

Information & Technology

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Information & Technology

Santiago Garces, Chief Information Officer

Cabinet Mission

The Innovation and Technology Cabinet seeks to deliver excellent experiences for our constituents and our workforce:

- Actively Engage People To Understand Their Needs
 - Continuously innovate the use of digital solutions to reach people where they are, gather their lived Boston experiences through structured listening, and distill that feedback into meaningful, actionable insights.
- Enhance the Provision of City Services with Secure, Accessible Infrastructure
 - Elevate the effectiveness of our work with agile, reliable technology solutions designed to empower the employees responsible for managing and maintaining resilient systems.
- Champion and Deliver Transformative Civic Innovation
 - Use City data to advance opportunities for growth and improvement across departments, enabling a robust, seamless, and inclusive experience for every community member.

Operating Budget		Total Actual '23	Total Actual '24	Total Approp '25	Total Budget '26
	Department of Innovation & Technology	47,465,808	56,834,985	53,821,477	57,981,167
	Total	47,465,808	56,834,985	53,821,477	57,981,167

Capital Budget Expenditures		Actual '23	Actual '24	Estimated '25	Projected '26
	Department of Innovation & Technology	7,685,730	628,172	8,506,019	10,633,226
	Total	7,685,730	628,172	8,506,019	10,633,226

External Funds Expenditures		Total Actual '23	Total Actual '24	Total Approp '25	Total Budget '26
	Department of Innovation & Technology	4,562,006	3,879,362	7,257,393	9,002,062
	Total	4,562,006	3,879,362	7,257,393	9,002,062

Department of Innovation & Technology

Operating Budget

Santiago Garces, Chief Information Officer, Appropriation 149000

Department Mission

The Department of Innovation & Technology is the City of Boston's technology organization, charged with delivering innovative solutions that directly support the needs of our workforce, residents, businesses, and the entire Boston community. DoIT prioritizes user experience and data-driven results to provide accessible, reliable, scalable, secure, and dignified experiences for everyone. We work collaboratively, striving to be industry leaders by setting trends and continuously improving our services.

Selected Performance Goals

DoIT Operations

- Increase Diversity in COB Workforce.

Infrastructure

- Enhance cyber security.

Data & Analytics

- Provide consistent access to data.

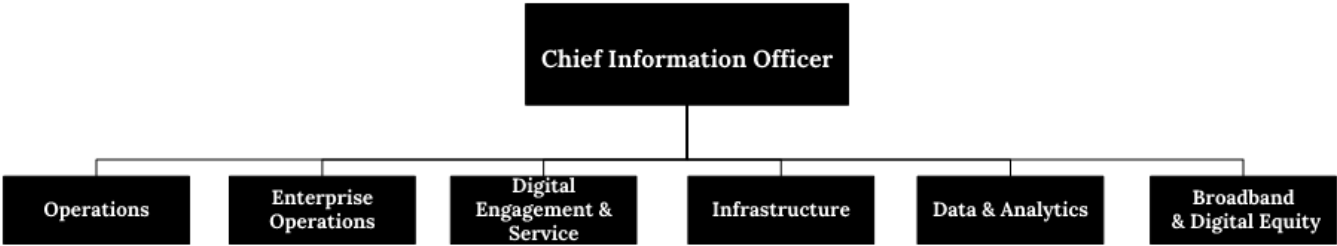
Operating Budget	Program Name	Total Actual '23	Total Actual '24	Total Approp '25	Total Budget '26
	DoIT Operations	7,402,139	5,973,988	4,206,907	2,872,758
	Enterprise Applications	14,848,747	13,756,487	15,509,841	17,290,148
	Digital Engagement & Services	2,024,337	2,744,809	6,923,165	7,968,184
	Infrastructure	20,702,997	30,445,019	21,576,726	24,997,680
	Data & Analytics	1,934,257	3,486,750	4,655,468	3,792,291
	Broadband & Digital Equity	553,331	427,932	949,370	1,060,106
	Total	47,465,808	56,834,985	53,821,477	57,981,167

