

DEPARTMENT OF INNOVATION AND TECHNOLOGY

Fiscal Year 2027
Budget Presentation



DoIT CONNECTS BOSTON

Allston

Back Bay

Bay Village

Beacon Hill

Brighton

Charlestown

Chinatown

Dorchester

Downtown

East Boston

Hyde Park

Jamaica Plain

Mattapan

Mission Hill

North End

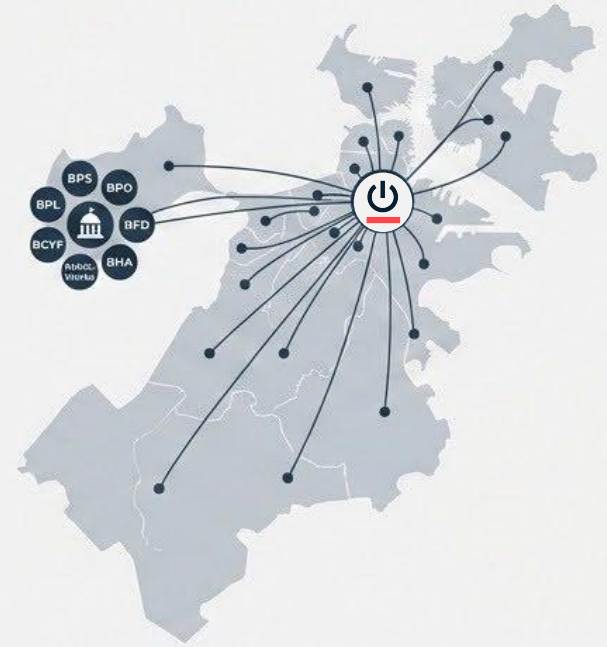
Roslindale

Roxbury

South Boston

South End

West Roxbury



**BPS, BPD, BPL, BFD, BCYF, PUBLIC
WORKS, BTD, BHA, CITY HALL**

**THANKS TO THE SUPPORT OF
MAYOR WU AND THE CITY
COUNCIL, THIS YEAR WE HAVE...**



MODERNIZING BASIC CITY SERVICES (BCS)

BCS will be operating in a modern and supported constituent management system that integrates with a fully implemented asset and work order management system - so we can make sure our crews have the tools and the information to deliver on our constituents needs, and even fix issues before they are reported.

PERMIT TRANSFORMATION INITIATIVE (PTI)

Work is underway to transform the experience and the first phase of its systems replacement - focusing on the constituent experiences of building construction: from when someone has an idea about a new build or a modification to an existing building, to when people are using the new space.

PROPERTIES.BOSTON.GOV

A new interface for residents to find information about every property in the City including assessed values, permits, and more coming soon. This new digital product was 100% built in-house, saving approx \$500,000

A SEAMLESS CITY EXPERIENCE

*Making every interaction with the City Of
Boston simple, intuitive, And effective.*

LAGAN FORMER SYSTEM

BOS :311 | City of Boston | **Constituent and Case Management Application (CRM)** | Enterprise Applications

Lagan, Reporting and Training Access points

Agent Desktop (Virtual Office): [Open](#) This is the primary link all CRM users should use to open, view and manage cases. This should only be opened and used in Internet Explorer

Agent Desktop (Enterprise Case Management): [Open](#) This is the link for CRM users in the BOS:311 Call Center and other operational users.

Reports: [Open](#) This is the link to access Lagan Business Intelligence (BI) reports. This should only be opened and used in Internet Explorer

On Demand Training: [Open](#) This link provides an overview of creating, updating, reallocating cases and a whole lot more.

Help, Support & Tips

- How to enter your login credentials:** Your UserID and Password for CRM access is the same as your UserID and Password for the net Laptop.
- Forgot your password or other password issues?:** Please go to the [Access Boston](#) to reset your password or contact the Help Desk; you can send an email to both dotsservice@boston.gov and iamsupport@boston.gov to report your issue.
- Need Lagan and/or City Worker access?:** Please send an email to CRM_Admin@boston.gov. Include your Employee ID, Department; you will need access to.
- All other Lagan CRM questions:** Please send an email to CRM_Admin@boston.gov.

TIP: Do not use the Lagan/Kana (K) Icon

TIP: To create a GOOD shortcut, just go to the address bar and where you see the mini City of Boston icon, click on the icon and drag &

TIP: If you have Lagan issues, before you send an email, please have screen shots of the issue and a case number.

