

Office of the Chief Technology Officer FY2020

Agency Office of the Chief Technology Officer

Agency Code TO0

Fiscal Year 2020

Mission Direct the strategy, deployment, and management of D.C. Government technology with an unwavering commitment to I.T. excellence, efficiency, and value for government, residents, businesses and visitors.

Strategic Objectives

Objective Number	Strategic Objective
1	Enhance the quality, availability, and delivery of information and services to residents, employees, businesses, and government - Better enable agency customers, stakeholders and the public to scrutinize and engage on key IT decisions and performance.
2	Enable and improve the availability and integration of information - Provide integrated information services across the district and promote the adoption of data, process, and vocabulary standards.
3	Provide a secure and trusted IT environment - Secure critical data and infrastructure using methods consistent with best practices of leading and public and private organizations. Enhance confidentiality, integrity, and availability of IT resources through: Protecting IT assets and resources from unauthorized access or misuse. Enhancing security awareness district-wide. Ensuring that IT security is incorporated into the lifecycle of every IT investment.
4	Implement an enterprise approach to information technology infrastructure and common administrative systems that will foster innovation and collaboration. Establish a basis for consolidated infrastructure to achieve interoperability and communication among operating divisions. Improve the performance of district Information Technology personnel and enable the unification and simplification of similar IT business processes and services within and across operating divisions and maximize the value of technology investments through enterprise-wide procurement and licensing.
5	Achieve excellence in IT management practices - Strengthen districtwide enterprise-wide processes for collaborative IT strategic planning, capital planning, and investment control. Develop an IT human capital plan to guide the recruitment, retention, and skill development of staff. Establish and maintain IT policies and SOPs to ensure compliance with federal regulations and district legislation. Guide citywide IT investments to yield the maximum benefits at the lowest possible costs.
6	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Enhance the quality, availability, and delivery of information and services to residents, employees, businesses, and government - Better enable agency customers, stakeholders and the public to scrutinize and engage on key IT decisions and performance. (6 Measures)					
Percent of calls answered in 30 seconds	Up is Better	57.8%	70.6%	71.2%	80%
Percent of desktop issue tickets resolved within 4 (Four) hours	Up is Better	85.5%	87%	82.9%	90%
Percent of IT Helpdesk Tickets resolved within 1 (one) business day	Up is Better	90.2%	83%	87.8%	80%
Percent of abandon rate for IT Helpdesk calls	Down is Better	14.7%	37.2%	9.5%	10%
Percent of calls resolved in call center on first call	Up is Better	96.2%	98.9%	77.7%	75%
Percent of inquires responded to customers within GIS's Standard Service Level of Agreement (SLA)	Up is Better	90%	96.8%	2501.4%	90%
2 - Enable and improve the availability and integration of information - Provide integrated information services across the district and promote the adoption of data, process, and vocabulary standards. (5 Measures)					
Percent of routine agency web update requests fulfilled within 24 hours by Web Maintenance	Up is Better	94.5%	95.6%	95.2%	90%
Percent of up-time for GIS Services	Up is Better	100%	100.1%	99.4%	99%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
Percent of Tier 1 tickets resolved within 30 minutes by the Networks Operations Center (NOC)	Up is Better	99.1%	92.3%	97%	50%
Percent of uptime for all OCTO-supported infrastructure	Up is Better	100%	99.9%	99.5%	99%
Percent of OCTO programs whose customers satisfaction rating exceeds target level of 80 (eighty) percent satisfied	Up is Better	93.2%	93.1%	92.7%	80%
4 - Implement an enterprise approach to information technology infrastructure and common administrative systems that will foster innovation and collaboration. Establish a basis for consolidated infrastructure to achieve interoperability and communication among operating divisions. Improve the performance of district Information Technology personnel and enable the unification and simplification of similar IT business processes and services within and across operating divisions and maximize the value of technology investments through enterprise-wide procurement and licensing. (1 Measure)					
