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 '19	Total Actual '20	Total Approp '21	Total Budget '22
	Department of Innovation & Technology	39,059,084	43,067,318	35,022,260	39,893,304
	Total	39,059,084	43,067,318	35,022,260	39,893,304
Capital Budget Expenditures		Actual '19	Actual '20	Estimated '21	Projected '22
	Department of Innovation & Technology	9,291,443	6,431,381	19,437,450	26,403,347
	Total	9,291,443	6,431,381	19,437,450	26,403,347
External Funds Expenditures		Total Actual '19	Total Actual '20	Total Approp '21	Total Budget '22
	Department of Innovation & Technology	4,239,068	4,238,912	5,398,425	6,852,539
	Total	4,239,068	4,238,912	5,398,425	6,852,539

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

• Increase productivity through high-quality IT support.

Digital Engagement & Services

- Ensure the city's digital services are accessible to all residents.
- Promote engagement between city and residents.

Core Infrastructure

• Increase productivity through high-quality IT support.

Data & Analytics

• Provide consistent access to data.

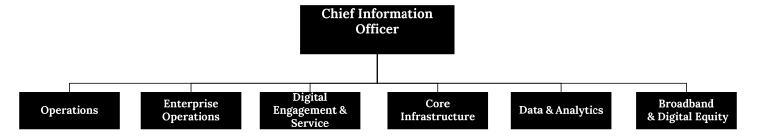
Broadband & Digital Equity

• Promote broadband adoption and decrease barriers to digital access.

Operating Budget	Program Name	Total Actual '19	Total Actual '20	Total Approp '21	Total Budget '22
	Operations	5,499,262	4,892,533	4,251,053	5,730,844
	Enterprise Applications	13,455,615	18,607,315	12,628,373	13,000,236
	Digital Engagement & Services	1,772,336	1,480,100	1,244,852	1,745,352
	Core Infrastructure	16,013,590	15,454,772	14,167,754	15,611,972
	Data & Analytics	1,885,043	2,185,950	1,962,899	2,030,794
	Broadband & Digital Equity	433,238	446,648	767,329	1,774,106
	Total	39,059,084	43,067,318	35,022,260	39,893,304
		, ,	-,,-	, ,	,,-
External Funds Budget	Fund Name	Total Actual '19	Total Actual '20	Total Approp '21	Total Budget '22
	21st Century Access Fund	4,179,586	4,179,586	4,200,000	4,400,000
	BAIS Modernization	1,175,560	4,173,300	85,000	1,375,000
	Digital Equity/Smart City	0	54,726	1,113,425	1,077,539
	Human Capital Management (HCM)	59,482	0	0	0
	Upgrade	•		_	
	New Urban Mechanics	0	4,600	0	0
	Total	4,239,068	4,238,912	5,398,425	6,852,539
Operating Budget		Actual '19	Actual '20	Approp '21	Budget '22
	Personnel Services	13,502,722	13,657,617	13,933,745	13,680,596

