

# Interagency Data Team

April 23, 2020

<https://octo.dc.gov/node/1310836>



INTERAGENCY DATA TEAM  
COORDINATE, ANALYZE, SHARE  
data.dc.gov



Open  
Data DC

# Welcome, Agenda Data team news

Michael Bentivegna  
Program Manager for Data Visualization & Analysis  
Office of the Chief Technology Officer

# Agenda



***Welcome, News & Updates***

Michael Bentivegna, Program Manager for Data Visualization & Analysis  
 Office of the Chief Technology Officer



***COVID-19 Data Coordination Team***

Barney Krucoff, Chief Data Officer  
 Office of the Chief Technology Officer



***Mission Support & Modified Operations Dashboard***

Shamiah Kerney, Deputy Performance Director  
 Office of Budget and Performance Management



***OCTO Operations Dashboard***

Michael Bentivegna, Program Manager for Data Visualization & Analysis  
 Office of the Chief Technology Officer



***Data Report & COVID-19 Priority Datasets***

Mario Field, Data Curation & Governance Program Manager  
 Office of the Chief Technology Officer

# Business Intelligence - Tableau Updates



**Tableau  
Internal  
Production @  
version  
2019.2.4**

**Next update:  
2020.1.2 est.  
late May**



**Tableau Public  
Production @  
version  
2019.4.2**

**8 Agency  
websites in  
production with  
~75 embedded  
Tableau  
Reports/Dashb  
oards**



**Tableau  
Test/Dev  
version  
2019.2.4**

MicroStrategy as a  
web connector

SharePoint list testing

MIT kerberos ticket  
authentication for  
Hadoop

Extending Salesforce  
timeout session



**Tableau Site  
Administrator  
quarterly  
meeting**

**Next meeting:  
est. end May,  
2020**

# Business Intelligence - MicroStrategy Updates



**MicroStrategy  
Production @  
version 2019  
Update 3**

Version 2020.1 est.  
upgrade in May.



**Lower  
MicroStrategy  
Environments  
2019 Update 3**

Enterprise/Self  
Service

Deploying  
physical IS server  
for development



**MicroStrategy  
Public/SharePoint**

DGS SharePoint live

COVID19 public  
dashboard live

<https://coronavirus.dc.gov/page/coronavirus-data>

DBH SharePoint in  
progress



**MicroStrategy  
Stake Holders  
Meeting**

Next meeting will  
be schedule in est.  
late Spring/early  
Summer 2020

# Geographic Information Systems - DC GIS

Office of the Chief Technology Officer

**ArcGIS Server  
Production @  
version 10.6.1**

**ESRI Desktop  
License Manager to  
10.8**

**ArcGIS Portal @  
version 10.7.1**

AGOL Users: [Coronavirus  
Data Hub Site](#)

Portal Users: [Public  
Safety Coronavirus  
Open Data Site](#)

Coming soon: New  
COVID service website:  
[https://em.dcgis.dc.gov  
/dcgis/rest](https://em.dcgis.dc.gov/dcgis/rest)

**Streaming  
services**

ESRI GeoEvent  
Internal 10.6.1  
External 10.7.1

Apache Kafka DSP  
Streaming data

**Data**

New 2019 imagery  
and planimetrics  
are posted on  
opendata.

InfoUSA business  
data been helpful  
with COVID  
response.  
[https://octo.in.dc.g  
ov/node/40081](https://octo.in.dc.gov/node/40081)

DC Government

# Big Data and Data Integration Updates



## Current and Upcoming Big Data Projects:

- DCPS Attendance Data
- DDOT Dockless Trips Data
- DGS Electricity Data



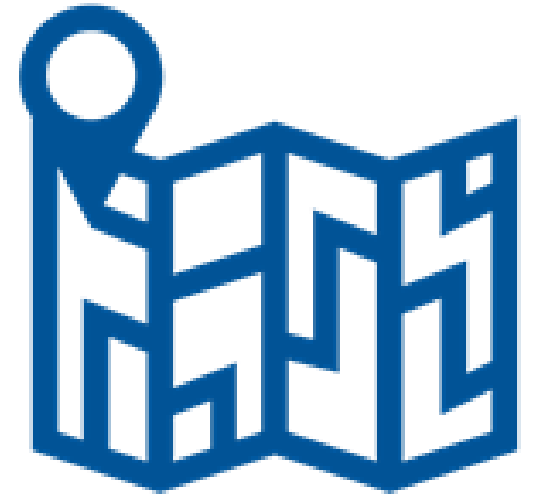
## Data in DC (formerly Data Lake Search) - <https://data.in.dc.gov>

- Enabled **Single Sign-On** and **Two Factor Authentication** for tools
- **Help Docs** connecting to the DC Data Lake and **FAQs** about the Data Lake
- Improved **Search Layout**

# GIS / Data Science User Meeting

- GIS – May 21th (Via WebEx)  
contact [Eva.Reid@dc.gov](mailto:Eva.Reid@dc.gov)  
Topics: TBD

- Data Science @ DC  
Membership Survey Sent out!  
Location: Your Email Box  
[Tomash.Bukowiecki1@dc.gov](mailto:Tomash.Bukowiecki1@dc.gov)







# Virtual Tableau Training

Introductory class

May 7 and 8 pilot (full)

Intermediate class

April 30 and May 1 pilot (full)

New dates coming soon...

Vendor: Tableau [eLearning](#) free for the next 90 days



<https://octo.in.dc.gov/service/tableau-training-courses>



# MicroStrategy Training

## Introductory training

- Virtual training class will be made available when possible

## Architect/Developer training

- Next training in early summer
- By invitation only

Vendor: All virtual instructor-led and online education courses and certifications will remain free through May 15. [MicroStrategy Education Center](#)



<https://octo.in.dc.gov/service/microstrategy-introductory-training>



# GIS Training

DCHR has cancelled all in person classes.

Some direct virtual training will be available to staff on a limited basis.

Some online courses available via ESRI Training Portal to employees with ArcGIS Online access. For recommendations, please contact [Eva.Reid@dc.gov](mailto:Eva.Reid@dc.gov)

# Mission Support and Modified Operations Dashboard

**Shamiah Kerney**

Deputy Performance Director

Office of Budget and Performance Management

Office of the City Administrator



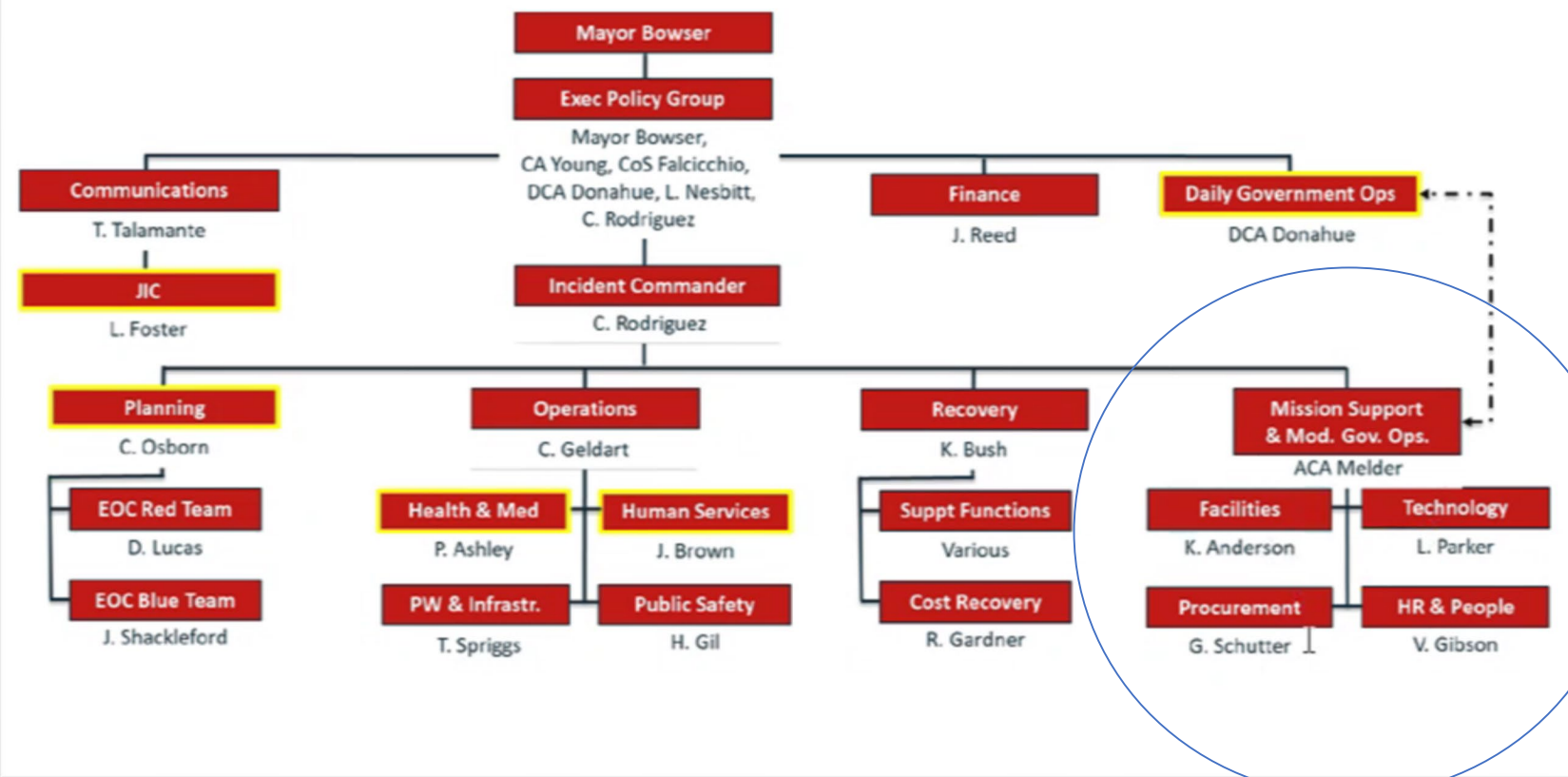
# Mission Support & Modified Government Operations Branch

Organizes supporting material and personnel. The branch coordinates purchases, equipment, IT Support and supplying facilities to execute response and recovery.