Annually add 5 (Five) percent new data-sets to Data Catalog, Dashboards, Reporting Environments and Applications	Up is Better	12.5%	8.5%	Waiting on Data	5%
5 - Achieve excellence in IT management practices - Strengthen districtwide enterprise-wide processes for collaborative IT strategic planning, capital planning, and investment control. Develop an IT human capital plan to guide the recruitment, retention, and skill development of staff. Establish and maintain IT policies and SOPs to ensure compliance with federal regulations and district legislation. Guide citywide IT investments to yield the maximum benefits at the lowest possible costs. (1 Measure)					
Percent of District with access to public Wifi system	Up is Better	18.3%	14.7%	13.1%	13.4%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
6 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	100%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	85.6%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	96.5%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Enhance the quality, availability, and delivery of information and services to residents, employees, businesses, and government - Better enable agency customers, stakeholders and the public to scrutinize and engage on key IT decisions and performance. (5 Activities)			
AGENCY TECHNOLOGY OVERSIGHT & SUPPORT	Agency Management	Responsible for critical business issues, organizational development and workforce management.	Key Project
DATA TRANSPARENCY&ACCOUNTABILITY-CDW	Data Transparency and Accountability	Collects, analyzes, and publishes government data for easy consumption for both the government and general public.	Daily Service
DC GEOGRAPHIC INFORMATION SYSTEM-GIS	DC Georgraphic Information Systems - GIS	Provides critical georspatial data to District government agency staff within public safety, economic development, education, transportation, city planning and operations areas.	Daily Service
AGENCY MISSION FOCUSED APPLICATION SOLUTIONS	DMV Application Solutions	DMV Application Solution - Provides system development, maintenance and new functional enhancements for Department of Motor Vehicles' (DMV) business applications, which support vehicle registration, driver's license/identification cards, dealer tags, residential parking permits, insurance verification, adjudication, law enforcement services with on-site and back-office services, the DMV web portal, and mobile application development.	Daily Service
ELECTRONIC DOCUMENT MANAGEMENT	Electronic Document Management - Filenet	Centralizes IT infrastructure support for the various electronic and paper records throughout the District. It provides system administration, maintenance, and application support for agencies using Filenet and Kofax applications. It is a repository for electronic content.	Daily Service
2 - Enable and improve the availability and integration of information - Provide integrated information services across the district and promote the adoption of data, process, and vocabulary standards. (1 Activity)			
APPLICATION SERVICES & OPERATIONS	Application Implementation	Provide project management, application development, application implementation, technical consultations and application maintenance and support for District agencies to enhance information flow and responsiveness to residents and to make government more efficient.	Key Project
3 - Provide a secure and trusted IT environment - Secure critical data and infrastructure using methods consistent with best practices of leading and public and private organizations. Enhance confidentiality, integrity, and availability of IT resources through: Protecting IT assets and resources from unauthorized access or misuse. Enhancing security awareness district-wide. Ensuring that IT security is incorporated into the lifecycle of every IT investment. (6 Activities)			
DC NET	DC-NET	Supplies a fiber-optic telecommunications platform serving as the core foundation an dprimary backbone conduit of all technology and telecommunications services used by District employees and manages secure voice, video and data services.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
INFORMATION SECURITY	Information Security	Manages and maintains an information security architecture that mitigates security vulnerabilities with the DC Government's technology infrastructure; provides a secure applicaiton and network environment for all District government agency systems.	Daily Service
INTEGRATED PLATFORM SERVICES	Mainframe Operations	Provides reliable, secure and efficient computing environments with sufficient resource capacity to meet the inforamtion processing requirements of the mainframe applications in OCTO's data centers.	Daily Service