Total 39,059,084 43,067,318 35,022,260 39,893,304

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	FY19 Expenditure	FY20 Expenditure	FY21 Appropriation	FY22 Adopted	Inc/Dec 21 vs 22
51000 Permanent Employees 51100 Emergency Employees 51200 Overtime 51600 Unemployment Compensation 51700 Workers' Compensation	13,154,123 28,487 298,451 12,048 9,613	13,321,482 6,001 307,077 23,057 0	13,665,604 50,141 218,000 0	13,412,458 50,138 218,000 0	-253,146 -3 0 0
Total Personnel Services	13,502,722	13,657,617	13,933,745	13,680,596	-253,149
Contractual Services	FY19 Expenditure	FY20 Expenditure	FY21 Appropriation	FY22 Adopted	Inc/Dec 21 vs 22
52100 Communications 52200 Utilities 52400 Snow Removal 52500 Garbage/Waste Removal 52600 Repairs Buildings & Structures 52700 Repairs & Service of Equipment 52800 Transportation of Persons 52900 Contracted Services Total Contractual Services	1,055,630 0 0 0 0 989,401 78,338 7,382,674 9,506,043	798,166 0 0 0 1,755,603 62,356 9,208,506 11,824,631	585,000 0 0 0 2,044,290 21,600 2,766,702 5,417,592	505,000 0 0 0 2,616,606 21,600 3,459,916 6,603,122	-80,000 0 0 0 0 572,316 0 693,214 1,185,530
Supplies & Materials	FY19 Expenditure	FY20 Expenditure	FY21 Appropriation	FY22 Adopted	Inc/Dec 21 vs 22
53000 Auto Energy Supplies 53200 Food Supplies 53400 Custodial Supplies 53500 Med, Dental, & Hosp Supply 53600 Office Supplies and Materials 53700 Clothing Allowance 53800 Educational Supplies & Mat	0 0 0 0 15,993 1,750	0 0 0 0 7,005 2,250	0 0 0 0 15,050 1,750	0 0 0 0 6,700 2,000	0 0 0 0 -8,350 250
53900 Misc Supplies & Materials Total Supplies & Materials	23,357 41,100	42,041 51,296	25,000 41,800	33,000 41,700	8,000 -100
53900 Misc Supplies & Materials		42,041	25,000	33,000	8,000
53900 Misc Supplies & Materials Total Supplies & Materials	41,100	42,041 51,296	25,000 41,800	33,000 41,700	8,000 -100
53900 Misc Supplies & Materials Total Supplies & Materials Current Chgs & Oblig 54300 Workers' Comp Medical 54400 Legal Liabilities 54500 Aid To Veterans 54600 Current Charges H&I 54700 Indemnification 54800 Reserve Account 54900 Other Current Charges	41,100 FY19 Expenditure 5,420 0 0 0 0 14,657,859	42,041 51,296 FY20 Expenditure 0 0 0 0 0 0 0 16,326,231	25,000 41,800 FY21 Appropriation 0 0 0 0 0 0 14,907,180	33,000 41,700 FY22 Adopted 0 0 0 0 0 0 18,646,972	8,000 -100 Inc/Dec 21 vs 22 0 0 0 0 0 0 0 0 3,739,792
53900 Misc Supplies & Materials Total Supplies & Materials Current Chgs & Oblig 54300 Workers' Comp Medical 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	41,100 FY19 Expenditure 5,420 0 0 0 0 14,657,859 14,663,279	42,041 51,296 FY20 Expenditure 0 0 0 0 0 0 16,326,231 16,326,231	25,000 41,800 FY21 Appropriation 0 0 0 0 0 0 14,907,180 14,907,180	33,000 41,700 FY22 Adopted 0 0 0 0 0 18,646,972 18,646,972	8,000 -100 Inc/Dec 21 vs 22 0 0 0 0 0 0 0 0 3,739,792 3,739,792
53900 Misc Supplies & Materials Total Supplies & Materials Current Chgs & Oblig 54300 Workers' Comp Medical 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	41,100 FY19 Expenditure 5,420 0 0 0 0 14,657,859 14,663,279 FY19 Expenditure 0 1,175,819 0 170,121	42,041 51,296 FY20 Expenditure 0 0 0 0 0 0 16,326,231 16,326,231 FY20 Expenditure 0 840,149 0 367,394	25,000 41,800 FY21 Appropriation 0 0 0 0 0 14,907,180 14,907,180 14,907,180 FY21 Appropriation 0 696,943 0 25,000	33,000 41,700 FY22 Adopted 0 0 0 0 0 18,646,972 18,646,972 FY22 Adopted 0 895,914 0 25,000	8,000 -100 Inc/Dec 21 vs 22 0 0 0 0 0 0 3,739,792 3,739,792 Inc/Dec 21 vs 22 0 198,971 0 0
Total Supplies & Materials Total Supplies & Materials Current Chgs & Oblig 54300 Workers' Comp Medical 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	41,100 FY19 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	42,041 51,296 FY20 Expenditure 0 0 0 0 0 16,326,231 16,326,231 FY20 Expenditure 0 840,149 0 367,394 1,207,543	25,000 41,800 FY21 Appropriation 0 0 0 0 0 14,907,180 14,907,180 FY21 Appropriation 0 696,943 0 25,000 721,943	33,000 41,700 FY22 Adopted 0 0 0 0 0 18,646,972 18,646,972 18,646,972 FY22 Adopted 0 895,914 0 25,000 920,914	8,000 -100 Inc/Dec 21 vs 22 0 0 0 0 0 3,739,792 3,739,792 Inc/Dec 21 vs 22 0 198,971 0 0