DC Government

13

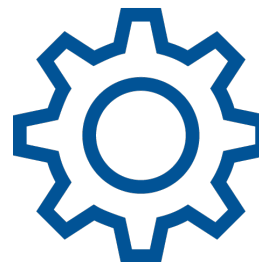
## DISTRICT RESPONSE ORGANIZATIONAL STRUCTURE





### Service Usage

Online applications for benefits (SNAP, TANF & medical) with number of calls and wait times to DHS.



### Facilities

Gov facilities & contract status with number of facilities recorded QA/QC inspections after enhanced cleaning.



### People

Employees teleworking, quarantined due to exposure, tested positive & overtime for COVID and non-COVID work.



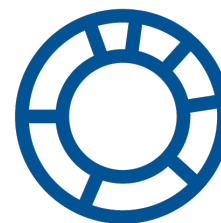
### Call Center Operations

EMS transports and 311 service requests, including 311 service requests related to COVID-19.



### Technology

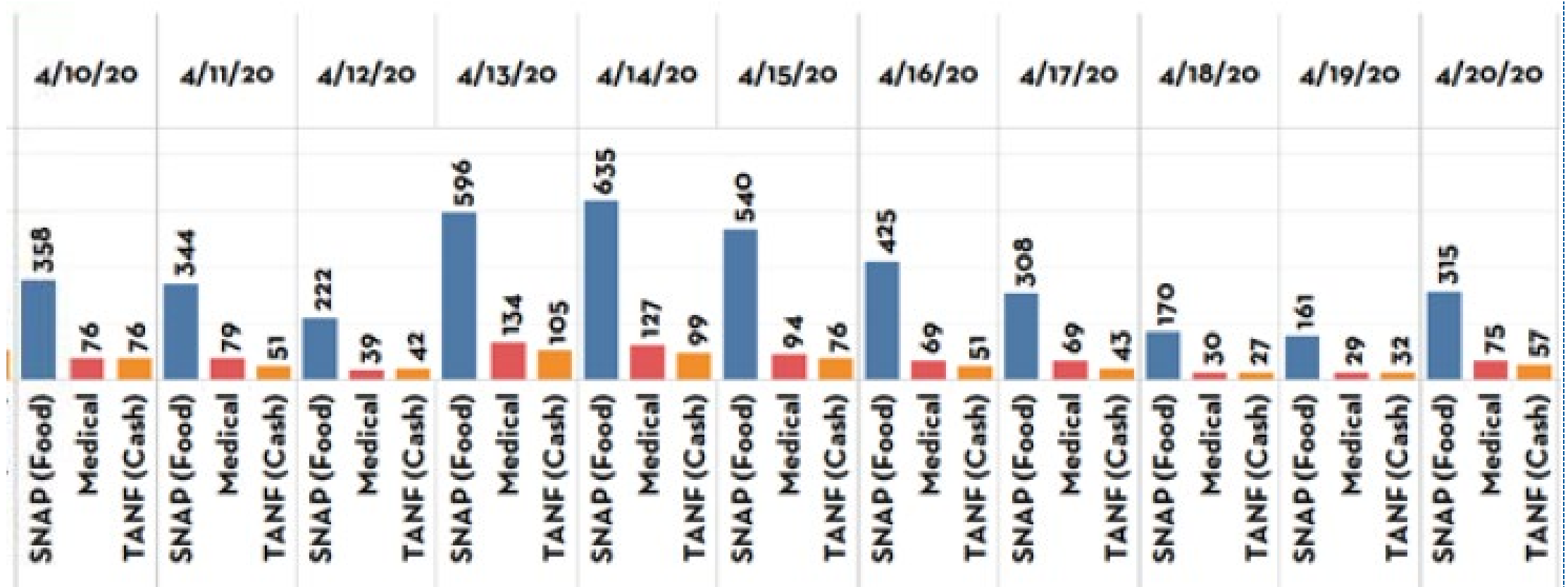
Computers powered on with McAfee, user logins to DC's virtual private network (daily) and top technology issues.



### Energy Usage

Energy usage of closed Department of Parks and Recreations locations and DC Public Schools.

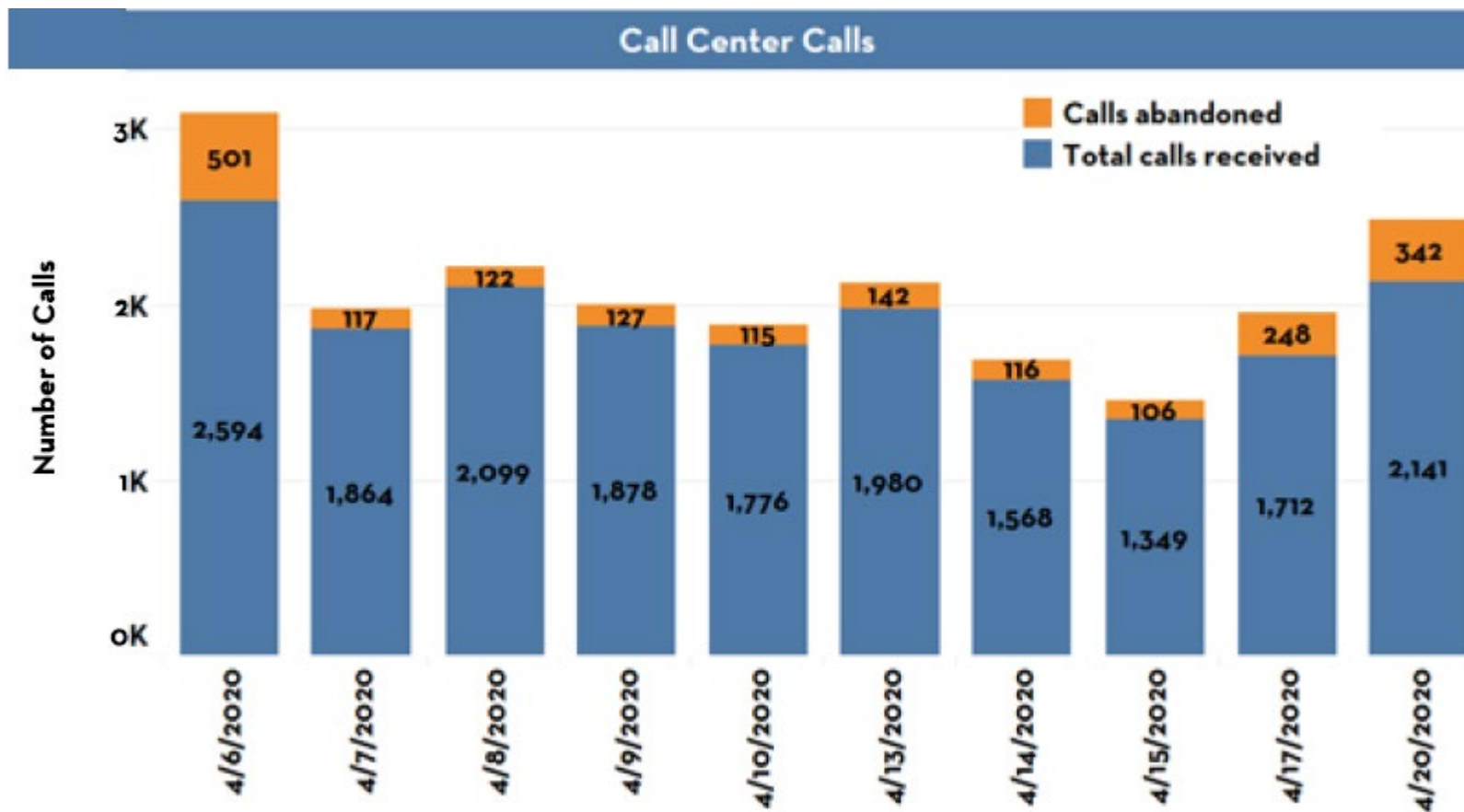
# Service Usage - Benefits



Applications to DHS. Majority are SNAP. Applications online began April 1. An application can be used to apply for more than one benefit.



# Service Usage – Call Center

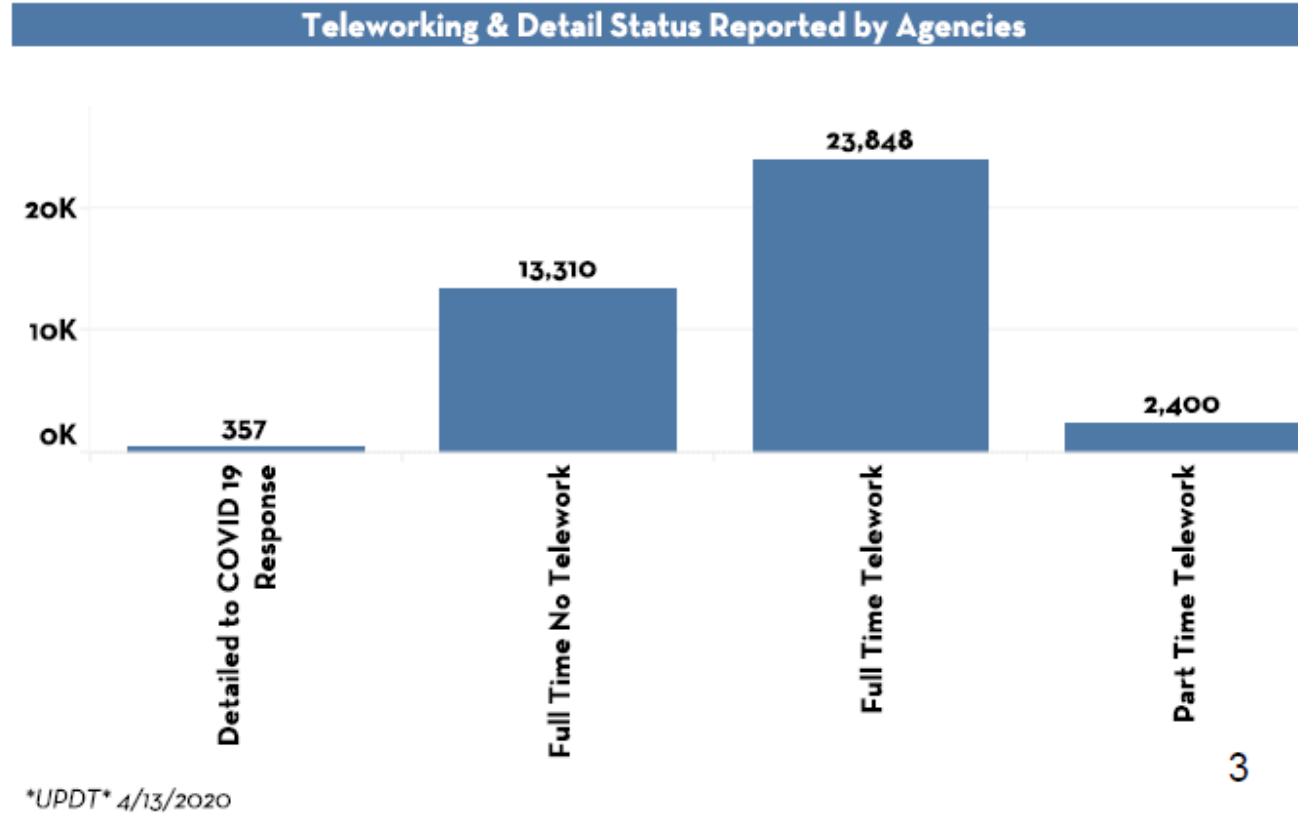


On April 20 there was a 25% increase in number of calls compared to April 17. Abandon rate 16% down as of yesterday, from 19.3% on April 17.