TIP: When you create a Case, remember to add the eForm!



Damaged Sign

Contact_Details	Service_Location	Request_Details	Back_Office
CITIZEN DETAILS			
Service Request ID: 101005420081			
Last Name	First Name		
Street Number	Street Name	Apt	
City	State	Zip	
Email	Phone		

CREATIO - ENTERPRISE ASSET MGMT.

The screenshot displays the City of Boston Creatio interface. The top navigation bar includes the City of Boston logo, a search bar, and utility icons. A sidebar on the left lists various app categories such as Cases, Citizen programs, and Documents. The main content area shows a case titled 'BCS-00108958: Park Overflowing Trash Can'. The case details include the address 'Columbia Rd & General Law...', asset type 'Parks', and service 'Park Overflowing Trash...'. The case lifecycle is shown as 'In progress', with a 'CLOSURE' button highlighted. A table below shows the case history with columns for Status, Created, and Date begin.

Status	Created	Date begin
Submit	2/21/2026 3:39 ...	2/21/2026 3:39 PM
In progress	2/21/2026 3:40 ...	2/21/2026 3:40 PM
Closed	2/21/2026 3:58 ...	2/21/2026 3:58 PM

The screenshot shows the OpenGov Asset Management interface. It features a map of the location 'Columbia Rd & General Lawrence J Logan Way South Boston'. A search bar at the top left shows 'BCS-00108957'. Below the map is a table of requests. The right sidebar displays the details for 'Request BCS-00108958', including the location description, park name 'Moakley Park', and request setup.

Requests	0
Show Selected	Requests of 0 Total Records
Select All	
BCS-00108958	0
PARK Full Trash Can	0%
-mi	0