Department Personnel

Title	Union Code	Grade	Position	FY22 Salary	Title	Union Code	Grade	Position	FY22 Salary
Admin Asst (Election)	SE1	06	1.00	62,529	DP Sys Anl	SE1	06	19.00	1,478,096
Asst Manager-DataProcessing	SE1	04	5.00	379,873	Exec Asst (Mgmt Info Svcs)	EXM	14	1.00	149,334
Broadband Digital Equity Ad	SE1	06	1.00	60,314	Exec Assistant	SE1	12	2.00	277,626
Chief Data Officer	EXM	14	1.00	145,831	Executive Secretary	SE1	06	1.00	90,319
Chief Digital Officer	EXM	14	1.00	149,334	Head Clerk	SU4	12	1.00	40,186
Chief Inform & Security Officer	EXM	NG	1.00	175,481	Management Analyst	SE1	06	1.00	66,218
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	96,280	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	25.00	2,872,453
Data Proc Equip Tech	SU4	15	6.00	382,348	Prin Dp Sys Anl-DP	SE1	11	10.00	1,228,611
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	49,843
Dep CTO	EXM	12	1.00	135,427	Sr Computer Operator	SU4	13	1.00	58,286
Dir - Operations	EXM	11	1.00	117,415	Sr Data Proc Sys Analyst	SE1	08	48.00	4,598,133
Dir of Performance Management	EXM	10	1.00	87,958	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
					Sr Programmer	SU4	15	3.00	173,507
					Total			157	15,650,302
					Adjustments				
					Differential Payments				0
					Other				111,600
					Chargebacks				0
					Salary Savings				-2,349,444
					FY22 Total Request				13,412,458