# People – Employee Schedules

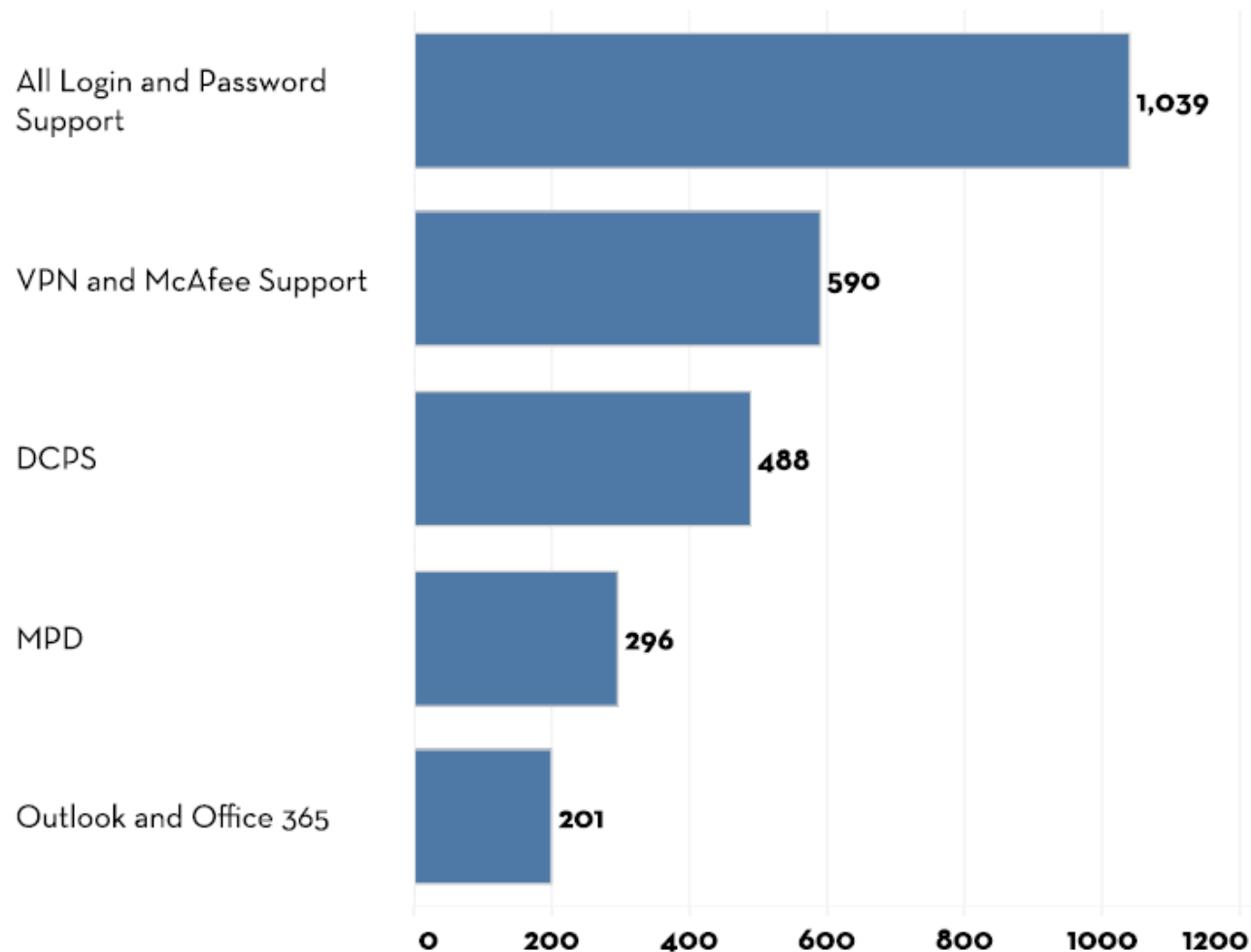


\*UPDT\* 4/13/2020

60% of employees are teleworking. All agencies except DOC reported status since March 16.



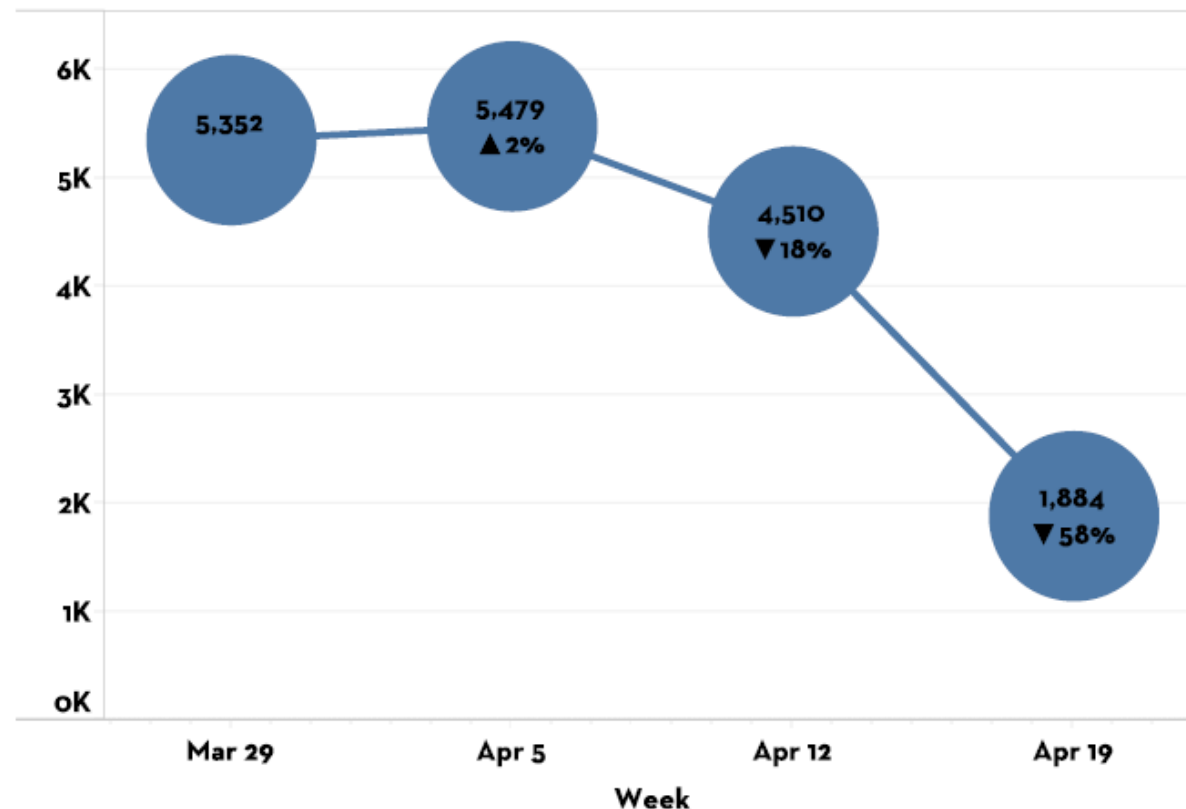
Top 5 OCTOhelps Issues (4/13/2020 to 4/21/2020)



\*UPDT\* 4/21/2020

Agency  
All

Weekly Trends of Remedy Tickets (3/29/20 - 4/21/20)



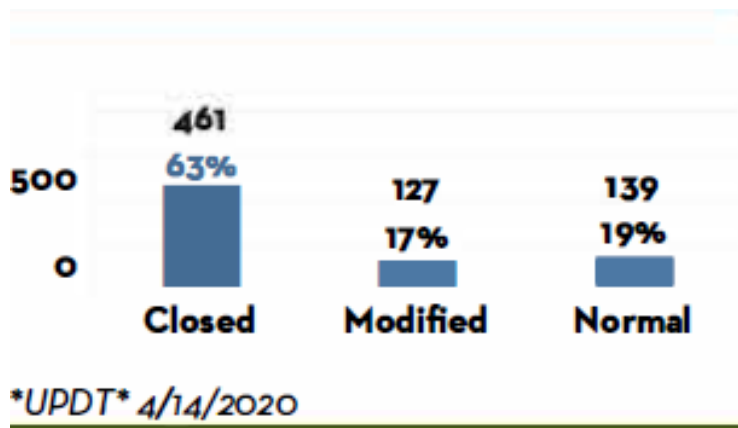
\*UPDT\* 4/21/20. The current week does not represent a full week's worth of data. The full week's data for Sunday - Saturday will be featured in the April 27 dashboard.

During previous week, OCTOhelps remedy tickets received decreased by 18% from prior week. This week, total number is at 42% of prior (as of 4/21/2020)

# Facilities – Operating Status

Today : 18 | 1-3 Days Ago : 19 | 4-7 Days Ago : 8 | More Than 1 Week Ago: 24 | Never : 27

(4/21/2020 at 4:09:09 PM) The ticker above provides the number of locations with a recorded QA/QC (quality control inspection) for enhanced cleanings within a given timeframe.