DC Network Operations Center	DC Network Operations Center	Provides around-the-clock monitoring of critical data, wireless and voice network components, along with server and web applications; also provide after-hours and weekend call center services that support multiple agencies.	Daily Service
DATA CENTER FACILITIES	Data Center Facilities	Maintains the premises for OCTO's data center sites, including facilities operations and upgrade, resource allocation and access control, power management and site security.	Daily Service
IDENTITY MANAGEMENT SYSTEMS	Identify Management Systems	Manages the District's identity and access management systems used in support employees and District residents, provides PIV-1 (Personal Identity Verification Interoperability) solutions for DC government agencies seeking to issue and use highly security PIV-1 credentials, and operates the DC One Card (DC1C) centers that provide identity cards for citizens.	Daily Service
<p>4 - Implement an enterprise approach to information technology infrastructure and common administrative systems that will foster innovation and collaboration. Establish a basis for consolidated infrastructure to achieve interoperability and communication among operating divisions. Improve the performance of district Information Technology personnel and enable the unification and simplification of similar IT business processes and services within and across operating divisions and maximize the value of technology investments through enterprise-wide procurement and licensing. (6 Activities)</p>			
AGENCY MISSION FOCUSED APPLICATION SOLUTIONS	Applications Solutions - DMV	Provides systems development, maintenance and new functioal enhancement for Department of Motor Vehicles' (DMV) business application.	Daily Service
ENTERPRISE HUMAN RESOURCE APPLICATION SERVICES	Human Resource Application Services	Operates the Human Capital Management technology used by all District employeement and DCHR.	Daily Service
ENTERPRISE PROCUREMENT APPLICATION SERVICES	Procurement Application Services	Supports the Office of Contracting and Procurement by maintaining and enhancing the Procurement Automated Support System (PASS) which enables purchasing, receiving of goods, and contract compliance for all District agencies; delivers a centralized workflow for the procurement function of the District government.	Daily Service
APPLICATION SERVICES & OPERATIONS	Web Maintenance	Establishes, maintains, and implements standards, guidelines, policies and procedures for maintaining DC.GOV web portal, which has over 100 District agency websits and is visited over 25 million times a year by District residents, businesses and visitors.	Daily Service
CITYWIDE MESSAGING	Email (citywide messaging)	Provides collaborative email services engineering, operations management and modernization for entirety of the District government; manages mobile messaging systems engineering and operations.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
IT SERVUS	OCTO Helps	Provides around-the-clock support of desktop products and services for District agencies with certified technicians who apply industry best practices with industry-level software tools, combined with service-level agreements to provide solutions for all end-user computer needs.	Daily Service
5 - Achieve excellence in IT management practices - Strengthen districtwide enterprise-wide processes for collaborative IT strategic planning, capital planning, and investment control. Develop an IT human capital plan to guide the recruitment, retention, and skill development of staff. Establish and maintain IT policies and SOPs to ensure compliance with federal regulations and district legislation. Guide citywide IT investments to yield the maximum benefits at the lowest possible costs. (5 Activities)			
AGENCY TECHNOLOGY OVERSIGHT & SUPPORT	Program Management Office	Provides management, business consulting services and business application support to agencies to effectively develop and maintain new technology applications and improve service delivery through effective integration of technology solutions.	Daily Service
DIGITAL INCLUSION INITIATIVE (DII)	Digital Inclusion Initiative	Leads OCTO efforts to foster technology inclusion throughout outreach and coordination by developing specialized services, public events, and engagement campaigns to empower District residents and small businesses to embrace an expanding digital landscape.	Key Project
GOVERNMENT CLOUD SERVICES	Enterprise Cloud and Infrastructure Services	Delivers a cost-effective, highly available and scalable cloud computing platform capable of meeting the District's current and future demands.	Daily Service