External Funds Budget	Fund Name	Total Actual '23	Total Actual '24	Total Approp '25	Total Budget '26
	21st Century Access Fund	4,339,586	3,319,978	2,991,039	3,600,000
	BAIS Modernization	105,647	66,434	0	0
	Digital Equity/Smart City	100,064	0	100,010	0
	El Centro Fellowship	16,709	9,449	20,020	20,929
	FCC ACP Outreach	0	77,625	0	0
	MBI Digital Equity Partnership	0	353,547	2,277,532	2,353,698
	Multilingual Digital Experience	0	0	1,379,542	1,620,459
	Open Data Curriculum	0	52,329	200,000	247,671
	SMART Grant	0	0	289,250	1,159,305
	Total	4,562,006	3,879,362	7,257,393	9,002,062

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	14,992,877	15,306,207	18,312,990	19,574,911
Non Personnel	32,472,931	41,528,778	35,508,487	38,406,256
Total	47,465,808	56,834,985	53,821,477	57,981,167

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	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
51000 Permanent Employees	14,491,394	14,742,075	18,032,505	19,294,427	1,261,922
51100 Emergency Employees	90,848	87,461	50,277	50,276	-1
51200 Overtime	383,363	446,815	230,208	230,208	0
51600 Unemployment Compensation	27,272	29,856	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	14,992,877	15,306,207	18,312,990	19,574,911	1,261,921
Contractual Services	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
52100 Communications	1,291,843	1,566,190	704,450	719,670	15,220
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	0	0	0	0	0
52700 Repairs & Service of Equipment	2,429,217	1,342,529	2,954,516	2,827,541	-126,975
52800 Transportation of Persons	168,122	95,205	98,600	10,800	-87,800
52900 Contracted Services	8,081,684	14,035,096	4,480,445	6,012,641	1,532,196
Total Contractual Services	11,970,866	17,039,020	8,238,011	9,570,652	1,332,641
Supplies & Materials	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
53000 Auto Energy Supplies	0	0	0	0	0
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	6,398	42,793	31,700	31,700	0
53700 Clothing Allowance	2,250	4,423	5,000	5,000	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	74,818	310,422	33,000	45,955	12,955
Total Supplies & Materials	83,466	357,638	69,700	82,655	12,955
Current Chgs & Oblig	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
54300 Workers' Comp Medical	0	2,357	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54800 Reserve Account	0	0	0	0	0
54900 Other Current Charges	19,328,126	20,123,340	25,799,034	27,187,295	1,388,261
Total Current Chgs & Oblig	19,328,126	20,125,697	25,799,034	27,187,295	1,388,261
Equipment	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	907,195	1,005,738	1,276,742	1,545,654	268,912
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	183,278	3,000,685	125,000	20,000	-105,000
Total Equipment	1,090,473	4,006,423	1,401,742	1,565,654	163,912
Other	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	47,465,808	56,834,985	53,821,477	57,981,167	4,159,690