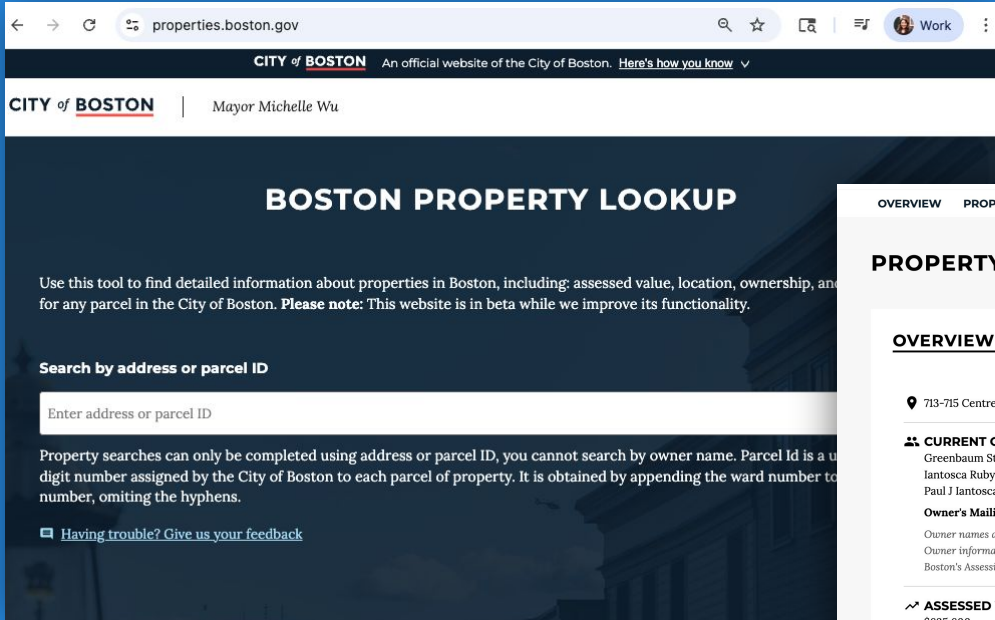
BOSTON.GOV/PERMITTING

The new hub for
permitting information

The screenshot shows the top of the Boston Permitting website. At the top, it says "WELCOME TO BOSTON PERMITTING" with a "guide" link and a "Last updated: 2/24/25" timestamp. Below this is a search bar with the text "Find everything you need to know about the necessary permits for your projects in the City of Boston." and a "SEARCH" button. A navigation menu includes "SEARCH", "WHAT ARE YOU TRYING TO DO?", "APPLY ONLINE", and "LINKS". A paragraph explains that the website is a guide for home improvement and building projects. Below that is a link to "Learn more about our work". A section titled "ASK ME ABOUT PROJECTS, PERMITS, OR REQUIREMENTS" features a search bar with the placeholder "Ask your questions here" and a "SEARCH WITH AI" button. Below the search bar are three buttons: "How do I replace a hot water heater?", "I want to install a new gas line", and "I want to repair my roof". A note says "If you're searching for an active Inspection Services or Boston Fire permit, please visit the permit link." At the bottom, a section titled "I'M TRYING TO..." has the instruction "Select the option that best describes your project." and three main categories: "Build or Make an Addition", "Change the Use of a Building or Space", and "Get Help With New Construction". Each category has a brief description and an icon.

The screenshot shows the "RENOVATE A BATHROOM OR KITCHEN" page. The title is in large, bold letters. Below the title, a paragraph states: "Renovating a bathroom or kitchen involves the complete removal and replacement of toilets, bathtubs, sinks, or stoves, dishwashers, and garbage disposals, as well as electrical work, metal exhaust work, and opening or moving walls." Below this is a navigation menu with "LINKS", "WHAT ARE YOU TRYING TO DO?", "APPLY ONLINE", "SEARCH", "PERMITS FOR BATHROOMS OR KITCHENS", and "Last updated: 2/24/25". A section titled "WHO CAN RENOVATE A BATHROOM OR KITCHEN?" lists three bullet points: 1. Homeowners and contractors can apply for the Short-form or Long-form permit. 2. Only a contractor with a valid, non-expired Massachusetts trade license may apply for a Plumbing Permit, Electrical, or Short Metal permit and perform any plumbing, electrical, or exhaust work related to renovating a bathroom or kitchen. 3. If you are updating, replacing, or moving the exhaust or venting, you'll need to hire a Fire Protection Engineer as well. Below this is a section titled "WHAT PERMITS DO I NEED?" with three sub-sections: "SHORT-FORM PERMIT" (bullet point: For renovating an existing bathroom when no other structural changes need to be made, such as cutting into a wall), "LONG-FORM PERMIT" (bullet point: For moving any structural walls or egresses while performing the work, such as expanding the size of the bathroom or kitchen, creating a new window, or creating or removing a doorway), and "ADDITIONAL PERMITS" (bullet point: You may need other permits that only licensed contractors can apply for, including PLUMBING PERMIT, ELECTRICAL PERMIT, and SHEET METAL PERMIT).

PROPERTIES.BOSTON.GOV



properties.boston.gov

CITY of BOSTON An official website of the City of Boston. [Here's how you know](#)

CITY of BOSTON | Mayor Michelle Wu

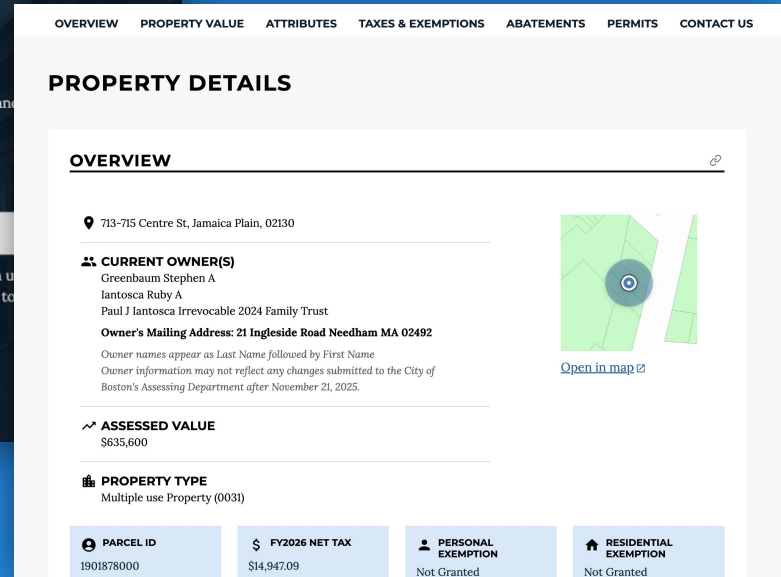
BOSTON PROPERTY LOOKUP

Use this tool to find detailed information about properties in Boston, including: assessed value, location, ownership, and more for any parcel in the City of Boston. **Please note:** This website is in beta while we improve its functionality.

