenditure 0 1,175,819 0 170,121 1,345,940 FY19 Expenditure	0 0 0 0 0 0 11,136,255 11,136,255 11,136,255 FY20 Appropriation 0 1,077,370 0 320,000 1,397,370 FY20 Appropriation	0 0 0 0 0 0 14,907,180 14,907,180 FY21 Recommended 0 696,943 0 25,000 721,943 FY21 Recommended	0 0 0 0 0 0 3,770,925 3,770,925 Inc/Dec 20 vs 21 0 -380,427 0 -295,000 -675,427 Inc/Dec 20 vs 21
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment	2,915 0 0 0 0 0 10,918,904 10,921,819 FY18 Expenditure 0 1,225,198 0 403,805 1,629,003 FY18 Expenditure	5,420 0 0 0 0 14,657,859 14,663,279 FY19 Expenditure 0 1,175,819 0 170,121 1,345,940 FY19 Expenditure	0 0 0 0 0 0 11,136,255 11,136,255 11,136,255 FY20 Appropriation 0 1,077,370 0 320,000 1,397,370 FY20 Appropriation	0 0 0 0 0 0 14,907,180 14,907,180 FY21 Recommended 0 696,943 0 25,000 721,943	0 0 0 0 0 0 3,770,925 3,770,925 Inc/Dec 20 vs 21 0 -380,427 0 -295,000 -675,427 Inc/Dec 20 vs 21
54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment Other 56200 Special Appropriation 57200 Structures & Improvements	2,915 0 0 0 0 10,918,904 10,921,819 FY18 Expenditure 0 1,225,198 0 403,805 1,629,003 FY18 Expenditure	5,420 0 0 0 0 14,657,859 14,663,279 FY19 Expenditure 0 1,175,819 0 170,121 1,345,940 FY19 Expenditure 0 0 0 0	0 0 0 0 0 0 11,136,255 11,136,255 11,136,255 FY20 Appropriation 0 1,077,370 0 320,000 1,397,370 FY20 Appropriation	0 0 0 0 0 0 14,907,180 14,907,180 FY21 Recommended 0 696,943 0 25,000 721,943 FY21 Recommended	0 0 0 0 0 0 3,770,925 3,770,925 Inc/Dec 20 vs 21 0 -380,427 0 -295,000 -675,427 Inc/Dec 20 vs 21

Department Personnel

Title	Union Code	Grade	Position	FY21 Salary	Title	Union Code	Grade	Position	FY21 Salary
Admin Asst (Election)	SE1	06	1.00	60,314	Employee Development Asst	SE1	04	1.00	49,311
Asst Manager-DataProcessing	SE1	04	5.00	377,543	Exec Asst (Mgmt Info Svcs)	EXM	14	2.00	250,828
Broadband Digital Equity Advocate	SE1	06	1.00	90,319	Exec.Assistant	SE1	12	2.00	277,626
Chief Data Officer	EXM	14	1.00	139,351	Executive Secretary	SE1	06	1.00	90,319
Chief Digital Officer	EXM	14	1.00	149,334	Head Clerk	SU4	12	1.00	56,052
Chief Inform & Security Officer	EXM	NG	1.00	175,481	Management Analyst (Asd/Admin)	SE1	06	1.00	63,022
Chief of Enterprise Application	EXM	14	1.00	149,334	Mgmt_ Analyst	SU4	15	1.00	70,871
Chief of Staff.	EXM	11	1.00	130,038	Prin Admin Assistant	SE1	08	1.00	108,468
Chief Technology Officer	EXM	14	1.00	149,334	Prin Data Proc Systems Analyst	SE1	10	27.00	3,050,267
Data Proc Equip Tech (Mis/Dpu	SU4	15	6.00	379,722	Prin Dp Sys Anl-DP	SE1	11	10.00	1,185,208
Data Proc Proj Mgr (Asn Svc)	SE1	10	1.00	126,024	Prin Research Analyst	SE1	06	1.00	90,319
Data Proc Sys Analyst I	SE1	07	3.00	297,730	Principal_Clerk	SU4	10	1.00	47,924
Dep CTO (Chief Technology Offcr)	EXM	12	1.00	135,427	Sr Computer Operator	SU4	13	1.00	58,286
Dir - Operations	EXM	11	1.00	113,838	Sr Data Proc Sys Analyst	SE1	08	50.00	4,812,032
Dir of Performance Management	EXM	10	1.00	99,947	Sr Data Proc Sys Anl (Ads/Dpu)	SE1	10	13.00	1,524,114
Director of MIS	CDH	NG	1.00	185,508	Sr Management Analyst	EXM	08	1.00	73,198
DP Sys Anl	SE1	06	19.00	1,497,827	Sr Programmer	SU4	15	3.00	172,923
					Total			163	16,237,839
					Adjustments				
					Differential Payments				0
					Other				108,500
					Chargebacks				0
					Salary Savings				-2,349,444

