



Office of the Chief Technology Officer

OCTO (TO)

MISSION

The mission of the Office of the Chief Technology Officer (OCTO) is to leverage the power of technology to improve service delivery, drive innovation, and bridge the digital divide to build a world-class city.

SUMMARY OF SERVICES

OCTO is the central information technology (IT) and telecommunications agency for the District government. OCTO develops, implements, and maintains the District's IT and telecommunications infrastructure; develops and implements major citywide applications; establishes and oversees IT enterprise architecture and website standards for the District; and advises District agencies on technology solutions to improve services to businesses, residents, and visitors in all areas of District government.

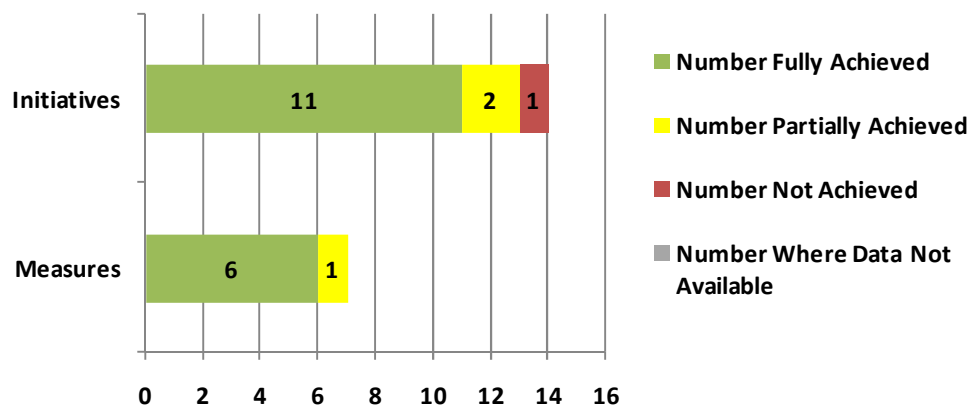
AGENCY OBJECTIVES

1. Provide and maintain a secure computing environment for the government as well as residents, businesses, and visitors.
2. Lower cost of government operations and enhance service through innovative technologies.
3. Ensure high quality service delivery of technology projects and enforce architectural standards
4. Bridge the digital divide and enable economic development

3 KEY ACCOMPLISHMENTS

- ✓ Deployed 6,561 new computers to reduce time for administrative duties and provided online tools and resources for DCPS teachers.
- ✓ Deployed 1,006 mobile data computers to fire, emergency medical, and police officials in the field in partnership with OUC, MPD and FEMS.
- ✓ Digitized over 6 million documents, including records from DCPS HR, DCHR, DOES, DDS, OAG, OPM, and OCTO.

OVERVIEW OF AGENCY PERFORMANCE








Performance Initiatives – Assessment Details




Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Provide and maintain a secure computing environment for the government as well as residents, businesses, and visitors.

-  **INITIATIVE 1.1: Use technology as a utility to access all of the IT power online.**
Fully Achieved. In FY08, OCTO made improvements to the Payroll and human capital management systems to give employees greater direct access to their employment documents. District employees can now view their paychecks online, make Federal (W4) and State tax deduction changes online, and make direct deposit changes online. All District employees (except DCPS) can now enter payroll time directly into the system vs. filing paper forms and having their manager approve it online. OCTO also expanded implementation of District-wide electronic content management systems to digitize millions of pages of documents.
-  **INITIATIVE 1.2: Move the datacenter (ODC2) or data at least 100 miles from the District to ensure security and continuity of operations.**
Partially Achieved. In FY08, OCTO began planning to migrate both data centers to new locations to increase data security and stability in the event of a disaster. In FY08, OCTO released an RFP for relocating ODC1 to a location at least thirty-five miles from the District was released to the public, and an RFP for building a new data center at UCC.
-  **INITIATIVE 1.3: Build a regional data communications network for public safety and first responders.**
Not Achieved. Following an FCC order to create a nationwide wireless broadband network, regional executives discontinued federal funding for the project, called the Regional Wireless Broadband Network (RWBN) project. OCTO turned the District portion of the network off through the DTV transition in February 2009.

OBJECTIVE 2: Lower cost of government operations and enhance service through innovative technologies.