Department Personnel

Title	Union Code	Grade	Position	FY26 Salary	Title	Union Code	Grade	Position	FY26 Salary
Admin Asst (Election)	SE1	06	1.00	68,483	Executive Secretary	SE1	06	1.00	101,943
AR/Billing/Loan Analyst	SE1	08	1.00	91,083	Jr. Software Engineer	SE1	06	1.00	78,075
Asst Manager-Data Processing	SE1	04	3.00	258,143	Manager	EXM	09	5.00	601,215
Change Management Analyst	SE1	08	1.00	109,937	Mgmt Analyst	SU4	15	1.00	79,863
Chief Data Officer	EXM	14	1.00	131,605	P Admin Asst	SE1	10	1.00	137,853
Chief Digital Officer	EXM	14	1.00	164,831	Payroll Manager	SE1	06	1.00	89,962
Chief Engineering and Systems Architect Officer	EXM	NG	1.00	175,481	Performance Coach	SE1	06	1.00	86,219
Chief Inform & Security Officer	EXM	NG	1.00	189,516	Platform Administrator	SE1	08	2.00	212,513
Chief of Enterprise Application	EXM	14	1.00	164,831	Prin Admin Assistant	SE1	08	1.00	99,687
Chief of Staff	EXM	11	1.00	144,131	Prin Data Proc Systems Analyst	SE1	10	17.00	2,403,100
Coordinator	SE1	06	4.00	317,042	Prin Dp Sys Anl-DP	SE1	11	8.00	1,161,267
CTO	EXM	NG	1.00	175,481	Principal Clerk	SU4	10	1.00	57,431
Data Center Operator	SU4	15	1.00	60,352	Product Manager	SE1	08	4.00	383,321
Data Proc Equip Tech (Mis/Dpu)	SU4	15	7.00	503,555	Senior Director	EXM	12	3.00	405,269
Data Proc Proj Mgr (Asn Svc)	SE1	10	1.00	141,760	Senior Endpoint Administrator	SE1	08	1.00	117,931
Data Proc Sys Analyst	SE1	06	1.00	68,483	Senior Performance Coach	SE1	08	2.00	216,003
Data Proc Sys Analyst I	SE1	07	2.00	223,791	Senior Product Manager	SE1	10	1.00	110,245
Dep CTO (Chief Technology Offcr)	EXM	12	1.00	149,552	Senior Software Engineer	SE1	10	4.00	479,290
Designer (DoIt)	SE1	08	1.00	92,588	Senior UX Researcher/Designer	SE1	10	1.00	122,439
Dig Offcr & Division Director	EXM	14	1.00	164,831	Service Designer	EXM	08	1.00	81,182
Digital App Bld & Co	SE1	08	1.00	82,851	Software Development Sr Mgr	SE1	11	1.00	108,591
Dir of Finance & Procurement	EXM	10	1.00	101,822	Sr Analyst	SE1	08	1.00	107,411
Dir of Performance Management	EXM	10	1.00	123,522	Sr Computer Operator	SU4	13	1.00	65,898
Dir Operations	EXM	11	1.00	144,131	Sr Data Proc Sys Analyst	SE1	08	39.00	4,401,778
Director	CDH	NG	1.00	150,412	Sr Data Proc Sys Anl (Ads/Dpu)	SE1	10	13.00	1,673,088
Director	EXM	10	1.00	97,399	Sr Data Proc Systems Anl I	SE1	09	2.00	180,660
Director of Human Resources	EXM	09	1.00	125,635	Sr Management Analyst	EXM	08	1.00	113,555
Director of MIS	CDH	NG	1.00	194,834	Sr Programmer	SU4	15	1.00	80,906
Division Director	EXM	11	2.00	250,673	Sr. Frontend Software Engineer	SE1	10	1.00	99,311
DP Sys Analyst	SE1	06	14.00	1,255,401	Sr. Geospatial Analyst	SE1	08	1.00	112,181
Endpoint Administrator	SE1	06	2.00	176,126	Sr. Graphic Designer	SE1	08	1.00	122,183
					UX Content Strategist	EXM	08	1.00	99,610
					Total			178	20,288,263
					Adjustments				
					Differential Payments				0
					Other				316,562
					Chargebacks				0
					Salary Savings				-1,310,399
					FY26 Total Request				19,294,426