External Funds History

Personnel Services	FY19 Expenditure	FY20 Expenditure	FY21 Appropriation	FY22 Adopted	Inc/Dec 21 vs 22
	•			·	·
51000 Permanent Employees 51100 Emergency Employees	0	48,571 0	90,415	88,643 0	-1,772 0
51200 Overtime	0	0	50,000	150,000	100,000
51300 Part Time Employees	0	0	0	0	0
51400 Health Insurance 51500 Pension & Annuity	0	4,392 1,071	13,562 8,137	13,296 7,978	-266 -159
51600 Unemployment Compensation	0	0	0,137	0	0
51700 Workers' Compensation	0	0	0	0	0
51800 Indirect Costs	0	0	0	0	0
51900 Medicare Total Personnel Services	0	692 54,726	1,311 163,425	1,285 261,202	-26 97,777
	-	,	,	·	,
Contractual Services	FY19 Expenditure	FY20 Expenditure	FY21 Appropriation	FY22 Adopted	Inc/Dec 21 vs 22
52100 Communications	0	0	5,000	10,000	5,000
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	0	0	0	0	0
52800 Transportation of Persons 52900 Contracted Services	0 4,239,068	0 4,184,186	0	0 5,536,337	0 311,337
Total Contracted Services	4,239,068	4,184,186	5,225,000 5,230,000	5,546,337	316,337
Supplies & Materials	FY19 Expenditure	FY20 Expenditure	FY21 Appropriation	FY22 Adopted	Inc/Dec 21 vs 22
	0	0	0	0	0
53000 Auto Energy Supplies 53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials 53700 Clothing Allowance	0	0	5,000 0	15,000 0	10,000
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	0	0	5,000	15,000	10,000
Current Chgs & Oblig	FY19 Expenditure	FY20 Expenditure	FY21 Appropriation	FY22 Adopted	Inc/Dec 21 vs 22
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54600 Current Charges H&I 54700 Indemnification	0	0	0	0	0
54800 Reserve Account	0	0		0	0
			()	· · · · · · · · · · · · · · · · · · ·	
54900 Other Current Charges	0	0	0	1,030,000	1,030,000
54900 Other Current Charges Total Current Chgs & Oblig					
9	0	0	0	1,030,000	1,030,000
Total Current Chgs & Oblig Equipment	0	0	0	1,030,000 1,030,000	1,030,000 1,030,000
Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase	0 0 FY19 Expenditure 0 0	0 0 FY20 Expenditure 0 0	0 0 FY21 Appropriation 0 0	1,030,000 1,030,000 FY22 Adopted 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22
Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment	0 0 FY19 Expenditure 0 0	0 0 FY20 Expenditure 0 0 0	0 0 0 FY21 Appropriation 0 0	1,030,000 1,030,000 FY22 Adopted 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22 0 0 0
Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment	0 0 FY19 Expenditure 0 0 0	0 0 0 FY20 Expenditure 0 0 0	0 0 0 FY21 Appropriation 0 0 0	1,030,000 1,030,000 FY22 Adopted 0 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22 0 0 0 0
Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment	0 0 0 FY19 Expenditure 0 0 0 0	0 0 0 FY20 Expenditure 0 0 0 0	0 0 0 FY21 Appropriation 0 0 0 0	1,030,000 1,030,000 FY22 Adopted 0 0 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22 0 0 0 0
Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment	0 0 FY19 Expenditure 0 0 0	0 0 0 FY20 Expenditure 0 0 0	0 0 0 FY21 Appropriation 0 0 0	1,030,000 1,030,000 FY22 Adopted 0 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22 0 0 0 0
Total Current Chgs & Oblig Equipment 55000 Automotive Equipment 55400 Lease/Purchase 55600 Office Furniture & Equipment 55900 Misc Equipment Total Equipment Other 56200 Special Appropriation	0 0 0 FY19 Expenditure 0 0 0 0 0 FY19 Expenditure	0 0 0 FY20 Expenditure 0 0 0 0 FY20 Expenditure	0 0 0 FY21 Appropriation 0 0 0 0 FY21 Appropriation	1,030,000 1,030,000 FY22 Adopted 0 0 0 0 FY22 Adopted 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22 0 0 0 0 0 Inc/Dec 21 vs 22
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	0 0 0 FY19 Expenditure 0 0 0 FY19 Expenditure	### 0	### Comparison Comparison	1,030,000 1,030,000 FY22 Adopted 0 0 0 FY22 Adopted 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22 0 0 0 0 Inc/Dec 21 vs 22
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 58000 Land & Non-Structure	0 0 0 FY19 Expenditure 0 0 0 FY19 Expenditure	0 0 0	### Comparison Comparison	1,030,000 1,030,000 FY22 Adopted 0 0 0 0 FY22 Adopted 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22 0 0 0 0 Inc/Dec 21 vs 22 0 0 0
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	0 0 0 FY19 Expenditure 0 0 0 FY19 Expenditure	### 0	### Comparison Comparison	1,030,000 1,030,000 FY22 Adopted 0 0 0 FY22 Adopted 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,030,000 1,030,000 Inc/Dec 21 vs 22 0 0 0 0 Inc/Dec 21 vs 22 0 0

Program 1. Operations

Sarah Figalora, 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 '19	Actual '20	Approp '21	Budget '22
Personnel Services Non Personnel	1,780,221 3,719,041	1,704,483 3,188,050	1,974,616 2,276,437	1,894,013 3,836,831
Total	5,499,262	4,892,533	4,251,053	5,730,844

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 '19	Actual '20	Approp '21	Budget '22
	Personnel Services Non Personnel	5,516,587 7,939,028	5,565,643 13,041,672	5,537,476 7,090,897	5,529,762 7,470,474
	Total	13,455,615	18,607,315	12,628,373	13,000,236