FY21 Total Request

13,996,895

External Funds History

Personnel Services	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
51000 Permanent Employees	0	0	0	90,415	90,415
51100 Emergency Employees 51200 Overtime	0	0	0	0	0
51300 Part Time Employees	0	0	0	0	0
51400 Health Insurance 51500 Pension & Annuity	0	0	0	13,562 8,137	13,562 8,137
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation 51800 Indirect Costs	0	0	0	0	0
51900 Medicare	0	0	0	1,311	1,311
Total Personnel Services	0	0	0	113,425	113,425
Contractual Services	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
52100 Communications 52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment	0	0	0	0	0
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services Total Contractual Services	4,957,069 4,957,069	4,239,068 4,239,068	4,400,000 4,400,000	5,400,000 5,400,000	1,000,000 1,000,000
Supplies & Materials	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	0	0	0	0	0
53700 Clothing Allowance 53800 Educational Supplies & Mat	0	0	0	0	0
53900 Educational Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	0	0	0	0	0
Current Chgs & Oblig	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities 54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54800 Reserve Account 54900 Other Current Charges	0	0	0	0	0
Total Current Chgs & Oblig	0	0	0	0	0
Equipment	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase 55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	0	0	0	0	0
Total Equipment	0	0	0	0	0
Other	FY18 Expenditure	FY19 Expenditure	FY20 Appropriation	FY21 Recommended	Inc/Dec 20 vs 21
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements 58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	4,957,069	4,239,068	4,400,000	5,513,425	1,113,425

External Funds Personnel

Title	Union Code	Grade	Position	FY21 Salary	Title	Union Code	Grade	Position	FY21 Salary
					Temporary Mayoral Staff	TMS	NG	1.00	90,415
					Total			1	90,415
					Adjustments				
					Differential Payments				0
					Other				0
					Chargebacks				0
					Salary Savings				0
					FY21 Total Request				90,415

Program 1. DoIT Operations

Alex Lawrence, Manager, Organization 149100

Program Description

The Operations program provides project management, business consulting services, and administrative support to agencies so that they can effectively develop and maintain new IT applications and improve service delivery through effective integration of innovative technology solutions.

Operating Budget		Actual '18	Actual '19	Approp '20	Budget '21
	Personnel Services Non Personnel	1,970,720 3,312,481	1,780,221 3,719,041	1,783,984 2,144,908	1,995,605 2,276,437
	Total	5,283,201	5,499,262	3,928,892	4,272,042

Program 2. Enterprise Applications

Michael Hamel, Manager, Organization 149200

Program Description

This program provides an integrated technology culture to select and develop information technologies that enable and support critical citywide, crosscutting agency business processes. Enterprise programs include Geographic Information Systems (GIS), Enterprise Resource Planning (PeopleSoft), Constituent Relationship Management (CRM) Asset Management, Permitting, Tax and Youth and Human Services Systems.

Operating Budget	Actual '18	Actual '19	Approp '20	Budget '21
Personnel Services Non Personnel	5,360,275 8,728,939	5,516,587 7,939,028	5,677,105 6,478,635	5,671,324 7,090,897
Total	14,089,214	13,455,615	12,155,740	12,762,221

Performance

Goal: Modernization of paper based processes to digital formats

Performance Measures	Actual '18	Actual '19	Projected '20	Target '21
% of total requests received over digital channels		53%	53%	65%

Program 3. Digital Engagement & Services

Jeanethe H. Falvey, Manager, Organization 149300

Program Description

This program provides constituents access to government from home "online instead of in line" through innovative web based eGovernment technologies. It also oversees the City's cable franchise(s) by enforcing contractual and regulatory obligations for the operators, produces government and education access television, and advocates for customers in disputes with cable operators.