Search by address or parcel ID

Property searches can only be completed using address or parcel ID, you cannot search by owner name. Parcel ID is a unique digit number assigned by the City of Boston to each parcel of property. It is obtained by appending the ward number to the parcel number, omitting the hyphens.

[Having trouble? Give us your feedback](#)



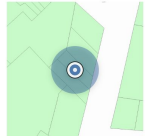
OVERVIEW PROPERTY VALUE ATTRIBUTES TAXES & EXEMPTIONS ABATEMENTS PERMITS CONTACT US

PROPERTY DETAILS

OVERVIEW

713-715 Centre St, Jamaica Plain, 02130

CURRENT OWNER(S)
Greenbaum Stephen A
Iantosca Ruby A
Paul J Iantosca Irrevocable 2024 Family Trust
Owner's Mailing Address: 21 Ingleside Road Needham MA 02492
Owner names appear as Last Name followed by First Name
Owner information may not reflect any changes submitted to the City of Boston's Assessing Department after November 21, 2025.



[Open in map](#)

ASSESSED VALUE
\$835,600

PROPERTY TYPE
Multiple use Property (0031)

PARCEL ID 1901878000	FY2026 NET TAX \$14,947.09	PERSONAL EXEMPTION Not Granted	RESIDENTIAL EXEMPTION Not Granted
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DoIT RUNS ON BEACON

DoIT's incident management, change management and service request fulfillment practices all run on ServiceNow (branded as "Beacon" to employees)--resulting in a more consistent user experience and better quality service delivery.

EMPLOYEE SELF SERVICE MIGRATION

Our team was able to avoid \$1.2 million in costs, and reducing the number of systems to power employee self service, increasing security and reliability, by migrating to PeopleSoft Fluid (live on May 4th)

BOSTON DATA HUB

Our team migrated to BigQuery, enabling all employees to easily access City Data via Google Sheets - saving about \$200,000 per year to support our budget reductions, and avoiding about \$1 million in professional services by doing the work in house.

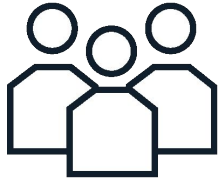
AN EMPOWERED CITY WORKFORCE

Equipping our public servants with the modern tools, data, and skills to excel.

Service Management Overview

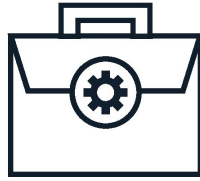
12,000+ SERVICE REQUESTS

since October 2025



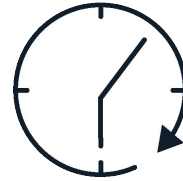
43 TEAMS

Collaborating
across the City



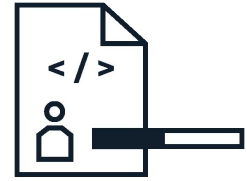
**413 TYPES OF
SERVICES**

Diverse service
catalog



**3.75 DAYS
MEDIAN
RESOLUTION**

Efficient issue
resolution



**PROJECT
DELIVERY**


In addition to 1,600
project components
delivered each year

CITY of BOSTON | 🕒 ❤️ 📍


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Employee Self Service ▾ < 2 of 2 >


Manage Absence




Absence Balances



View Absence Requests

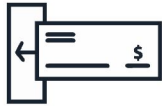


Pay




Last Pay Date **04/24/2026**

Direct Deposit



Personal Details



CITY of **BOSTON**

INNOVATION **EXPO** **2026**
INNOVATION EXPO 2026

WEDNESDAY, MAY 6TH

26 Court St, Boston MA

boston.gov/innovation-expo

Come explore the forward-thinking and bold ways City workers have made Boston a home for everyone.

Showcasing what's possible in municipal government, this open-to-all event highlights how innovation and creative problem-solving can drive progress while improving city services.

10:00am

Opening Remarks

10:30am

Expo Opens featuring projects from the City of Boston workforce

1:00pm

Closing and Award Ceremony



Innovation and Technology

BOSTON
250



New Urban Mechanics



CURB LAB

Is an innovative project that allows us to use our Asset Management data for signs to serve both our residents and our own teams where different curbside regulations apply. It will launch as a beta, with additional improvements planned as we improve data quality for signs.

ROUTE OPTIMIZATION

Building on improvements to core data about streets, and addresses - our Research and Data team is building resources to optimize mattress pick ups, and other City operations.