Performance

Goal: Increase productivity through high-quality IT support

Performance Measures	Actual '19	Actual '20	Projected '21	Target '22
% of Application support requests closed on-time	77%	65%	66%	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 '19	Actual '20	Approp '21	Budget '22
Personnel Services Non Personnel	787,959 984,377	870,294 609,806	856,175 388,677	835,539 909,813
Total	1,772,336	1,480,100	1,244,852	1,745,352

Performance

Goal: Ensure the city's digital services are accessible to all residents

Performance Measures	Actual '19	Actual '20	Projected '21	Target '22
Boston.gov Accessibility score	60	60	63	63

Goal: Promote engagement between city and residents

Performance Measures	Actual '19	Actual '20	Projected '21	Target '22
Boston.gov search engine optimization score	78.0	82.0	80.3	83.0
Newsletter open rates across all City newsletters	40	41	39	42
Number of unique visitors to boston.gov	6,120,119	7,503,454	8,244,106	8,600,000
Social media referrals to Boston.gov	282,539	471,257	372,493	425,000

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 19	Actual '20	Approp '21	Budget '22
Personnel Servi Non Personnel	ces 4,128,483 11,885,107	4,408,506 11,046,266	4,162,096 10,005,658	4,047,554 11,564,418
Total	16,013,590	15,454,772	14,167,754	15,611,972

Performance

Goal: Increase productivity through high-quality IT support

Performance Measures	Actual '19	Actual '20	Projected '21	Target '22
% of Technical support requests closed on-time	83%	76%	75%	80%

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 (CityScore, BFD shift swap dashboard) and to deliver services more effectively (signal timing optimization, moving day trash collection).

Operating Budget		Actual '19	Actual '20	Approp '21	Budget '22
	Personnel Services Non Personnel	856,775 1,028,268	662,572 1,523,378	901,303 1,061,596	899,872 1,130,922
	Total	1,885,043	2,185,950	1,962,899	2,030,794

Performance

Goal: Provide consistent access to data

Performance Measures	Actual '19	Actual '20	Projected '21	1 Target '22	
Data Pipeline Reliability	87	93	92	92	

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 '19	Actual '20	Approp '21	Budget '22
	Personnel Services Non Personnel	432,697 541	446,119 529	502,079 265,250	473,856 1,300,250
	Total	433,238	446,648	767,329	1,774,106

Performance

Goal: Promote broadband adoption and decrease barriers to digital access

Performance Measures	Actual '19	Actual '20	Projected '21	Target '22
Number of households provided digital equity tools			3,500	3,500

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.

BAIS Modernization

Project Mission

BAIS Modernization funding is drawn from existing special revenue (E-Rate) and non-recurring revenue (Indirect) funds and supports upgrades to the City's Enterprise Resource Planning financial and human capital systems. While the majority of the project is backed by a capital investment, this supplementary funding will pay for software, staffing, contracted services, telecommunications, and supplies costs incurred between the project's kickoff in FY21 and its planned completion in FY23.

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.

FY22 Major Initiatives

- Expansion of the City's fiber optic network (BoNet) will continue in FY22. The fiber network will connect additional Boston Public School buildings.
- An increased investment in Cyber Security and Resiliency will further build out the city's multi-layered defenses and ensure continuity of operations and data recovery in the event of a disaster.
- In Enterprise Applications, DoIT will continue developing Constituent Relationship Management tools and expanding usage to more departments, as well as pursue solutions that improve IT operations and support citywide.
- In Digital Service Delivery and Engagement, DoIT will continue modernization of multiple digital tools and public applications to improve the experience of users engaging with the city online.
- The City will fund the third round of IT solutions identified in an innovative proposal and evaluation process. FY22's projects will support various City departments, including Inspectional Services, Neighborhood Development, Transportation, and the Public Health Commission.

Capital Budget Expenditures	Total Actual '19	Total Actual '20	Estimated '21	Total Projected
Total Department	9,291,443	6,431,381	19,437,450	26,403,347

CITYWIDE REVENUE MODERNIZATION

Project Mission

Planning and design of a centralized collections system to maximize City revenue.