Operating Budget		Actual '18	Actual '19	Approp '20	Budget '21
	Personnel Services Non Personnel	557,004 271,912	787,959 984,377	1,007,374 584,141	860,108 388,677
	Total	828,916	1,772,336	1,591,515	1,248,785

Performance

Goal: Improving how the City interacts with constituents

Performance Measures	Actual '18	Actual '19	Projected '20	Target '21
% pages on Boston.gov with level AA accessibility errors		9%	0%	0%
Boston.gov website average reading grade level		9	9	8

Program 4. Core Infrastructure

Daniel Rothman, Manager, Organization 149400

Program Description

Core Infrastructure is responsible for the development and maintenance of City technology systems, data storage, and networks. Functional areas include server and mainframe technology, network and telecommunications, security, and electronic communication services.

Operating Budget		Actual '18	Actual '19	Approp '20	Budget '21
Personne Non Pers	el Services onnel	4,440,027 7,179,937	4,128,483 11,885,107	4,049,186 9,816,928	4,309,636 10,005,658
Total		11,619,964	16,013,590	13,866,114	14,315,294

Performance

Goal: To provide City Hall employees with the IT tools to effectively execute their job

Performance Measures	Actual '18	Actual '19	Projected '20	Target '21
Overall customer satisfaction with IT tools and support (including equipment/software available, support, wifi, phones, etc.) (out of 5)	4	4	4	5

Program 5. Data & Analytics

Stefanie Costa Leabo, Manager, Organization 149500

Program Description

Use data and analytics to improve quality of life and the effectiveness of government operations. By providing technology and business support, we aim to create a modern, data-driven, responsive City government. We have worked on a variety of initiatives to improve performance and accountability and to deliver services more effectively.

Operating Budget		Actual '18	Actual '19	Approp '20	Budget '21
	Personnel Services Non Personnel	886,809 666,859	856,775 1,028,268	1,210,940 964,790	923,501 1,061,596
	Total	1,553,668	1,885,043	2,175,730	1,985,097

Program 6. Broadband & Digital Equity

Michael Lynch, Manager, Organization 149600

Program Description

Work towards a future where every resident and business has access to affordable broadband internet, and the skills and equipment to make use of it. We support a variety of digital equity and public access initiatives, and work to provide both regulatory oversight for our cable TV providers and to lower the barriers to entry in Boston's broadband market.

Operating Budget	Actual '18	Actual '19	Approp '20	Budget '21
Personnel Services Non Personnel	415,983 25,250	432,697 541	441,815 200,500	504,861 265,250
Total	441,233	433,238	642,315	770,111

Performance

Goal: Closing the digital equity gap

Performance Measures	Actual '18	Actual '19	Projected '20	Target '21
# of IT specific trainings available within the last quarter			600	600

External Funds Projects

21st Century Access Fund

Project Mission

The 21st Century Access Fund is used to support Public, Educational or Governmental (PEG) access services pursuant to Section 53F3/4 of Chapter 44 of the Massachusetts General Laws funded provided through cable television franchise agreements.

Digital Equity/Smart City

Project Mission

The Digital Equity/Smart City grant is provided by Verizon Wireless and will provide \$1 million for the City to provide for digital equity grants and an additional \$500 thousand for the City to hire a Smart City Fellow for up to four years. The fellow will be a technologist for the public realm who will lead the planning and execution of the \$4.7 million Verizon Smart Communities program. The fellow will work closely with the Streets Cabinet and the Department of Innovation and Technology (DoIT) to identify Verizon Smart Communities technologies and services that have 1) demonstrated proven value for addressing community challenges and 2) can be used to improve safety for vulnerable users of the public right of way and quality of life in Boston.

Department of Innovation & Technology 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.

FY21 Major Initiatives

- Expansion of the City's fiber optic network (BoNet) will continue in FY21. The fiber network will connect additional Boston Public School buildings.
- In Enterprise Applications, DoIT will continue developing Constituent Relations Management tools and expand usage to more departments.
- In Digital Service Delivery and Engagement, DoIT will continue modernization of multiple digital tools and public applications to improve user experience engaging with the city online.
- The City will fund the third round of IT solutions identified in an innovative proposal and evaluation process. FY21's projects will support various City departments, including Age Strong, Assessing, Inspectional Services, Neighborhood Development, Transportation, Parks, and Youth Engagement and Employment.