A SMAHTER & PROACTIVE GOVERNMENT

Harnessing data and emerging technology to solve problems, inform policy, and serve residents proactively.

SEARCH FOR AN ADDRESS

42.349879,-71.06111

SELECT AREA

Remove selection X



0.2 mi



Select by area

LEGEND

Parking allowed with currently selected time and filters:

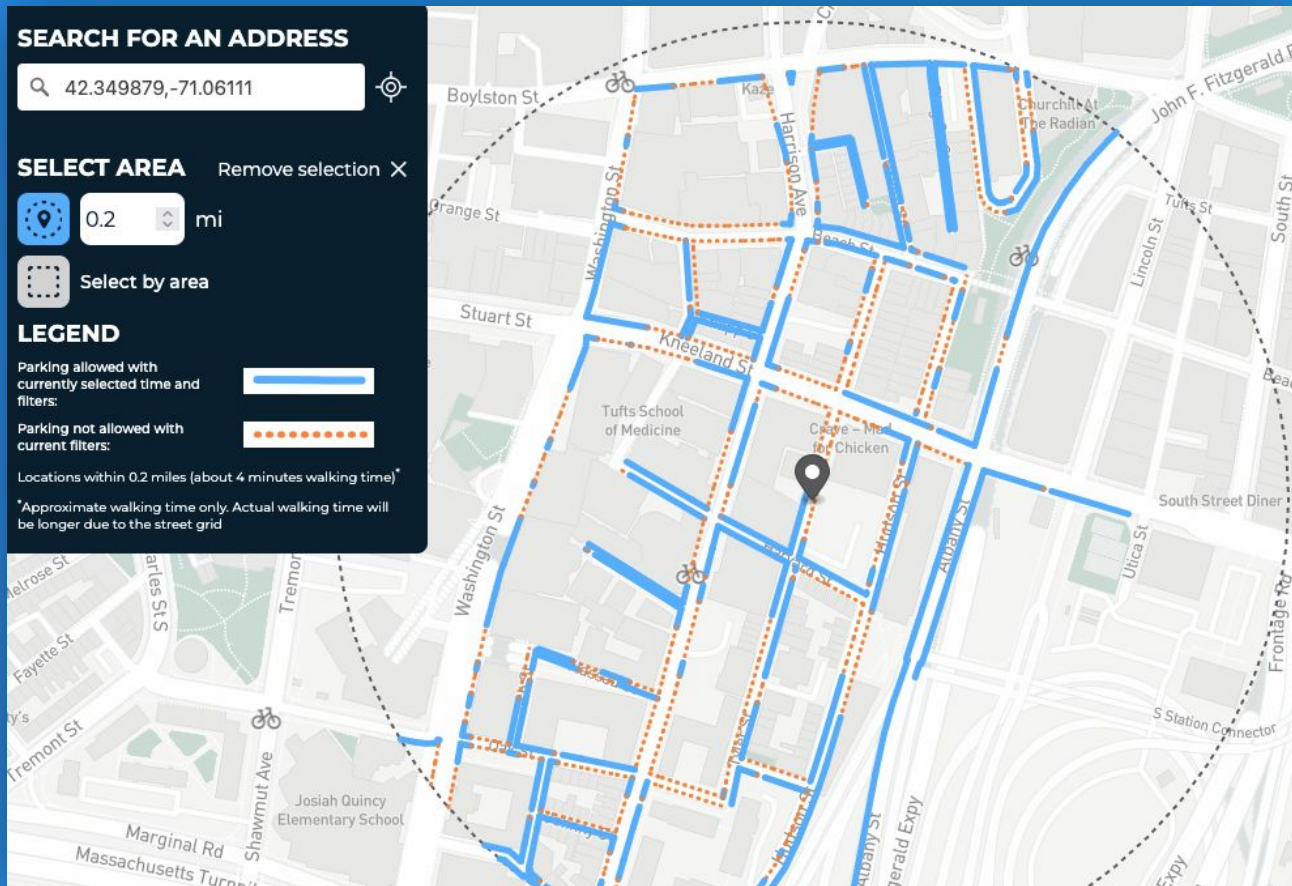


Parking not allowed with current filters:



Locations within 0.2 miles (about 4 minutes walking time)*

*Approximate walking time only. Actual walking time will be longer due to the street grid