Managing Department, DoIT Status, New Project

Location, N/A Operating Impact, Yes

Authorizations					
				Non Capital	
Source	Existing	FY22	Future	Fund	Total
City Capital	0	650,000	0	0	650,000
Grants/Other	0	0	0	0	0
Total	0	650,000	0	0	650,000
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/20	FY21	FY22	FY23-26	Total
City Capital	0	0	325,000	325,000	650,000
Grants/Other	0	0	0	0	0
Total	0	0	325,000	325,000	650,000

CORE TECHNOLOGY INFRASTRUCTURE

Project Mission

Install hardware platforms to run applications supporting City business. Scope includes equipment refresh for DWDM and BoNet equipment refresh, VoIP, firewall modernization, SQL environment recovery, and 700 MHz radio equipment and firmware.

Managing Department, DoIT Status, Annual Program

Location, N/A Operating Impact, Yes

Authorizations					
				Non Capital	
Source	Existing	FY22	Future	Fund	Total
City Capital	8,669,773	4,000,000	0	0	12,669,773
Grants/Other	0	0	0	0	0
Total	8,669,773	4,000,000	0	0	12,669,773
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/20	FY21	FY22	FY23-26	Total
City Capital	3,287,605	3,252,000	6,000,000	130,168	12,669,773
Grants/Other	0	0	0	0	0
Total	3,287,605	3,252,000	6,000,000	130,168	12,669,773

CYBER SECURITY AND RESILIENCY

Project Mission

Implement solutions to manage and mitigate cyber security risks.

Managing Department, DoIT Status, Annual Program

Location, N/A Operating Impact, Yes

Authorizations					
				Non Capital	
Source	Existing	FY22	Future	Fund	Total
City Capital	6,454,238	2,213,811	0	0	8,668,049
Grants/Other	0	0	0	0	0
Total	6,454,238	2,213,811	0	0	8,668,049
Expenditures (Actual and Planned)					
	Thru				
Source	6/30/20	FY21	FY22	FY23-26	Total
City Capital	2,576,194	2,450,000	3,638,000	3,855	8,668,049
Grants/Other	0	0	0	0	0
Total	2,576,194	2,450,000	3,638,000	3,855	8,668,049

DATA ANALYTICS

Project Mission

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

Managing Department, DoIT Status, Annual Program

Location, N/A Operating Impact, No

Authorizations					
				Non Capital	
Source	Existing	FY22	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	6/30/20	FY21	FY22	FY23-26	Total
City Capital	2,232,747	1,000,000	765,000	2,633,418	6,631,165
Grants/Other	0	0	0	0	0
Total	2,232,747	1,000,000	765,000	2,633,418	6,631,165

DIGITAL SERVICE DELIVERY AND ENGAGEMENT

Project Mission

Implement digital technology solutions that better engage residents with government.

Managing Department, DoIT Status, Annual Program

Location, Citywide Operating Impact, No

Authorizations					
				Non Capital	
Source	Existing	FY22	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 Planned)					
	Thru				
Source	6/30/20	FY21	FY22	FY23-26	Total
City Capital	3,523,398	1,150,000	1,253,200	3,485,307	9,411,905
Grants/Other	0	0	0	0	0
Total	3,523,398	1,150,000	1,253,200	3,485,307	9,411,905

ENTERPRISE APPLICATIONS

Project Mission

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

Managing Department, DoIT Status, Annual Program

Location, N/A Operating Impact, Yes

Authorizations							
					Non Capital		
Sc	ource	Existing	FY22	Future	Fund	Total	
Ci	ity Capital	27,000,000	0	0	0	27,000,000	
G	rants/Other	0	0	0	0	0	
To	otal	27,000,000	0	0	0	27,000,000	
Expenditure	s (Actual and Pla	nned)					
		Thru					
Sc	ource	6/30/20	FY21	FY22	FY23-26	Total	
Ci	ity Capital	10,946,797	3,470,000	800,000	11,783,203	27,000,000	
G	rants/Other	0	0	0	0	0	
Te	otal	10,946,797	3,470,000	800,000	11,783,203	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, DoIT Status, Implementation Underway