Capital Budget Expenditures	Total Actual '18	Total Actual '19	Estimated '20	Total Projected '21
Total Department	6,121,828	9,291,443	16,289,125	19,437,450

CORE TECHNOLOGY INFRASTRUCTURE

Project Mission

Install hardware platforms to run applications supporting City business. Scope includes equipment refresh for BoNet and DWDM, video storage, I-Net Construction, and BoNet radios for wireless.

Managing Department, DolT Status, Annual Program

Location, N/A Operating Impact, No

Authorizations					
				Non Capital	
Source	Existing	FY21	Future	Fund	Total
City Capital	8,669,773	0	0	0	8,669,773
Grants/Other	0	0	0	0	0
Total	8,669,773	0	0	0	8,669,773
Expenditures (Actual and Planned	1)				
	Thru				
Source	6/30/19	FY20	FY21	FY22-25	Total
City Capital	1,226,720	1,500,000	4,212,450	1,730,603	8,669,773
Grants/Other	0	0	0	0	0
Total	1,226,720	1,500,000	4,212,450	1,730,603	8,669,773

CYBER SECURITY AND RESILIENCY

Project Mission

Implement solutions to manage and mitigate cyber security risks.

Managing Department, DolT Status, Annual Program

Location, N/A Operating Impact, No

Authorizations					
				Non Capital	
Source	Existing	FY21	Future	Fund	Total
City Capital	6,454,238	0	203,811	0	6,658,049
Grants/Other	0	0	0	0	0
Total	6,454,238	0	203,811	0	6,658,049
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/19	FY20	FY21	FY22-25	Total
City Capital	2,171,714	1,056,825	2,750,000	679,510	6,658,049
Grants/Other	0	0	0	0	0
Total	2,171,714	1,056,825	2,750,000	679,510	6,658,049

DATA ANALYTICS

Project Mission

Invest in data analytic tools, technologies, and processes to empower data-driven management.

Managing Department, DolT Status, Annual Program

Location, N/A Operating Impact, No

Authorizations							
				Non Capital			
Source	Existing	FY21	Future	Fund	Total		
City Capital	4,765,516	0	1,865,649	0	6,631,165		
Grants/Other	0	0	0	0	0		
Total	4,765,516	0	1,865,649	0	6,631,165		
Expenditures (Actual and Planned)							
	Thru						
Source	6/30/19	FY20	FY21	FY22-25	Total		
City Capital	2,232,747	1,500,000	900,000	1,998,418	6,631,165		
Grants/Other	0	0	0	0	0		
Total	2,232,747	1,500,000	900,000	1,998,418	6,631,165		

DIGITAL SERVICE DELIVERY AND ENGAGEMENT

Project Mission

Implement digital technology solutions that better engage residents with government.

Managing Department, DolT Status, Annual Program

Location, Citywide Operating Impact, No

Authorizations							
				Non Capital			
Source	Existing	FY21	Future	Fund	Total		
City Capital	8,433,296	0	978,609	0	9,411,905		
Grants/Other	0	0	0	0	0		
Total	8,433,296	0	978,609	0	9,411,905		
Expenditures (Actual and Planne	d)						
	Thru						
Source	6/30/19	FY20	FY21	FY22-25	Total		
City Capital	2,954,499	850,000	1,150,000	4,457,406	9,411,905		
Grants/Other	0	0	0	0	0		
Total	2,954,499	850,000	1,150,000	4,457,406	9,411,905		

ENTERPRISE APPLICATIONS

Project Mission

Identify and procure enterprise business applications that enhance productivity and improve City business operations.

Managing Department, DolT Status, Annual Program

Location, N/A Operating Impact, Yes

Authorizat	cions					
					Non Capital	
;	Source	Existing	FY21	Future	Fund	Total
	City Capital	27,000,000	0	0	0	27,000,000
9	Grants/Other	0	0	0	0	0
,	Total	27,000,000	0	0	0	27,000,000
Expenditu	res (Actual and Planned)					
		Thru				
;	Source	6/30/19	FY20	FY21	FY22-25	Total
	City Capital	10,434,287	3,500,000	3,425,000	9,640,713	27,000,000
9	Grants/Other	0	0	0	0	0
,	Total	10,434,287	3,500,000	3,425,000	9,640,713	27,000,000

ERP SYSTEM UPGRADE

Project Mission

Investment in key City-wide systems including an upgrade for BAIS Financials application and tools, and a tools and PUM upgrade for BAIS HCM.