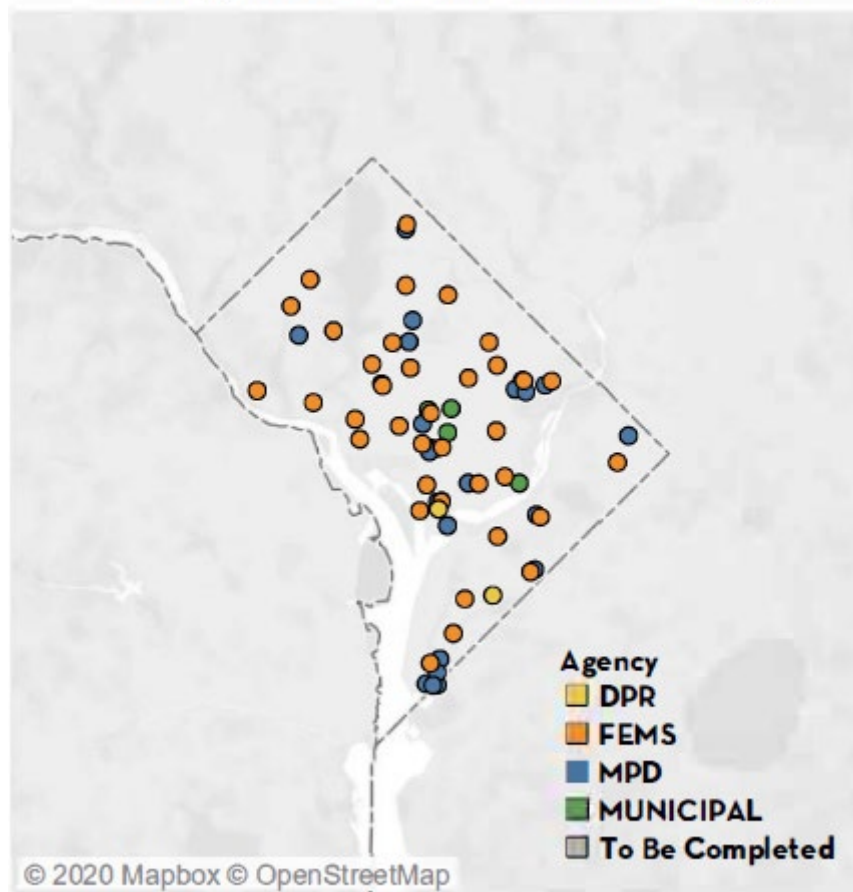


**Normal:** operating exactly the same as normally.

**Closed:** completely closed

**Modified:** operating under different conditions than normal. Example, hours

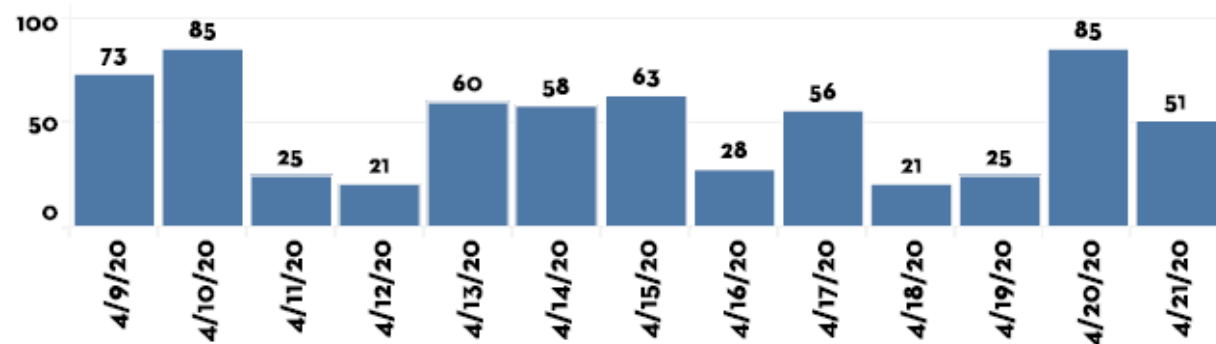
Buildings with Scheduled Enhanced Cleanings



\*UPDT\* 4/21/2020 4:09:09 PM

As of 4/21/2020 at 4:00 PM a total of 27 buildings have not had a QA/QC recorded inspection. 18 buildings have a recorded cleaning conducted.

### Daily 311 COVID-19 Request Tracking

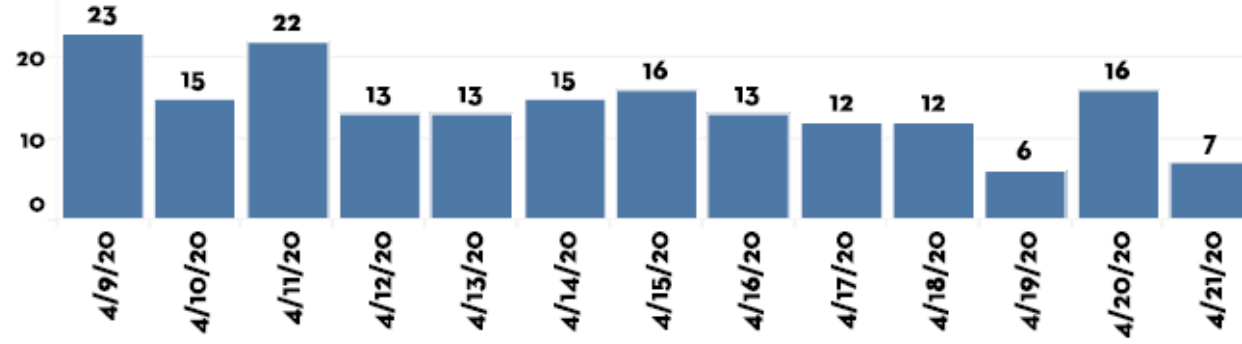


\*UPDT\* 4/22/20

Office of the Chief

The number of 311 requests specific to COVID-19 decreased by 40% from April 20 to April 21. Monday April 20 had the highest requests since April 10 with 85 requests

### Daily 311 COVID-19 Mass Gathering Tracking



\*UPDT\* 4/22/20

Department

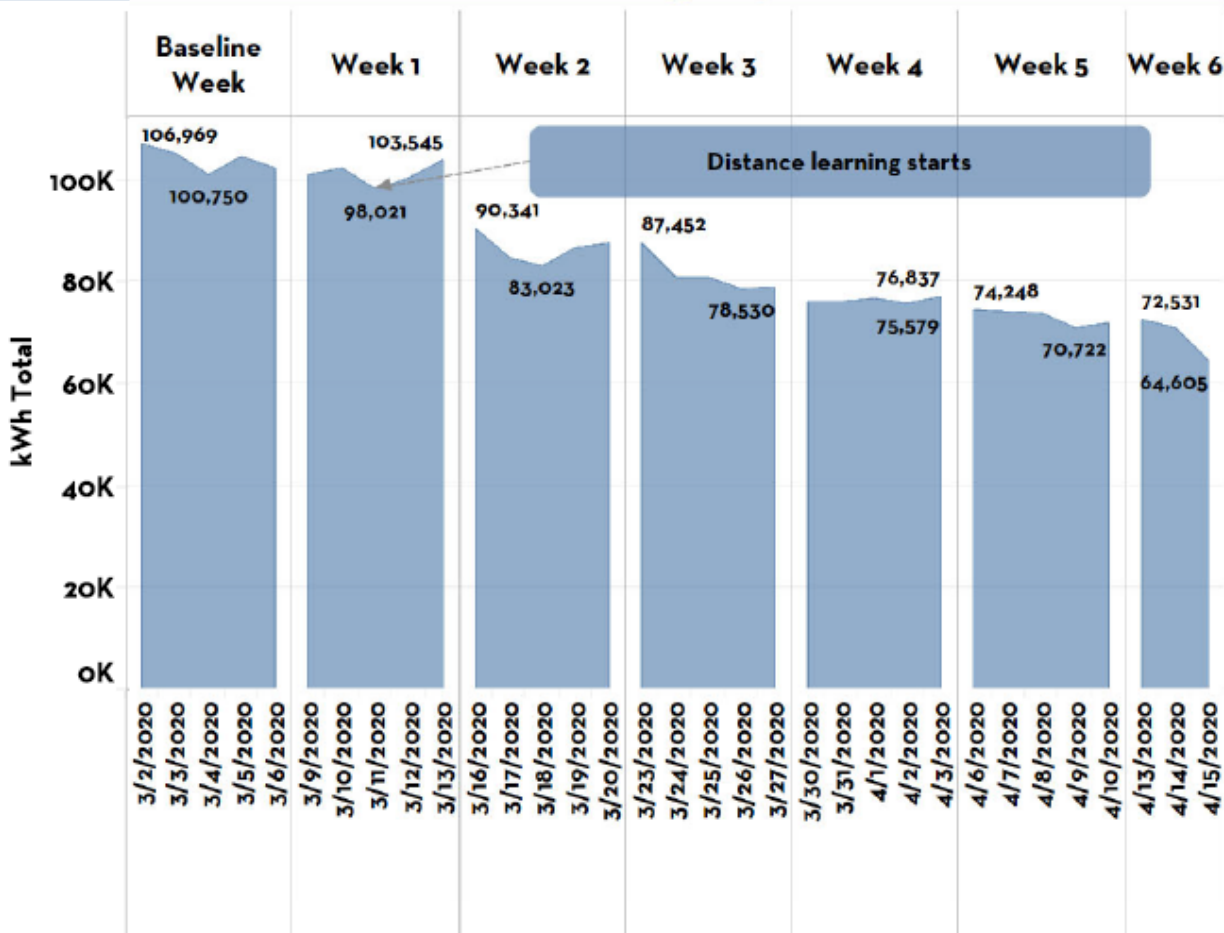
The number of 311 requests specific to COVID-19 mass gatherings decreased by 56% from April 20 to April 21.