TELECOMMUNICATIONS GOVERNANCE	Telecommunications Governance	Manages a portfolio of approved vendors and contract vehicles to purchase telecommunications products and services, complying with procurement guidelines and works with all District agencies to monitor and certify telecommunications inventories.	Daily Service
STRATEGIC INVESTMENT SERVICES	Strategic Investment Services	Provides program budget coordination and identifies and monitors the agency's ongoing priorities and critical new capital investments.	Daily Service
6 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)			
APPLICATION QUALITY ASSURANCE	Application Quality Assurance	implements industry best practices for independent software and system testing for DC Government agencies. The team utilizes various testing tools and provides a wide range of testing services including functional testing, regression testing, integration testing, and performance and load testing to ensure application software and systems conform to the required specifications and business requirements for high quality functionality and performance.	Daily Service

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - AGENCY TECHNOLOGY OVERSIGHT & SUPPORT (1 Measure)			
Number of payments processed by the DC Department of Motor Vehicles (DMV) Destiny System	1,102,966	1,054,184	1,067,283

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - DATA TRANSPARENCY&ACCOUNTABILITY-CDW (2 Measures)			
Number of Business Intelligence dashboards and reporting environments developed	62	144	18
Number of active dashboard development projects for Citywide Data Warehouse	44	50	95
1 - DC GEOGRAPHIC INFORMATION SYSTEM-GIS (3 Measures)			
Number of DC government employees who have taken a OCTO's DC Geographic Information System (GIS) led classes via DC Department of Human Resources' (DCHR's) Workforce Development Administration	177	99	125
Number of geospatial dataset downloads	84,551	88,297	81,158
Number of users Enterprise GIS via DC GIS Citrix System	779	2014	2724
2 - APPLICATION SERVICES & OPERATIONS (2 Measures)			
Number of software applications tested	89	79	86
Number of software development projects initiated and completed	14	30	16
3 - DC NET (1 Measure)			
Number of public WiFi hotspots	3066	1652	634
3 - DC Network Operations Center (3 Measures)			
Number of change request managed by Change Advisory Board	1424	1399	356
Number of critical data, wireless and voice network components, server and web application being monitored by the Network Operations Center (NOC)	69,255	73,370	80,411
Number of support calls received by the NOC to ensure government operations and continuity	9690	10,725	12,000
3 - IDENTITY MANAGEMENT SYSTEMS (4 Measures)			
Number of DC agencies using the DC One Card	40	40	32
Number of DC One Card administrative users supported	2990	3207	3591
Number of DC One Card issued	51,526	39,473	6353
Number of Digital Accounts created for access to DC One Card service portal	170,321	244,561	250,882
4 - AGENCY MISSION FOCUSED APPLICATION SOLUTIONS (2 Measures)			
Number of on-time delivery of releases to Department of Motor Vehicles (DMV)	7	4	4
Number of transactions processed by the DMV Destiny System	976,989	1,054,184	1,112,163
4 - APPLICATION SERVICES & OPERATIONS (1 Measure)			
Number of after-hours support request of web content and maintenance activities	477	521	573
4 - CITYWIDE MESSAGING (2 Measures)			
Number of email messages transacted to District electronic mailboxes	89.8	184,444,000	111,750,000
Number of email messages transacted within Citywide messaging Infrastructure	668.5	297,750,000	588,000,000
4 - ENTERPRISE HUMAN RESOURCE APPLICATION SERVICES (5 Measures)			

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of employees supported by PeopleSoft Human Capital Management System	147,523	151,306	153,029
Number of federal annuitants supported by PeopleSoft Human Capital Management System	14,791	14,685	14,561
Number of District residents supported by PeopleSoft Human Capital Management System	5612	6984	7882
Number of timesheets processed by PeopleSoft Human Capital Management System	10,608,351	10,745,426	10,738,544
Number of transactions processed by PeopleSoft Human Capital Management System	12,884,131	13,005,011	12,693,578
4 - ENTERPRISE PROCUREMENT APPLICATION SERVICES (2 Measures)			
Number of requisitions processed by the District Procurement System	24,038	23,298	27,902
Number of transactions processed by the District Procurement System	287,104	284,165	351,852
4 - IT SERVUS (1 Measure)			
Number of help desk support incidents received	223,260	117,615	117,265
5 - DIGITAL INCLUSION INITIATIVE (DII) (2 Measures)			
Total number of residents subscribed to Connect. DC's mobile messaging platform	48,307	58,429	66,004