Managing Department, DolT Status, New Project

Location, N/A Operating Impact, Yes

Authorizations							
				Non Capital			
Source	Existing	FY21	Future	Fund	Total		
City Capital	0	7,000,000	0	0	7,000,000		
Grants/Other	0	0	0	0	0		
Total	0	7,000,000	0	0	7,000,000		
Expenditures (Actual and Planned)							
	Thru						
Source	6/30/19	FY20	FY21	FY22-25	Total		
City Capital	0	0	3,000,000	4,000,000	7,000,000		
Grants/Other	0	0	0	0	0		
Total	0	0	3,000,000	4,000,000	7,000,000		

FIBER NETWORK EXPANSION

Project Mission

Invest in and expand BoNet infrastructure, including extending the fiber network's reach to additional BPS schools and providing public Wi-Fi opportunities.

Managing Department, DoIT Status, Implementation Underway

Location, Various neighborhoods Operating Impact, Yes

Authorizations					
				Non Capital	
Source	Existing	FY21	Future	Fund	Total
City Capital	12,310,690	0	709,833	0	13,020,523
Grants/Other	0	0	0	0	0
Total	12,310,690	0	709,833	0	13,020,523
Expenditures (Actual and Plann	ed)				
	Thru				
Source	6/30/19	FY20	FY21	FY22-25	Total
City Capital	6,269,888	3,000,000	2,000,000	1,750,635	13,020,523
Grants/Other	0	0	0	0	0
Total	6,269,888	3,000,000	2,000,000	1,750,635	13,020,523

FY19 IT INVESTMENT PROPOSALS

Project Mission

Identify and procure IT solutions for City departments.

Managing Department, DoIT Status, Implementation Underway

Location, N/A Operating Impact, Yes

Authorizations							
				Non Capital			
Source	Existing	FY21	Future	Fund	Total		
City Capital	3,664,741	0	0	0	3,664,741		
Grants/Other	0	0	0	0	0		
Total	3,664,741	0	0	0	3,664,741		
Expenditures (Actual and Planned)							
	Thru						
Source	6/30/19	FY20	FY21	FY22-25	Total		
City Capital	458,591	600,000	1,000,000	1,606,150	3,664,741		
Grants/Other	0	0	0	0	0		
Total	458,591	600,000	1,000,000	1,606,150	3,664,741		

FY20 IT INVESTMENT PROPOSALS

Project Mission

Identify and procure IT solutions for City departments.

Managing Department, DolT Status, Implementation Underway Location, N/A Operating Impact, Yes

Authorizations							
				Non Capital			
Source	Existing	FY21	Future	Fund	Total		
City Capital	1,000,000	0	0	0	1,000,000		
Grants/Other	0	0	0	0	0		
Total	1,000,000	0	0	0	1,000,000		
Expenditures (Actual and Pla	anned)						
	Thru						
Source	6/30/19	FY20	FY21	FY22-25	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		

FY21 IT INVESTMENT PROPOSALS

Project Mission

Identify and procure IT solutions for City departments.

Managing Department, DolT Status, New Project

Location, N/A Operating Impact, Yes

Authorizations					
				Non Capital	
Source	Existing	FY21	Future	Fund	Total
City Capital	0	1,500,000	0	0	1,500,000
Grants/Other	0	0	0	0	0
Total	0	1,500,000	0	0	1,500,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/19	FY20	FY21	FY22-25	Total
City Capital	0	0	500,000	1,000,000	1,500,000
Grants/Other	0	0	0	0	0
Total	0	0	500,000	1,000,000	1,500,000

RESERVE FOR FUTURE DOIT PROJECTS

Project Mission

Reserve for future DoIT projects.

Managing Department, DolT Status, To Be Scheduled

Location, N/A Operating Impact, No

Authorizations					
				Non Capital	
Source	Existing	FY21	Future	Fund	Total
City Capital	0	0	17,000,000	0	17,000,000
Grants/Other	0	0	0	0	0
Total	0	0	17,000,000	0	17,000,000
Expenditures (Actual and Planned	1)				
	Thru				
Source	6/30/19	FY20	FY21	FY22-25	Total
City Capital	0	0	0	17,000,000	17,000,000
Grants/Other	0	0	0	0	0
Total	0	0	0	17,000,000	17,000,000