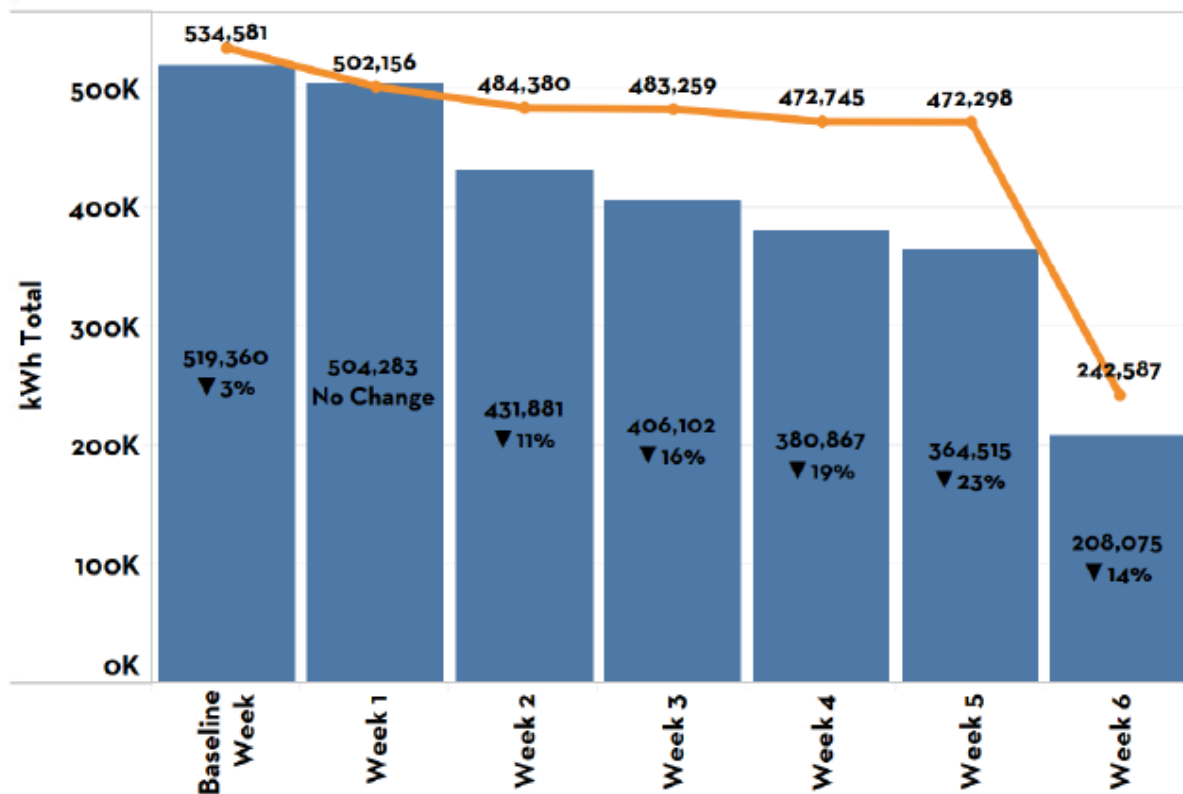
## Non-meal Schools Energy Usage

This data represents 59 closed schools that are confirmed non-meal sites. In the latest week of full data, there is a 30% drop in energy usage from the baseline week (3/2-3/6) and a 23% drop from the same week last year (2019).

### DCPS Sites' Energy Usage

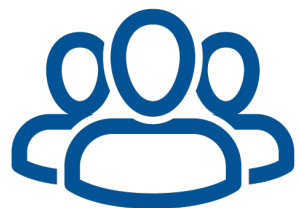


### DCPS Energy Usage (by Week) vs. Prior Year



\*UPDT\* 4/20/20. 2019 includes energy usage data for 61 schools. The full week of data for week 6 is not available.

2019  
2020



## Mission Operations Dashboard (Demo)



Please enter your credentials as Domain\ User Name  
Example: [OJS\Samuel.Smith Password: Network Password]

Requires account for access  
[shamiah.kerney@dc.gov](mailto:shamiah.kerney@dc.gov)

## OCTO Operations Dashboard & Data

How many people are working and where?			
Last Update 4/21/2020	VPN Unique Users Government staff and contractors using VPN. ...	Last Update 4/21/2020	Office 365 Unique Logins Total number of government staff and contractors logging into Office 365. ...
Last Update 4/21/2020	McAfee Reported Computers A noon snapshot of all District managed computers checking in to the McAfee update server staff and contractors using VPN. ...	Last Update 4/21/2020 1:59PM	Email Activity Total number of emails sent internally, outbound and inbound. ...
Last Update 4/21/2020	Internet Traffic Inbound and outbound internet traffic through DCNET to internet service providers. ...		
How are OCTO and Agency IT teams supporting the District?			
Last Update 04/21/2020 4:01PM	OCTOHelps Calls Call volume and types of requests received. ...	Last Update 04/21/2020 3:03PM	CIO Bulk Requests Bulk requests for VPN, WebEx, and call forwarding from CIO's. ...
Last Update 4/21/2020 3:00:10 PM	Remedy Tickets Work requested of OCTO and IT teams across DC Government in RemedyForce. ...	Last Update 4/21/2020 3:59PM	COVID-19 Call Tree The COVID19 Call Tree routes calls to appropriate agency. ...

Requires connection to DC Government Intranet (VPN)

## ArcGIS Coronavirus-data Hub



Requires account access to DC ArcGIS Online  
[matthew.Crossett@dc.gov](mailto:matthew.Crossett@dc.gov)

# COVID Data Coordination – So Far

April 23, 2020

Barney Krucoff  
Chief Data Officer | District of Columbia  
Office of the Chief Technology Officer (OCTO)  
Barney.Krucoff@dc.gov | Cell: 202-412-9408

# Normal Activation vs. COVID-19

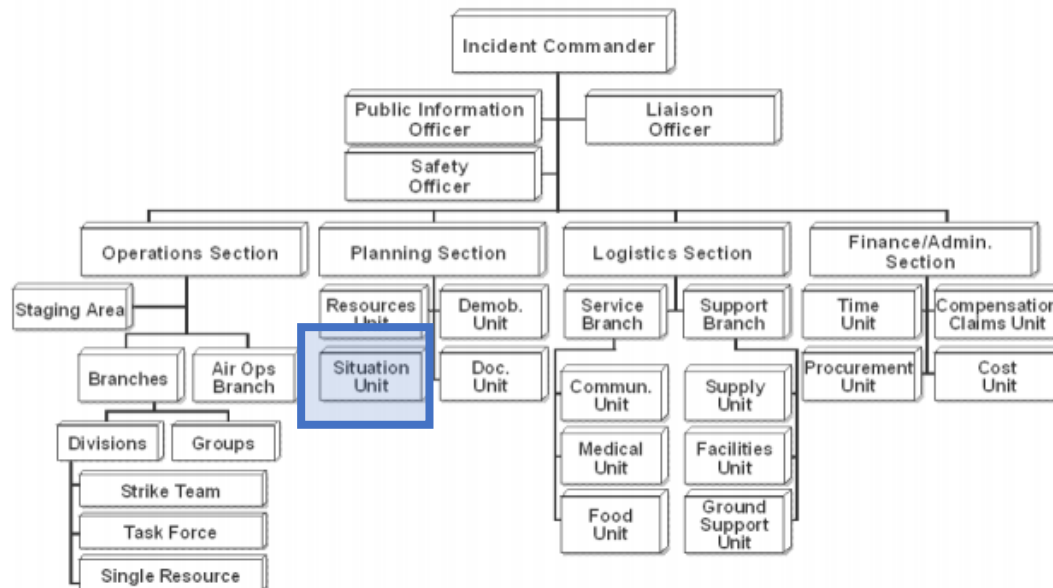
DC tends to have planned events and storms. Large events, like Inaugurals, have a lot of data coordination before hand. Storms are more extemporaneous data creation and sharing, but don't last long.

## Incident Command System



## COVID event is different:

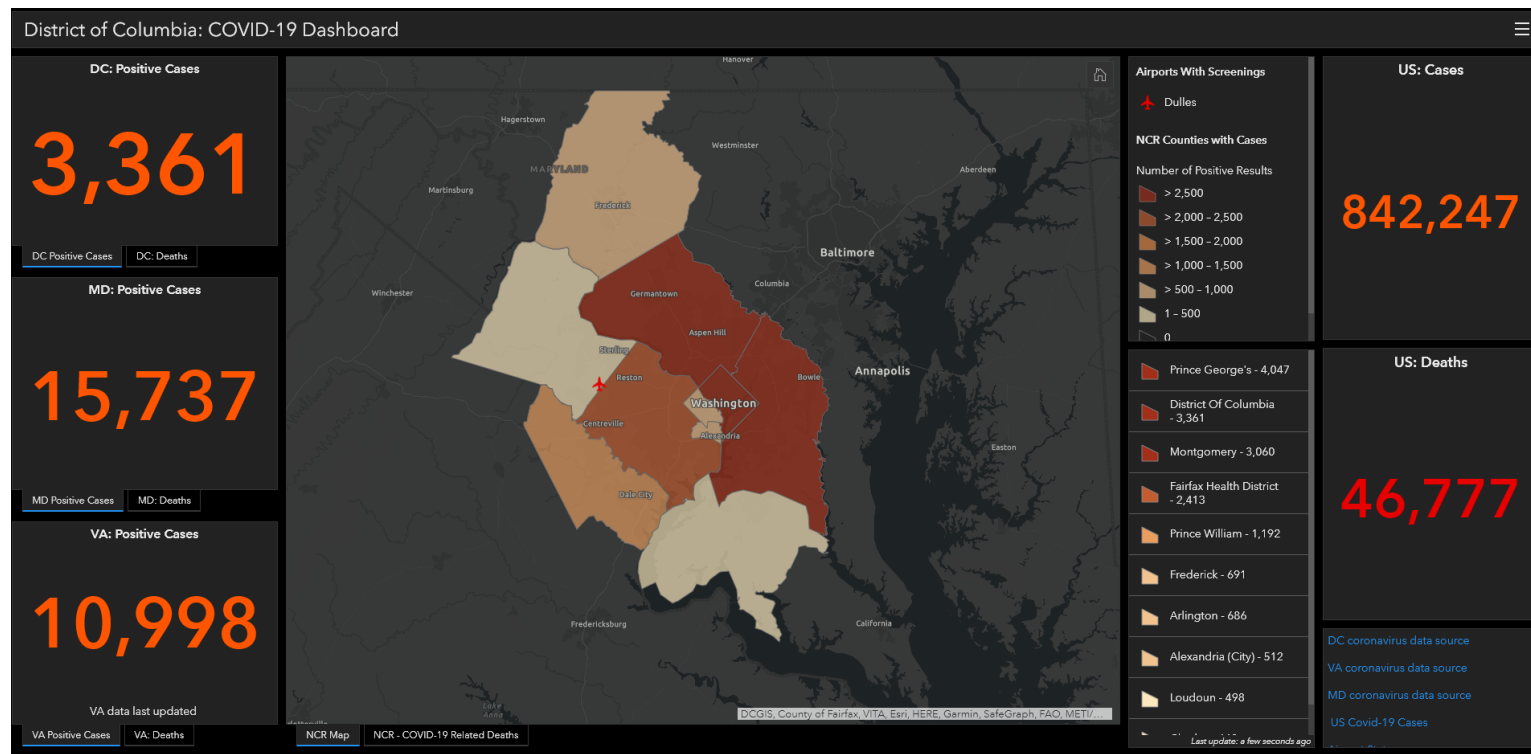
- Bigger (people, agencies)
- Data is more diverse, extemporaneous and less spatial
- Response team is less concentrated in the EOC
- IT is a big part of the response (telework, call centers, remote learning, remote meetings, VPN, laptops...)