External Funds History

Personnel Services	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
51000 Permanent Employees	85,039	60,345	409,734	520,924	111,190
51100 Emergency Employees	16,709	37,159	50,020	51,346	-1,372
51200 Overtime	657	291	300	300	0
51300 Part Time Employees	0	0	0	0	0
51400 Health Insurance	6,376	5,741	44,000	92,000	48,000
51500 Pension & Annuity	7,576	5,507	28,000	58,000	30,000
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
51800 Indirect Costs	0	0	0	0	0
51900 Medicare	1,072	1,427	3,000	3,000	0
Total Personnel Services	117,429	110,470	535,054	725,570	190,516
Contractual Services	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
52100 Communications	0	0	0	0	0
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	0	0	0	0	0
52700 Repairs & Service of Equipment	0	0	0	0	0
52800 Transportation of Persons	0	360	18,000	17,000	-1,000
52900 Contracted Services	4,444,576	3,725,257	5,991,039	7,493,355	1,502,316
Total Contractual Services	4,444,576	3,725,617	6,009,039	7,510,355	1,501,316
Supplies & Materials	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	10,000	10,000	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	0	0	0	0	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	194	28,300	25,000	-3,300
Total Supplies & Materials	0	194	38,300	35,000	-3,300
Current Chgs & Oblig	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54800 Reserve Account	0	0	0	0	0
54900 Other Current Charges	0	0	625,000	681,137	56,137
Total Current Chgs & Oblig	0	0	625,000	681,137	56,137
Equipment	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	0	43,081	50,000	50,000	0
Total Equipment	0	43,081	50,000	50,000	0
Other	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	4,562,006	3,879,362	7,257,393	9,002,062	1,744,669

External Funds Personnel

Title	Union Code	Grade	Position	FY26 Salary	Title	Union Code	Grade	Position	FY26 Salary
Product Manager	SE1	08	1.00	116,161	Sr Data Proc Sys Analyst	SE1	08	1.00	116,161
Senior Program Manager	SE1	08	1.00	102,695	Transportation Tech Strategist	EXM	08	1.00	109,621
					Total				444,638
					Adjustments				
					Differential Payments				0
					Other				76,286
					Chargebacks				0
					Salary Savings				0
					FY26 Total Request				520,924

Program 1. DoIT Operations

Sheila Lee, 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. Our creative team brings the City of Boston brand to life in every interaction a Boston resident has with the City, providing creative leadership in short- and long-term engagements, proposing imaginative and effective approaches to engage Boston communities, ensuring brand alignment throughout all assets, and humanizing the narrative depth, tone, and detail in resident-facing communications.

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	2,707,165	2,065,677	2,050,317	2,193,426
Non Personnel	4,694,974	3,908,311	2,156,590	679,332
Total	7,402,139	5,973,988	4,206,907	2,872,758

Performance

Goal: Increase Diversity in COB Workforce

Performance Measures	Actual '23	Actual '24	Projected '25	Target '26
% of employees who self-identify as a Person of Color	40%	41%	44%	
% of employees who self-identify as female	48%	46%	47%	

Program 2. Enterprise Applications

Jack McDonnell, Manager, Organization 149200

Program Description

The Enterprise Applications program provides essential technology solutions that support citywide operations and enable effective service delivery. This team ensures that City departments have the right tools they need to manage financial operations, human resources and technology services. Key areas of focus include finance, human capital management and talent acquisition, billing and payment processing. The team also supports IT service management while improving the tools and processes that enable reliable technology delivery. By sustaining and improving these core capabilities, the Enterprise Applications program strengthens the City’s ability to serve our residents, businesses, and employees.

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	5,352,618	5,396,104	5,671,796	5,917,444
Non Personnel	9,496,129	8,360,383	9,838,045	11,372,704
Total	14,848,747	13,756,487	15,509,841	17,290,148

Program 3. Digital Engagement & Services

Julia Gutierrez, Manager, Organization 149300

Program Description

Boston Digital Service operates and improves the technology behind the City of Boston’s constituent-facing services, ensuring they are easy to find, navigate, and use. We partner with City departments to redesign systems, enhance digital services, and build new tools to serve all Bostonians. Some key areas of focus include permitting and licensing, 311 and basic city services, digital communications. Through human-centered design, service experience standards and data, we ensure city services work seamlessly to support our residents, businesses and visitors in their daily lives.