-  **INITIATIVE 2.1: Deploy laptops and services such as automated forms for our first responders to free them from exhausting paperwork and inefficient processes.**
Fully Achieved. In FY08, OCTO partnered with OUC, MPD and FEMS to deploy 1,006 Toughbooks to fire, emergency medical, and police officials in the field. The Toughbooks allow the first responders to access applications and resources from their vehicles.
-  **INITIATIVE 2.2: Deploy 4,000 new computers for DCPS teachers to cut down time on administrative duties and provide online tools and resources.**
Fully Achieved. In FY08, OCTO successfully deployed 6,3561 computers to DCPS teachers and classrooms.
-  **INITIATIVE 2.3: Migrate from end-to-end paper processes to end-to-end digital processes for DCPS human resources and payroll in addition to District self-service modules and workforce management.**
Fully Achieved. OCTO successfully digitized 4.6 million pages of official DCPS HR records in FY08. However, OCTO did not make progress in integrating Payroll/HR and enterprise content management due to DCPS' lack of re-engineering of current business processes.



- **INITIATIVE 2.4: Make it easier to conduct business in the District by automating permitting and licensing.**
Partially Achieved. In FY08, OCTO partnered with DCRA, DPR, and DDOT to issue a RFP for a citizen interaction and relationship management system that will tie various agency permitting and licensing applications together, including a 311 call center application and a service request center application.
- **INITIATIVE 2.5: Ensure transparency and accountability by employing data-driven decisions.**
Fully Achieved. In FY08, OCTO's Citywide Data Warehouse developed and released new versions of the CapStat website and the DC Data Catalog and Data Feeds. The DC Data Catalog and Data Feeds provide data from multiple agencies, serving as a catalyst ensuring agencies operate as more responsive, better performing organizations. The new version makes it easier for residents and agencies to download data. OCTO also created an Intranet portal in FY08 as a step towards making data searchable, easily accessible and available on demand to government employees.

OBJECTIVE 3: Ensure high quality service delivery of technology projects and enforce architectural standards.

- **INITIATIVE 3.1: Implement a real-time project and portfolio management tool for IT governance.**
Fully Achieved. In FY08, OCTO implemented a tool that gives detailed views of IT project plans, costs, resources, and performance. This is the information that managers need to ensure that taxpayer dollars spent on IT are used wisely, efficiently and according to technical standards to produce quality results. The expected outcome is a centralized governance tool that empowers all stakeholders to track projects.
- **INITIATIVE 3.2: Host agency-level TechStat sessions for adherence to enterprise standards and to ensure a return on investment (ROI).**
Fully Achieved. Instead of replacing the Project Initiation process, OCTO supplemented its operations with TechStat, more closely modeled after the Mayor's CapStat. OCTO has since hosted 19 TechStat sessions on a variety of topics, including Toughbook deployment, data center power outages, and electronic document management. The following examples show the various outcomes of different TechStat sessions.
- **INITIATIVE 3.3: Track customer satisfaction through user polling, service request surveys and quarterly service summits to evaluate our performance as an organization.**
Fully Achieved. Through regularly-scheduled meetings with each agency, surveys on the agency's "happiness index" with OCTO, and quarterly cluster-level meetings with the CTO, agencies have a way to provide meaningful, real-time feedback on all interactions with OCTO. In addition, for every call that generates a work-order ticket, a voluntary customer satisfaction survey is automatically generated and emailed directly to any customer who has not participated in the survey in the past 45 days and notifies IT ServUs management if the customer wants a call back to discuss their comments in greater detail.

OBJECTIVE 4: Bridge the digital divide and enable economic development.

- **INITIATIVE 4.1: Enhance learning by making available the "\$100 laptop" for DCPS students.**
Fully Achieved. OCTO embraced the concept of the "\$100 laptop" to deploy a 1:1 computing initiative within the Classrooms of the Future in selected high tech campuses. OCTO received \$700,000 in technology donations from a range of vendors for networking and infrastructure, laptops, and instructional "smart" boards. This technology will serve as the centerpiece of instructional technology efforts for the students to allow tech-based curriculum projects, including "virtual trips" across the world.
- **INITIATIVE 4.2: Provide training and mentorship opportunities based on McKinley Tech model for the next generation IT workforce.**



Fully Achieved. OCTO partnered with McKinley Tech to enlist students to help develop several “videocasts” and to intern with GIS and IT ServUS. OCTO enlisted over six summer youth to assist in the prepping and scanning of non-sensitive documents in the OCTO scan center. OCTO GIS made in-class presentations at McKinley Tech and continues to work with DCPS to build relevant curriculum for use in schools. Its recent relocation to Jefferson MS will facilitate this partnership.