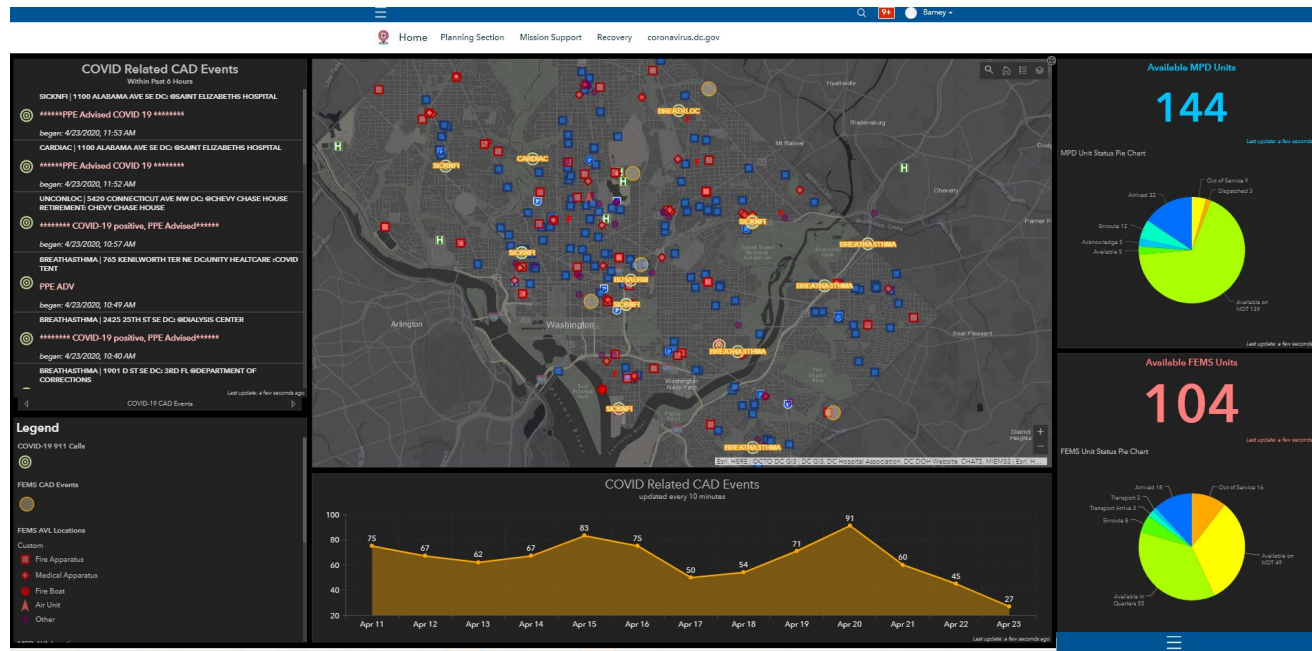


# We started on this event much like a big storm

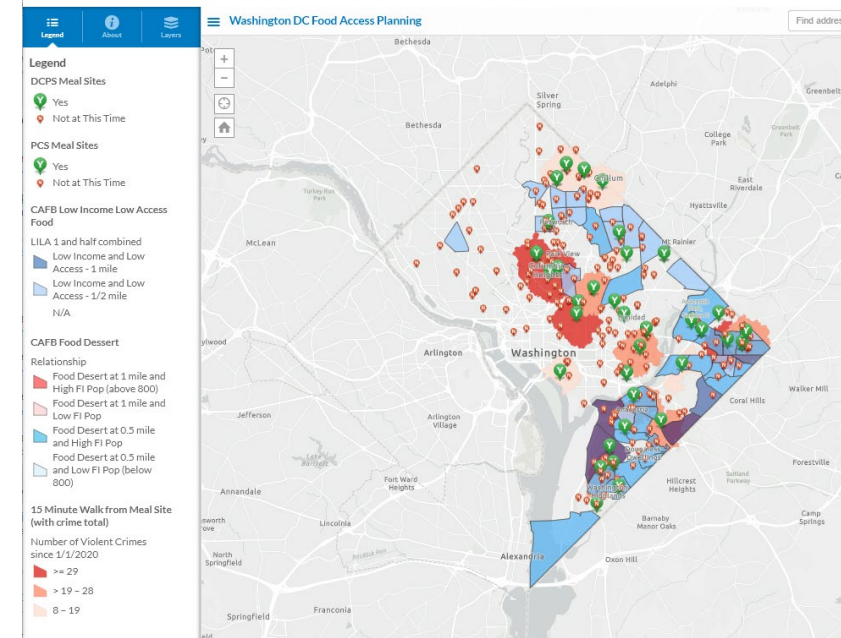
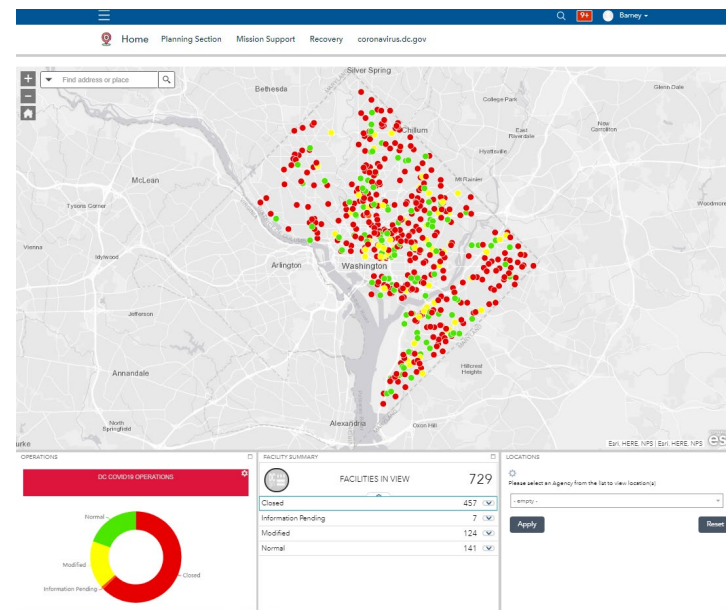
- Created Microsoft Teams Channel within OCTO Data Team plus EOC GIS.
- Kept track of datasets, maps and dashboards with Wiki in Teams.
- Lots of geospatial products



25



# Early Products



Survey to capture how many people will be reporting to the HECC.

Work Week\*

Week of 20 April

Email Address\*

Are you still physically reporting to the HECC?\*

Yes  No

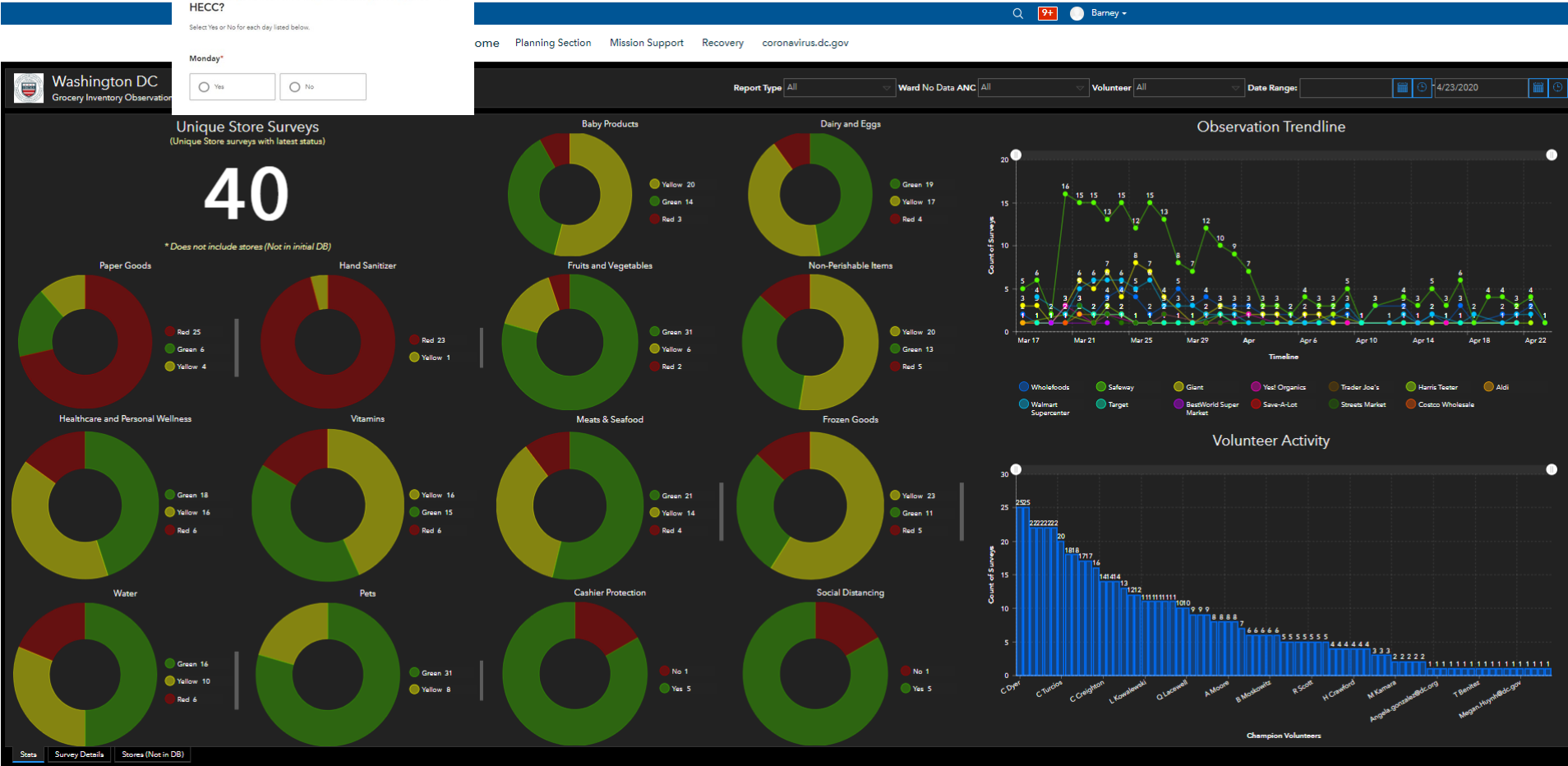
Which days of the coming week will you report to the HECC?