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	710,445	1,046,677	2,832,462	3,400,674
Non Personnel	1,313,892	1,698,132	4,090,703	4,567,510
Total	2,024,337	2,744,809	6,923,165	7,968,184

Program 4. Infrastructure

Vanessa Kaskiris, Manager, Organization 149400

Program Description

The Infrastructure program is responsible for the development, implementation, management, and maintenance of core City technology backbone systems including the City’s network, hybrid cloud offerings, and telecommunications. 24 / 7 service and monitoring is also included. The cybersecurity program focuses on continually increasing the City’s cybersecurity posture while reducing the City’s cyber risk. We accomplish this while providing secure, convenient, and reliable access to information and technology resources. Supporting this mission are three pillars: people, process, and technology.

Operating Budget		Actual '23	Actual '24	Approp '25	Budget '26
	Personnel Services	4,787,846	5,343,586	5,126,576	5,604,668
	Non Personnel	15,915,151	25,101,433	16,450,150	19,393,012
	Total	20,702,997	30,445,019	21,576,726	24,997,680

Performance

Goal: Enhance cyber security

Performance Measures	Actual '23	Actual '24	Projected '25	Target '26
Average security training assignment completion rate	80%	79%	80%	80%

Program 5. Data & Analytics

Vacant, Manager, Organization 149500

Program Description

The Citywide Analytics Team is the City of Boston's central data organization. Through better understanding and usage of data, we work to increase the quality of life for residents and enhance City government. Our analysis and visualizations focus on improving how the City operates. We work with City departments to solve challenging problems, build a more effective government, and deliver better outcomes for people who live and work in Boston.

Operating Budget		Actual '23	Actual '24	Approp '25	Budget '26
	Personnel Services	883,220	1,033,960	2,123,969	1,840,093
	Non Personnel	1,051,037	2,452,790	2,531,499	1,952,198
	Total	1,934,257	3,486,750	4,655,468	3,792,291

Performance

Goal: Provide consistent access to data

Performance Measures	Actual '23	Actual '24	Projected '25	Target '26
Percentage of successful Civis workflows	90%	93%	95%	95%

Program 6. Broadband & Digital Equity

Brian Donoghue, Manager, Organization 149600

Program Description

Ensure that all Boston residents can participate with dignity in the digital world, with particular focus on 'covered populations' as defined by the Federal Digital Equity Act of 2021. Work towards a future where every resident and business have 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 regulatory oversight for our cable TV providers and lower the barriers to entry in Boston's broadband market. Such efforts include any initiative that seeks to connect residents, businesses, and organizations with access to affordable, reliable, and high-speed internet, the right devices, or skill development opportunities to safely and effectively navigate the internet, and benefit from city services. Providing digital connectivity constitutes a municipal use of our resources. We work so that Boston is a connected home for everyone, both in the physical and digital spheres.

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	551,583	420,203	507,870	618,606
Non Personnel	1,748	7,729	441,500	441,500
Total	553,331	427,932	949,370	1,060,106

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.

El Centro Fellowship

Project Mission

The El Centro Fellowship Grant is used to support the fellowship program for El Centro IT training program graduates. Graduates of this program complete technical training for 28 weeks and use this fellowship opportunity to gain hands-on work experience.

FCC ACP Outreach

Project Mission

The FCC ACP Outreach Grant is used to conduct outreach in support of the Affordable Connectivity Program (ACP). The goal is to close the digital divide and ensure that all residents have access to reliable, affordable, high-speed broadband services.

MBI Digital Equity Partnership

Project Mission

The MBI Digital Equity Partnership Grant funds services and support for residents of the Commonwealth who cannot afford broadband service and/or internet connected devices or lack the digital literacy skills needed to utilize the internet. This grant is awarded through June 30, 2025 and will be used to support Wicked Free Wi-Fi expansion, BHA Digital Literacy Program, and City of Boston Digital Equity Fund.