Location, N/A Operating Impact, Yes

Authorizations							
				Non Capital			
Source	Existing	FY22	Future	Fund	Total		
City Capital	7,000,000	8,654,000	0	0	15,654,000		
Grants/Other	0	0	0	0	0		
Total	7,000,000	8,654,000	0	0	15,654,000		
Expenditures (Actual and Planned)							
	Thru						
Source	6/30/20	FY21	FY22	FY23-26	Total		
City Capital	0	3,500,000	7,000,000	5,154,000	15,654,000		
Grants/Other	0	0	0	0	0		
Total	0	3,500,000	7,000,000	5,154,000	15,654,000		

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	FY22	Future	Fund	Total			
City Capital	12,310,690	1,709,833	0	0	14,020,523			
Grants/Other	0	0	0	0	0			
Total	12,310,690	1,709,833	0	0	14,020,523			
Expenditures (Actual and Planned)								
	Thru							
Source	6/30/20	FY21	FY22	FY23-26	Total			
City Capital	8,410,885	2,000,000	2,000,000	1,609,638	14,020,523			
Grants/Other	0	0	0	0	0			
Total	8,410,885	2,000,000	2,000,000	1,609,638	14,020,523			

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	FY22	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	6/30/20	FY21	FY22	FY23-26	Total		
City Capital	1,136,953	414,244	500,000	1,613,544	3,664,741		
Grants/Other	0	0	0	0	0		
Total	1,136,953	414,244	500,000	1,613,544	3,664,741		

FY20 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		
Sou	rce	Existing	FY22	Future	Fund	Total	
City	Capital	1,000,000	0	0	0	1,000,000	
Gra	nts/Other	0	0	0	0	0	
Tota	nl	1,000,000	0	0	0	1,000,000	
Expenditures (Actual and Planned)							
		Thru					
Sou	rce	6/30/20	FY21	FY22	FY23-26	Total	
City	Capital	65,250	612,603	322,147	0	1,000,000	
Gra	nts/Other	0	0	0	0	0	
Tota	al	65,250	612,603	322,147	0	1,000,000	

FY21 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	FY22	Future	Fund	Total			
City Capital	1,500,000	0	0	0	1,500,000			
Grants/Other	0	0	0	0	0			
Total	1,500,000	0	0	0	1,500,000			
Expenditures (Actual and Planne	Expenditures (Actual and Planned)							
	Thru							
Source	6/30/20	FY21	FY22	FY23-26	Total			
City Capital	0	250,000	500,000	750,000	1,500,000			
Grants/Other	0	0	0	0	0			
Total	0	250,000	500,000	750,000	1,500,000			

FY22 IT INVESTMENT PROPOSALS

Project Mission

Identify and procure IT solutions for City departments.

Managing Department, DoIT Status, New Project

Location, N/A Operating Impact, Yes

Authorizations								
				Non Capital				
Source	Existing	FY22	Future	Fund	Total			
City Capital	0	500,000	0	0	500,000			
Grants/Other	0	0	0	0	0			
Total	0	500,000	0	0	500,000			
Expenditures (Actual and Planned)	Expenditures (Actual and Planned)							
	Thru							
Source	6/30/20	FY21	FY22	FY23-26	Total			
City Capital	0	0	300,000	200,000	500,000			
Grants/Other	0	0	0	0	0			
Total	0	0	300,000	200,000	500,000			

TRUNKED RADIO SYSTEM

Project Mission

Design and implementation of upgrades to the Trunked radio system.

Managing Department, DoIT Status, New Project

Location, N/A Operating Impact, No

Authorizations								
				Non Capital				
Source	Existing	FY22	Future	Fund	Total			
City Capital	5,400,000	0	0	0	5,400,000			
Grants/Other	0	0	0	0	0			
Total	5,400,000	0	0	0	5,400,000			
Expenditures (Actual and Planne	Expenditures (Actual and Planned)							
	Thru							
Source	6/30/20	FY21	FY22	FY23-26	Total			
City Capital	0	700,000	3,000,000	1,700,000	5,400,000			
Grants/Other	0	0	0	0	0			
Total	0	700,000	3,000,000	1,700,000	5,400,000			