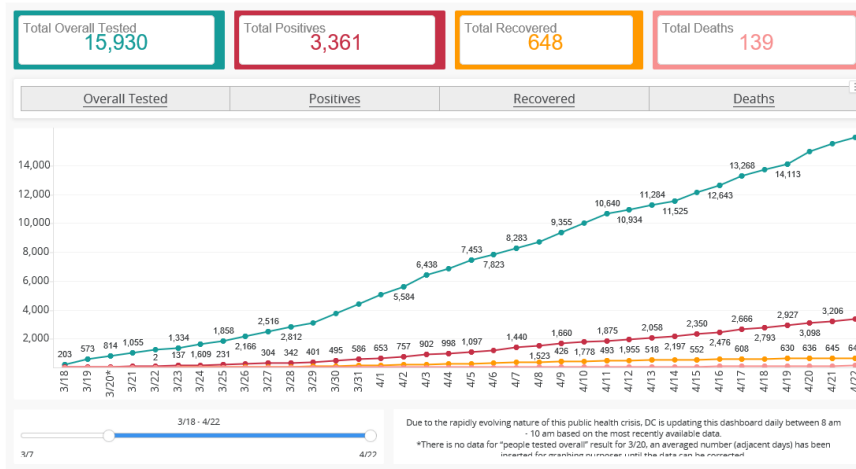
Select Yes or No for each day listed below.

Monday\*

Yes  No

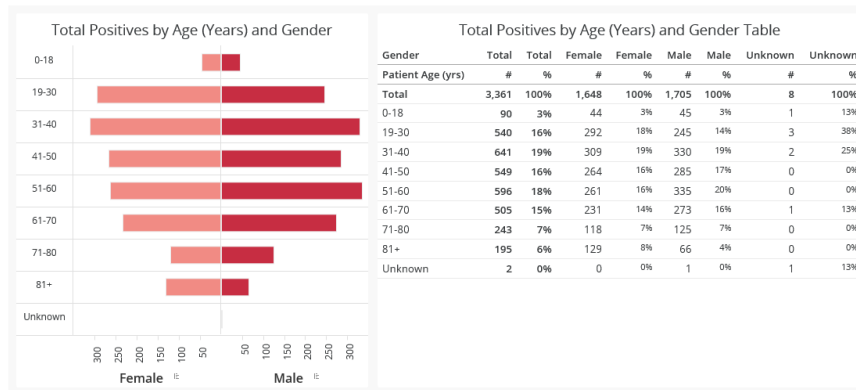
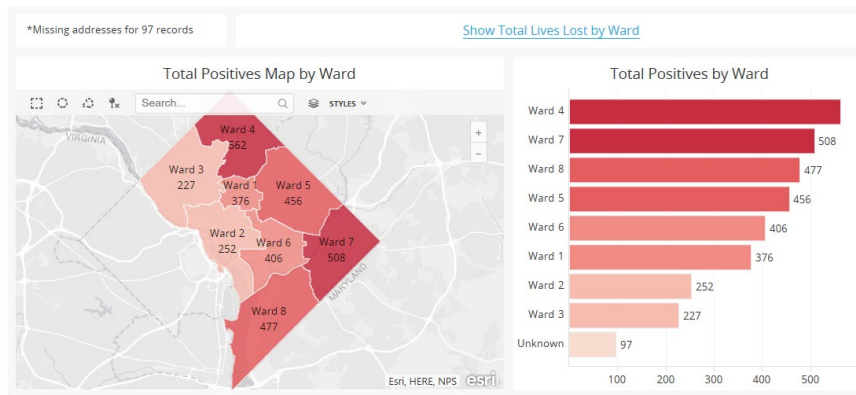
# Early Products





# Non Traditional Products

<https://coronavirus.dc.gov/page/coronavirus-data>



# We started on this event much like a big storm



## District Government and OCTO Operations



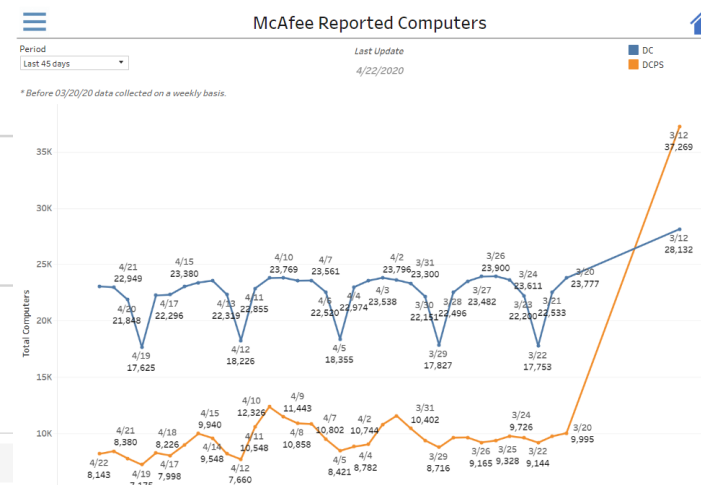
## Non Traditional Products

Last Update: 4/23/2020

This dashboard uses OCTO data to show overall trends in how DC Government is operating. OCA take some of this data and uses it in their dashboard of overall DC Government Operations.

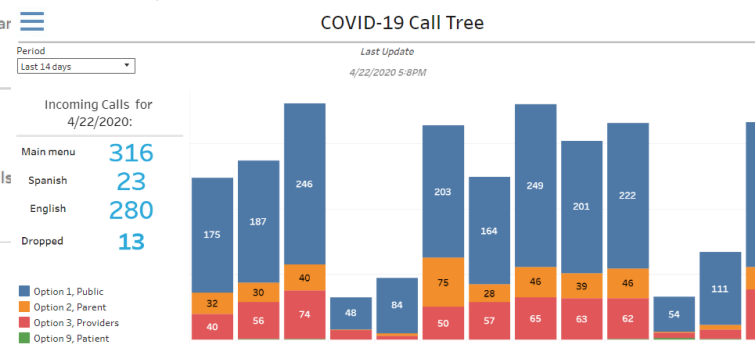
### How many people are working and where?

<p>Last Update 4/22/2020</p> <p><b>VPN Unique Users</b></p> <p>Government staff and contractors using VPN. ...</p> <p><a href="#">VIEW Details</a></p>	<p>Last Update 4/22/2020</p> <p><b>Office 365 Unique Logins</b></p> <p>Total number of government staff and contractors logging into Office 365.</p> <p><a href="#">VIEW Details</a></p>
<p>Last Update 4/22/2020</p> <p><b>McAfee Reported Computers</b></p> <p>A noon snapshot of all District managed computers checking in to the McAfee update server staff and contractors using VPN. ...</p> <p><a href="#">VIEW Details</a></p>	<p>Last Update 4/22/2020 2:59PM</p> <p><b>Email Activity</b></p> <p>Total number of emails sent internally, outbound and inbound.</p> <p><a href="#">VIEW Details</a></p>
<p>Last Update 4/22/2020</p> <p><b>Internet Traffic</b></p> <p>Inbound and outbound internet traffic through DCNET to internet service providers. ...</p> <p><a href="#">VIEW Details</a></p>	



### How are OCTO and Agency IT teams supporting the District?

<p>Last Update 04/22/2020 5:08PM</p> <p><b>OCTOHelps Calls</b></p> <p>Call volume and types of requests received. ...</p> <p><a href="#">VIEW Details</a></p>	<p>Last Update 04/22/2020 3:12PM</p> <p><b>CIO Bulk Requests</b></p> <p>Bulk requests for VPN, WebEx, or forwarding from CIO's.</p> <p><a href="#">VIEW Details</a></p>
<p>Last Update 4/22/2020 5:06:56 PM</p> <p><b>Remedy Tickets</b></p> <p>Work requested of OCTO and IT teams across DC Government in RemedyForce. ...</p> <p><a href="#">VIEW Details</a></p>	<p>Last Update 4/22/2020 5:8PM</p> <p><b>COVID-19 Call Tree</b></p> <p>The COVID19 Call Tree routs calls appropriate agency.</p> <p><a href="#">VIEW Details</a></p>



# Safegraph business location data

## Non Traditional Products

District of Columbia Weekly Business Footfall Data - From 4/12 - 4/18 (SafeGraph Data)

Category	Visits	Category	Visits	Category	Visits	Category	Visits
Automotive Business - Visits	1,569	Construction and Building Services - Visits	2,445	Education Location - Visits	5,411	Financial and Professional Services - Visits	1,964
Food and Beverage Location - Visits	46,697	General Retail - Visits	5,071	Gas Station - Visits	3,841	Government Services - Visits	2,062
Healthcare Location - Visits	11,296	Human Services Location - Visits	4,662	Lodging Business - Visits	3,791	Personal Care Business - Visits	1,661
Pharmacy - Visits	3,458	Recreation and Entertainment - Visits	7,259	Religious Location - Visits	4,861	Transportation Business - Visits	248