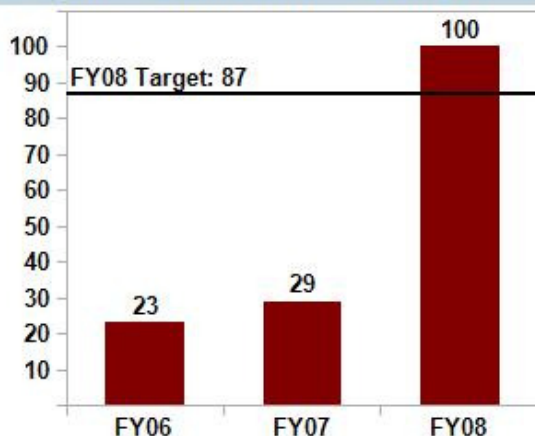
● **INITIATIVE 4.3: Provide broadband access to outdoor public spaces in the District for use by residents and visitors.**

Fully Achieved. OCTO implemented wireless access in 100 government buildings, including schools, libraries and recreational centers.



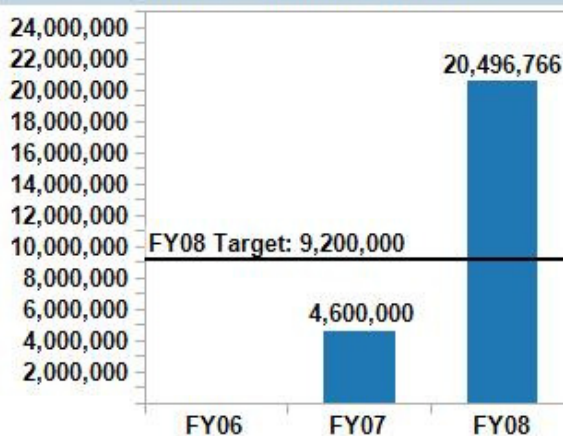
Key Performance Indicators – Highlights

From Objective 3: Number of WiFi Hotspots within District Buildings



FULLY ACHIEVED

From Objective 2: Number of Records/Documents Digitized



FULLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- OCTO expanded the installation of WiFi hotspots to schools, government buildings, and recreation centers.
- OCTO hired cabling vendors and purchased hardware such as wireless access points and controllers.

What external factors influenced this indicator?

- OCTO coordinated the installation efforts with three District agencies: DPR, DCPS, and OPM. High-traffic government buildings that provide resident services were prioritized for hotspot installation.

How did the agency's actions affect this indicator?

- OCTO conducted two TechStat performance accountability sessions with the Chief Technology Officer and the Electronic Document Management team to ensure that the appropriate resources were in place to meet the target.
- OCTO created a scan center at 441 4th Street NW, which scanned more than 2 million documents from DCHR, DOES, DDS, OAG, and OPM. OCTO also utilized the existing scan center at the University of District of Columbia to augment scanning efforts throughout the District.

What external factors influenced this indicator?

- Several District agencies had already implemented dedicated scan centers, which contributed to the overall document digitization efforts of the District.
- Growing quickly, the current scan center at 441 4th Street NW has reached its space capacity and will need additional space to increase output.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: Provide and maintain a secure computing environment for the government as well as residents, businesses, and visitors.					
● % of DCPS classrooms connected by at least one computer.	N/A	N/A	100%	100%	N/A
● % of police and fire officials with access to online forms via rugged laptops	N/A	0	67%	100%	100%
OBJECTIVE 2: Lower cost of government operations and enhance service through innovative technologies.					
● % Uptime.	N/A	0	99.90%	99.92%	99.95%
● % of desktop issue tickets resolved within 4 hours.	70.0%	90.0%	95.0%	95.5%	97.0%
● # of records/documents digitized District-wide.	N/A	4,600,000	9,200,000	20,496,766	40,400,000
OBJECTIVE 3: Ensure high quality service delivery of technology projects and enforce architectural standards.					
<i>None for this objective in FY08</i>					
OBJECTIVE 4: Bridge the digital divide and enable economic development.					
● # of NCR jurisdictions connected to INET.	25%	45%	75%	60%	100%
● # of public WiFi hotspots within District buildings.	23	29	87	100	112