Number of people who completed digital literacy training	375	381	697

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Agency Management (1 Strategic Initiative)		
Establish Enterprise Architecture & Governance	<p>Establish IT Governance and Enterprise Architect (EA) Program to optimally align IT activities to desired business outcomes in support of the District's mission. in FY2020 This program will :</p> <ul style="list-style-type: none"> - Document the District's baseline IT Architecture - Establish the criteria and context by which proposed IT solutions will be reviewed and provide advice to budgetary and purchasing authorities -Find and reduce redundant processes and systems -Engage an intra-agency working committee supporting enterprise architecture for the District -Draft a 3-5 year road map for enterprise architecture in the District 	09-30-2020
Application Implementation (1 Strategic Initiative)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Develop and Implement Information Technology Service Management (ITSM) Framework	<p>IT Service Management (ITSM) is a next generation technology platform that facilitates the digital transformation of enterprise IT operations and strategy. Utilizing a multi-year, multi-phase implementation process, in FY2020 OCTO will first deploy the financial model (FM) which will provide a detailed snapshot into the total cost of IT services and optimize monitoring and incident response for critical enterprise applications.</p> <p>Next OCTO will define and build out the scope for the IT Service Management (ITSM) for global processes. In FY2021 and outer years the actual implementation will kick off.</p> <p>Project Milestones:</p> <ul style="list-style-type: none"> - Financial Management module deployment (FY2020) - Project Management module (FY2021) - IT Service Management module (FY21-FY23) 	09-30-2020
Data Center Facilities (1 Strategic Initiative)		
New Data Center Migration	<p>The ODC1 Data Center needs to be relocated by end of Fiscal Year 2020. The new data center architecture is being designed as an agile infrastructure that can incorporate next generation computer storage, core data center networks and application technologies, that would empower the DC Government Office of the Chief Technology Officer (OCTO) to support changing business processes and requirements. In FY2020 the successful migration of the Data Center will be contingent upon completion of:</p> <ul style="list-style-type: none"> -The inventory (applications, servers, storage and other assets) in the current Data Center matches/enhances the inventory in the new Data Center -Functionality of all the assets in the new data center is as it had been in the current data center - Minimal disruption of business to the customers during actual migration <p>Once the new data center is fully functional and stable, ODC1 will be decommissioned.</p>	09-30-2020
Data Transparency and Accountability (2 Strategic initiatives)		
Expand Data Lake	<p>In FY20 OCTO and OCA will collaborate to (a) Establish full encryption of the Jupyterhub within the Data Lake, ensuring that data is encrypted when stored, transferred, and analyzed; (b) Migrate at least 75% of The Lab @ DC's Level 3 data to the Data Lake for storage, transfer, and analysis; and (c) Develop a universal data sharing agreement for the District that leverages the Data Lake as one option for secure and legally-compliant data sharing and analysis across the District."</p>	09-30-2020
Data Privacy and Anonymization	<p>This is a 3-Yr Capital Improvement Plan to develop, purchase, and implement a suite of data privacy tools for use in data storage and inter-agency data sharing. These tools will provide encryption, access control, anonymization, de-identification for agency data stored on the DC Data Lake.</p> <p>Providing shared privacy tools can help DC lay the foundation for good data privacy handling. The fragmented, distributed, ungoverned nature of District data management leaves it vulnerable to breach, and mishandling for privacy.</p> <p>In FY2020 OCTO data team will procure and implement an array of individual tools and share them centrally, using custom development to enhance usability:</p> <ol style="list-style-type: none"> 1. Anonymization and De-identification tools. 2. Access control tools 3. Encryption Tools 4. Automation tools 	09-30-2020