Multilingual Digital Experience

Project Mission

The Multilingual Digital Experience funds are earmarked funds from Massachusetts Executive Office for Administration and Finance. These funds will support the development of programs and services that improve the experience of digital government services for multilingual communities. Funds must be spent by 12/31/2026.

Open Data Curriculum

Project Mission

The Open Data Curriculum funds are earmarked funds from Massachusetts Department of Elementary and Secondary Education. These funds will be used to develop a curriculum that can be used by teachers in Boston Public Schools, as well as other educational providers that leverage existing open data from the city, state, and federal government. Funds must be spent by 12/31/2026.

SMART Grant

Project Mission

The Strengthening Mobility and Revolutionizing Transportation (SMART) grant from the US Department of Transportation will be used to create a digital record of all parking regulations in Boston using machine learning. This digital record will be visualized through a digital regulatory map that will provide a real-time record of parking regulations to be used to improve the City's urban planning and policy development, as well as communication to residents and visitors. Funds must be spent by 02/14/2026.

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.

FY25 Key Accomplishments and FY26-30 Major Initiatives

- DoIT has initiated the process for critical server refresh for the aging data center equipment which will improve operational efficiency and enhance security.
- Upgrade the BOS:311 system architecture to provide increased security, access improvements for constituent services, and integration with new asset management tools in City departments.
- Exploring new technologies focused on improving and modernizing the City’s permitting and licensing landscape.
- Developing software solutions to unify Identity and Access Management for residents, vendors, businesses, and other users of Boston.gov and associated platforms.
- Continue expanding and enhancing the City’s multi-layered cybersecurity defense structures.

Capital Budget Expenditures	Total Actual '23	Total Actual '24	Estimated '25	Total Projected '26
Total Department	7,685,730	628,172	8,506,019	10,633,226

Department of Innovation & Technology

Project Profiles

311 MODERNIZATION

Project Mission

Upgrade the front and back ends of the BOS:311 system to modernize the software architecture for improved security and provide usability and access improvements.

Managing Department, Department of Innovation and Technology **Status,** Implementation Underway

Location, Citywide **Operating Impact,** Yes

Authorizations

Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	6,000,000	0	0	0	6,000,000
Grants/Other	0	0	0	0	0
Total	6,000,000	0	0	0	6,000,000

Expenditures (Actual and Planned)

Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	0	750,000	1,000,000	4,250,000	6,000,000
Grants/Other	0	0	0	0	0
Total	0	750,000	1,000,000	4,250,000	6,000,000

CITYWIDE REVENUE MODERNIZATION

Project Mission

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

Managing Department, Department of Innovation and Technology **Status,** To Be Scheduled

Location, Citywide **Operating Impact,** No

Authorizations

Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	650,000	0	0	0	650,000
Grants/Other	0	0	0	0	0
Total	650,000	0	0	0	650,000

Expenditures (Actual and Planned)

Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	0	0	650,000	0	650,000
Grants/Other	0	0	0	0	0
Total	0	0	650,000	0	650,000

Department of Innovation & Technology

Project Profiles

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, Department of Innovation and Technology **Status,** Annual Program

Location, Citywide **Operating Impact,** Yes

Authorizations

Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	12,500,000	0	0	0	12,500,000
Grants/Other	0	0	0	0	0
Total	12,500,000	0	0	0	12,500,000

Expenditures (Actual and Planned)

Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	1,654,975	1,500,000	2,000,000	7,345,025	12,500,000
Grants/Other	0	0	0	0	0
Total	1,654,975	1,500,000	2,000,000	7,345,025	12,500,000

CYBER SECURITY AND RESILIENCY

Project Mission

Implement solutions to manage and mitigate cyber security risks.