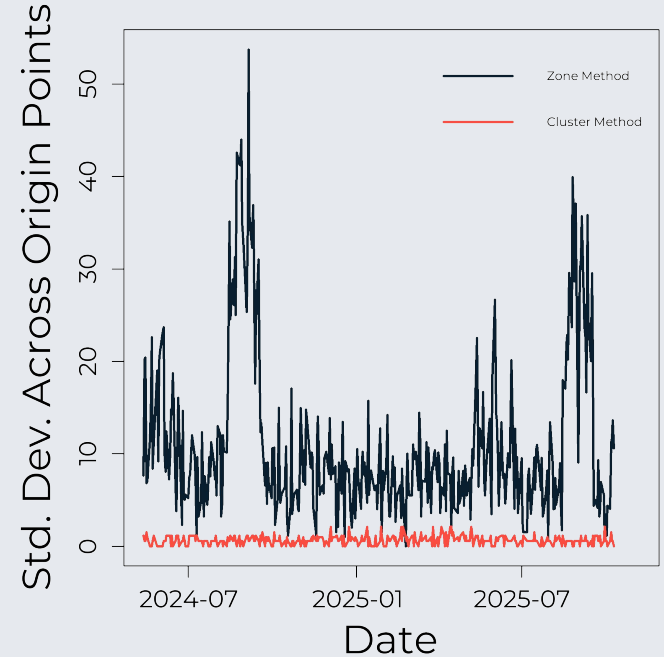
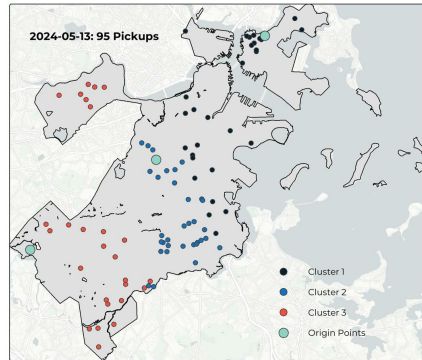
COUNCIL AMENDMENT: ROUTE OPTIMIZATION

PROBLEM

Mattress pickups were previously assigned to contractors based on static geographic zones, resulting in uneven workloads and underutilized capacity

RESULTS

By dynamically assigning pickups each day, we can increase total capacity during surge periods (student move-out) and reduce overall vehicle miles traveled by contractors



11,143 RESIDENTS SERVED

Through 36 Community Partners – delivering device access, low-cost internet enrollment, and digital skills training in every major Boston neighborhood, with concentrated impact in Dorchester, Roxbury, and Mattapan.

WICKED WIFI COMES TO FIVE NEW NEIGHBORHOODS

New free public wi-fi sites at Nubian Square, Mattapan Square, Egleston Square, Maverick Square, and Malcolm X Park are fully operational – together logging over 117,000 unique users since launch.

COMPUTER LABS REFRESH

Secured competitive grant to replace and upgrade devices across all of the City's public facing computer labs, in collaboration with BCYF, OWD, and ORC. This refresh will include accessibility technologies to ensure all labs can be used effectively by individuals with disabilities without the need for modifications or accommodations.

A CONNECTED AND EMPOWERED BOSTON

*Ensuring every resident has the tools,
skills, and connectivity to thrive.*

**NATIONAL DIGITAL
INCLUSION WEEK
CELEBRATION 2025**



**NATIONAL DIGITAL
INCLUSION WEEK
CELEBRATION 2025**



OUR PROPOSED BUDGET FOR FISCAL YEAR 2027



A SHARED SERVICE PROVIDER

DoIT will continue to leverage its expertise and resources to create economies of scale, saving money and reducing administrative burden for infrastructure, cybersecurity, and other resources.

BRINGING THE CONSTITUENT EXPERIENCE TO CITY HALL

Through our investments in User Research, Impact Evaluation, and great partnerships with other Departments, we will continue to build a City experience that works based on what and where our constituents are - in their language, on the device of their choosing, in the mode they prefer.

DIGITAL EQUITY

We will continue to ensure everyone has the resources to connect affordably and reliably, with the right tools, and with the skills and support to make sure people are safe and confident when they experience an accessible and convenient government.

SECURE, ACCESSIBLE, AND CLEAR INTERACTIONS

Continue our shared progress - eliminating expensive, insecure, and outdated technology

THANK YOU