DC-NET (2 Strategic initiatives)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Deploy Low-Power Wide Area Network (LPWAN)	<p>Deploy a Low-Power Wide Area Network (LPWAN) in the District of Columbia as a proof-of-concept to evaluate the effectiveness and scalability of this technology in meeting agencies' wireless connectivity requirements.</p> <p>This solution can provide long-range and cost-efficient wireless connectivity services that would support a wide-range of evolving "Smart City" capabilities including but not limited to sensors for the environment, asset management, utilities, flood water shedding, building management, water level/quality, and other capabilities.</p> <p>OCTO's goals for the LoRaWAN network during the proof-of-concept phase include:</p> <ul style="list-style-type: none"> - Agencies' successful deployment of IoT devices on the network - The network performs in a way that supports agency pilot use cases. - Secure management, ingestion into the DC gateway API and data lake, and integration and visualization of data. 	09-30-2020
Public Wi-Fi Expansion (EOR)	<p>The District has a long-standing goal of extending public Wi-Fi coverage in the District in meaningful ways that maximize the benefit of this free service to residents, visitors, and businesses to enhance quality of life and opportunities for growth. With a focus on Great Streets/Main Street areas in Wards 5, 7, and 8, OCTO will continue efforts to expand publicly available WiFi internet access by leveraging two Office of Public Private Partnership (OP3) initiatives:</p> <ul style="list-style-type: none"> - Small Cell – As part of a memorandum of agreement (MOA) for cellular service providers seeking to deploy small cells in the District, there is an opportunity to obtain placement of DC Wi-Fi access points with carrier small cell deployment. - Intelligent Street Light – As part of OP3's initiative for intelligent LED street light procurement, the District has the opportunity to co-deploy DC Wi-Fi access points. 	09-30-2020
Email (citywide messaging) (3 Strategic initiatives)		
Directory Services Modernization	<p>In FY2020 OCTO will consolidate the Active Directory (AD) environment enabling user mobility, common user provisioning processes, consolidated reporting, and unified management of machines as well as Single Sign-On (SSO). The outcome of this multi-3-year cyber-security modernization program will be to deploy a robust, salable and highly efficient consolidated Active Directory architecture and identity management system architecture that will minimize District's exposure to crippling cyber-attacks.</p> <p>FY2020 Milestones:</p> <ul style="list-style-type: none"> • Plan and design the District-wide modernized consolidated AD environment that will provide a blueprint for the 3-year on going project. • Configure and build the new District-wide modernized consolidated AD environment. • Pilot migrating one of the 11 disparate AD forest domains into the new environment. • Research, evaluate and select an Identity Management System (IDMS) to be procured 	09-30-2020
Citywide Microsoft Office 365 License Deployment	<p>The outcome of this initiative is to optimize the District's O'365 licensing to meet the District needs, while greatly increasing the security posture of email, collaboration, and productivity of the O'365 solutions used by the DC Government workforce.</p> <p>In FY2020 OCTO will undertake the following milestones:</p> <ul style="list-style-type: none"> • Procure and award a new Microsoft Enterprise Agreement that will align the correct O'365 licenses that will meet the District's email security and data compliance requirement. • Plan, define, and execute O'365 Customer Adoption plan for all the District Agencies receiving the new O'365 licenses. • Deploy the new O'365 licenses District-wide. 	09-30-2020
Enhanced Email Security Hygiene and Email Domain Protection	<p>In FY2020, OCTO plans to successfully undertake the following milestones to enhance the DC government email security footprint.</p> <ul style="list-style-type: none"> • Conduct market research and alternative analysis for the best Domain-based Message Authentication, Reporting, and Conformance (DMARC) solution. • Procure and define implementation approach for the selected DMARC solution. • Execute implementation plan to deploy the selected DMARC solution. 	09-30-2020
Enterprise Cloud and Infrastructure Services (2 Strategic initiatives)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Implement Multi Cloud Platform	<p>OCTO will launch and implement a multi-cloud strategy in FY2020 that will identify a framework for adoption of a cloud infrastructures to include on-premise, virtual and private cloud, Microsoft's Azure public cloud, and Amazon Web Services public cloud.</p> <p>This Cloud Adoption Framework aim is to enhance the delivery of Government Services by providing organizational, technological, and managerial guidelines and principles.</p> <p>Milestones:</p> <ul style="list-style-type: none"> - Define infrastructure and administrative account structure for cloud services from Microsoft Azure and Amazon Web Services. -Define OCTO Cloud Adoption Framework that provides guidance to agencies for leveraging multi-cloud services. -Identify an Agencies to pilot an implementation of using cloud services in a multi-cloud environment. 	09-30-2020