Managing Department, Department of Innovation and Technology **Status,** Annual Program

Location, Citywide **Operating Impact,** No

Authorizations

Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	10,500,000	0	0	0	10,500,000
Grants/Other	0	0	0	0	0
Total	10,500,000	0	0	0	10,500,000

Expenditures (Actual and Planned)

Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	3,179,453	1,200,000	1,200,000	4,920,547	10,500,000
Grants/Other	0	0	0	0	0
Total	3,179,453	1,200,000	1,200,000	4,920,547	10,500,000

Department of Innovation & Technology

Project Profiles

DATA ANALYTICS

Project Mission

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

Managing Department, Department of Innovation and Technology **Status**, Annual Program

Location, Citywide **Operating Impact**, No

Authorizations

Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	9,000,000	0	0	0	9,000,000
Grants/Other	0	0	0	0	0
Total	9,000,000	0	0	0	9,000,000

Expenditures (Actual and Planned)

Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	2,230,994	1,400,000	1,600,000	3,769,006	9,000,000
Grants/Other	0	0	0	0	0
Total	2,230,994	1,400,000	1,600,000	3,769,006	9,000,000

DIGITAL SERVICE DELIVERY AND ENGAGEMENT

Project Mission

Implement digital technology solutions that better engage residents with government.

Managing Department, Department of Innovation and Technology **Status**, Annual Program

Location, Citywide **Operating Impact**, Yes

Authorizations

Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	8,400,000	0	0	0	8,400,000
Grants/Other	0	0	0	0	0
Total	8,400,000	0	0	0	8,400,000

Expenditures (Actual and Planned)

Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	3,061,994	1,300,000	1,300,000	2,738,006	8,400,000
Grants/Other	0	0	0	0	0
Total	3,061,994	1,300,000	1,300,000	2,738,006	8,400,000

Department of Innovation & Technology

Project Profiles

ENTERPRISE APPLICATIONS

Project Mission

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

Managing Department, Department of Innovation and Technology **Status,** Annual Program

Location, Citywide **Operating Impact,** Yes

Authorizations

Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	27,000,000	0	0	0	27,000,000
Grants/Other	0	0	0	0	0
Total	27,000,000	0	0	0	27,000,000

Expenditures (Actual and Planned)

Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	14,227,500	1,500,000	1,500,000	9,772,500	27,000,000
Grants/Other	0	0	0	0	0
Total	14,227,500	1,500,000	1,500,000	9,772,500	27,000,000

TRUNKED RADIO SYSTEM

Project Mission

Design and implementation of upgrades to the trunked radio system.

Managing Department, Department of Innovation and Technology **Status,** Implementation Underway

Location, Citywide **Operating Impact,** No

Authorizations

Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	6,156,000	0	0	0	6,156,000
Grants/Other	0	0	0	0	0
Total	6,156,000	0	0	0	6,156,000

Expenditures (Actual and Planned)

Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	3,872,774	1,700,000	583,226	0	6,156,000
Grants/Other	0	0	0	0	0
Total	3,872,774	1,700,000	583,226	0	6,156,000

Department of Innovation & Technology

Project Profiles

UNIFIED CONSTITUENT IDENTITY AND ACCESS MANAGEMENT

Project Mission
 Begin work on creating a unified Identity and Access Management system for constituents of Boston to improve security and access of online Boston municipal services.
Managing Department, Department of Innovation and Technology **Status**, Implementation Underway
Location, Citywide **Operating Impact**, Yes

Authorizations					
Source	Existing	FY26	Future	Non Capital Fund	Total
City Capital	1,000,000	1,500,000	0	0	2,500,000
Grants/Other	0	0	0	0	0
Total	1,000,000	1,500,000	0	0	2,500,000

Expenditures (Actual and Planned)					
Source	Thru 6/30/24	FY25	FY26	FY27-30	Total
City Capital	0	115,000	800,000	1,585,000	2,500,000
Grants/Other	0	0	0	0	0
Total	0	115,000	800,000	1,585,000	2,500,000