Disaster Recovery & COOP Implementation	<p>Disaster Recovery & COOP Implementation is a multi-year project. In FY2020 OCTO plans to continue with assessing, migrating, and testing the Public Safety cluster's critical applications and deploy them to a redundant and highly available infrastructure to host the fail over systems. The plan is to deploy dedicated server virtualization platforms to run critical public safety applications for each agency.</p> <p>This multi-year initiative will include the following public safety agencies; EOM, FEMS, DFS, MPD, HSEMA, DOC, OCME, and OUC.</p> <p>FY2020 Milestones:</p> <ul style="list-style-type: none"> - Complete the testing of OUC and HSEMA critical applications - Complete Disaster Strategies and begin testing with FEMS and DOC - Begin assessment of MPD and DFS critical applications 	09-30-2020
Human Resource Application Services (1 Strategic Initiative)		
PeopleSoft Enterprise Data Reclamation & Retro Pay Automation	<p>Data Reclamation: The PeopleSoft Enterprise Data Reclamation project will analyze organizational department structure data utilized for Payroll and Human Resources workflow and improve the quality of this data to reduce process errors and manual intervention required to complete requests such as Retro-Payment calculations. This project will allow OCTO to automate manual processes and create a higher-level of trust and prepare the HCM system for integration with the successor to the SOAR financial system.</p> <p>Retro-Payments Automation: OCTO, in coordination with DCHR, OPRS and other stakeholders, will analyze and improve processes to implement automation of retro-active earnings calculation payments in the PeopleSoft System. This effort will remedy a CAFR Audit deficiency and provide an operational process for mass salary increases.</p> <p>These improvements will lower the total cost of operations through automation and allow tracking efficiency.</p>	09-30-2020
Information Security (1 Strategic Initiative)		
DC Government Citywide IT Security Program	<p>The Citywide IT Security Program is a multi-year initiative and supports the District vision for Enterprise Cybersecurity services. In FY2020 OCTO will undertake several initiatives. Following industry best-practices for Hardware Lifecycle Management (HLM), several major hardware platforms have been prioritized to be replaced as they will reach End of Life (EOL) and can no longer perform the intended purpose. The platforms requiring replacement are:</p> <ul style="list-style-type: none"> - Data loss Protection Appliances - Threat prevention appliances <p>OCTO will also launch a Cybersecurity Assessment as part of the overall initiative. Per best practice recommendations, security risk assessment should be a continuous activity and must be conducted at least once every two years to explore the risks associated with the organization's information systems.</p> <p>These assessments provide the district with a scorecard of overall risk, the status of enterprise cybersecurity posture and helps with identifying security gaps</p>	09-30-2020
OCTO Helps (1 Strategic Initiative)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Launch a Cluster Relationship Management Team	OCTO will launch a Cluster Relationship Management Team to serve as liaisons aiding the District's cluster groupings. Cluster liaisons will interface with multiple District agencies for coordinating information technology (IT) business requirements, capabilities, and delivery of initiatives. The cluster liaisons will also provide consulting support and assistance to District agencies within an assigned focus area. Consulting is characterized by the need to manage critical, complex, time-sensitive strategic or operational initiatives to delivery on time and within budget.	09-30-2020
Web Maintenance (1 Strategic Initiative)		
DC Gov Web Redesign	<p>The Office of the Chief Technology Officer (OCTO) believes the once award-winning DC.gov portal is in need of a major restructuring to better meet customer demands. Residents, businesses and visitors deserve a modern, seamless, data-driven and enjoyable online experience.</p> <p>In FY2020, OCTO will begin the first phase of collecting customer information to establish customer demand, design a single beautiful DC.gov website and develop the project plan and requirements and timeline for phase 2, the development and launch of the new website in FY2021.</p>	09-30-2020