**Top 100 Business Locations in DC For Foot Traffic Over The Last Week**

- Fort Totten Square - 5661 3rd St NE - Visits: 703
- Children's Hospital Nine - 111 Michigan Ave NW - Visits: 699
- Rhode Island Place Shopping Center - 1060 Brentwood Rd NE - Visits: 615
- Costco Wholesale Corp. - 2841 Market St NE - Visits: 615
- MedStar Health - 106 Irving St NW Ste 4200 - Visits: 590
- Dr Bear Cafe - 111 Michigan Ave NW - Visits: 516
- Walmart - 5929 Georgia Ave NW - Visits: 495
- Good Hope Marketplace - 2945 Alabama Ave SE - Visits: 463
- Howard University Hospital - 2041 Georgia Ave NW - Visits: 445
- Walmart - 310 Riggs Rd NE - Visits: 440
- George Washington Univ Hospital - 900 23rd St NW - Visits: 418
- Boilemaker Shops The - 300 Tingey St SE - Visits: 418
- Hechinger Mall - 1518 Benning Rd NE - Visits: 418
- Union Station - 50 Massachusetts Ave NE - Visits: 396
- East River Park - 322 40th St NE - Visits: 372
- D C Usa Shopping Center - 3100 14th St NW - Visits: 364
- Washington DC VA Medical Center - 50 Irving St NW - Visits: 312
- The Home Depot - 901 Rhode Island Ave NE - Visits: 305
- Lowe's - 2438 Market St NE - Visits: 300
- Glover Parkway & Children's Playground - Glover Parkway & Childrene Playground - Visits: 293
- Cityvista - 475 K St NW - Visits: 253
- Cathedral Commons - 3336 Wisconsin Ave NW - Visits: 248
- Giant Food - 1535 Alabama Ave SE - Visits: 233
- Bennett Career Institute - 700 Monroe St NE - Visits: 233
- Subway - 900 23rd Street NW Gwu Hospital - Visits: 231
- The Shops At Park Village - 1541 Alabama Ave SE # 1571 - Visits: 227
- Chick-fil-A - 2410 Market St NE - Visits: 225
- Starbucks - 2645 Alabama Ave SE - Visits: 221
- Certified Relationship Life Coach - 50 Irving St NW - Visits: 218
- Georgetown University - 37th And O St NW - Visits: 216
- Palmer Park Community Center - 7720 Martin Luther King Jr Hwy - Visits: 209
- Walmart - 99 H St NW - Visits: 208
- Harris Teeter - 401 M St SE - Visits: 200
- Pandrol Pizzeria PBR - 600 Brentwood Rd NE Gw 01004 - Visits: 199

**Weekly Business Patterns (SafeGraph)**

Category

- Restaurants and Other Eating Places
- Personal Care Services
- Automotive Repair and Maintenance
- Agencies, Brokerages and Other Insurance Related Activities
- Other Miscellaneous Manufacturing
- Grocery Stores
- Offices of Other Health Practitioners
- Gasoline Stations
- Health and Personal Care Stores
- Clothing Stores
- Other Amusement and Recreation Industries
- Automobile Dealers
- Automotive Parts, Accessories, and Tire Stores
- Traveler Accommodation
- General Merchandise Stores, Including Warehouse Clubs and Supercenters
- Beer, Wine, and Liquor Stores
- Electronics and Appliance Stores
- Miscellaneous Nondurable Goods Merchant Wholesalers
- Sporting Goods, Hobby, and Musical Instrument Stores
- Building Material and Supplies Dealers
- Wired and Wireless Telecommunications Carriers
- Jewelry, Luggage, and Leather Goods Stores
- Religious Organizations
- Offices of Physicians
- Home Health Care Services
- Continuing Care Retirement Communities and Assisted Living Facilities for the Elderly
- Colleges, Universities, and Professional Schools
- Medical and Diagnostic Laboratories
- Lumber and Other Construction Material Merchant Wholesalers
- Drugs and Druggists, Sundries Merchant Wholesalers

Source:  
SafeGraph Patterns for ArcGIS is a subset of SafeGraph Places. SafeGraph Places is a points-of-interest (POI) dataset with business listing, building footprint, visitor insights, & foottraffic data for every place people spend money in the U.S. SafeGraph Patterns collects visitor counts at POIs for the prior week. This data reflects the previous week, and it updated weekly.  
<https://www.safegraph.com/>

**Weekly Visits to Business Locations Throughout the District by Day**

Date	Visits
Sun 4/12	14.7k
Mon 4/13	19.4k
Tue 4/14	19k
Wed 4/15	18.4k
Thu 4/16	18.7k
Fri 4/17	19.2k
Sat 4/18	16.5k



**On to data coordination**

# Goals

- Reduce redundant work
- Minimize reporting burden on data providers
- Improve accuracy where possible provide a single source of truth
- Improve analysis time to market

---- a bit later ----

- Unify presentation standards
- Rationalize who reports on what

# Methods

- Share data
- Maintain communications among planners/analysts
  - Regular meetings
  - Teams Site
- Establish a minimum set of shared processes
- Share simple data catalog among analysts
- Maintain Hub Site for everyone else



# Who participating so far

- HECC Planning Section and other branches through the planning section.
- Office of City Administrator
- Recovery Branch
- DMPED

# MS Team



COVID Data Coordinatio... ⋮

## General

### General

New Upload Get link Add cloud storage

✓	Type	Name
		Meeting Agendas
		Data Contacts & Roles
		Official Spreadsheets
		Documentation
		Data Catalog
		LoginForAGO_AD.pdf

# Hub Site

The screenshot shows the top navigation bar with links for Home, Planning Section, Mission Support, Recovery, and coronavirus.dc.gov. The main header area features the title "Coronavirus Data & Applications" over a background of data points. Below the header is a search bar and a "Discovery and Access" section with explanatory text. At the bottom, there is a "Planning Section" banner with an icon of people around a table and a "Branch Apps & Data" button.

<https://coronavirus-data-dcgis.hub.arcgis.com/>

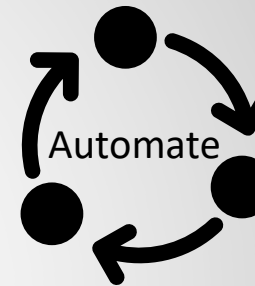
# COVID Emergency Data Life Cycle



- Identify data need
- Start tracking



- Find
  - Existing system
  - Existing report
- Create
  - Spreadsheet
  - Survey
- Sustainment Plan



- Initial Publication
- Share in MS Teams
  - Spreadsheet
  - Link
- Initial Reporting

- Database (OCTO Oracle)
- Feature Service (AGOL or Portal)
- Sustained Reporting

Track in Data Catalog xlsx

Publish on Hub Site Listing

# Classify Data Per Data Policy

- Level 0 – Open to the public (JIC Approved)
- Level 2 – For District Government Use (Share with everyone internal)
- Level 3 – Confidential (Share only with particular people or groups)

Level	Systems Appropriate For Sharing
All Levels	Get Cataloged
Level 0	Files: Teams/SharePoint Database: Oracle (Level 2 account) Services/APIs: AGOL
Level 2	Files: Teams/SharePoint Database: Oracle (Level 2 account) Services/APIs: AGOL (within COVID group)
Level 3 (keep to minimum)	Files: Box Database: Oracle (custom accounts) Services/APIs: Esri Portal (within custom groups)

# File Naming Convention

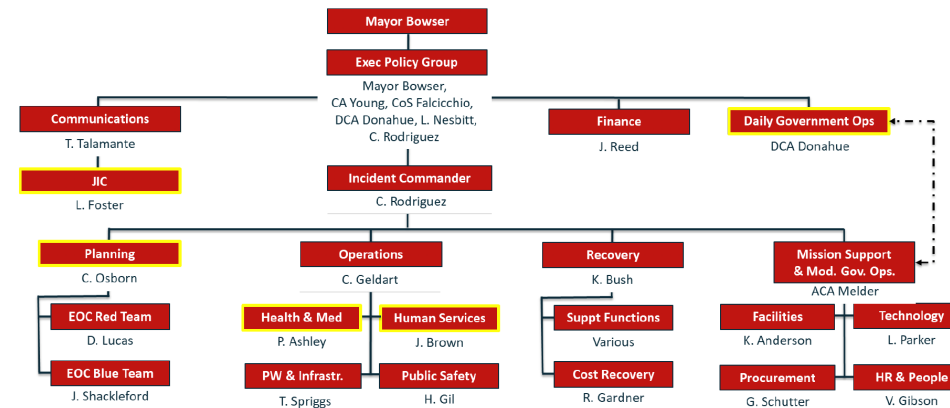
"AgencyAcronymOrBranch"++ "-" ++ "DatasetName" ++ "Level#"

Example: OCTO-ImportantData-Level2

(Don't use date in filename of a master spreadsheet)

(For archived spreadsheets append date to filename "-20200410")

## DISTRICT RESPONSE ORGANIZATIONAL STRUCTURE



# OCTO Operations Dashboard

Michael Bentivegna  
Program Manager for Data Visualization & Analysis  
Office of the Chief Technology Officer



## District Government and OCTO Operations



Last Update: 4/27/2020

This dashboard uses data managed by OCTO to show overall trends in how DC Government is operating. OCA uses some of these data for their Overall DC Government Operations dashboard.

### How many people are working and where?

<p>Last Update 4/27/2020</p> <p><b>VPN Unique Users</b></p> <p>Government staff and contractors using VPN. ...</p> <p> VIEW Details</p>	<p>Last Update 4/27/2020</p> <p><b>Office 365 Unique Logins</b></p> <p>Total number of government staff and contractors logging into Office 365. ...</p> <p> VIEW Details</p>
<p>Last Update 4/26/2020 11:55 PM</p> <p><b>McAfee Reported Computers</b></p> <p>District managed computers that have checked in to the McAfee update server. ...</p> <p> VIEW Details</p>	<p>Last Update 4/27/2020 3:59AM</p> <p><b>Email Activity</b></p> <p>Total number of emails sent internally, outbound and inbound. ...</p> <p> VIEW Details</p>
<p>Last Update 4/27/2020</p> <p><b>Internet Traffic</b></p> <p>Inbound and outbound internet traffic through DCNET to internet service providers. ...</p> <p> VIEW Details</p>	

### How are OCTO and Agency IT teams supporting the District?

<p>Last Update 04/27/2020 3:16PM</p> <p><b>OCTOHelps Calls</b></p> <p>Call volume and types of requests received. ...</p> <p> VIEW Details</p>	<p>Last Update 04/27/2020 2:55PM</p> <p><b>CIO Bulk Requests</b></p> <p>Bulk requests for VPN, WebEx, and call forwarding from CIO's. ...</p> <p> VIEW Details</p>
<p>Last Update 4/27/2020 3:10 PM</p> <p><b>Remedy Tickets</b></p> <p>Work requested of OCTO and IT teams across DC Government in RemedyForce. ...</p> <p> VIEW Details</p>	<p>Last Update 4/27/2020 3:15PM</p> <p><b>COVID-19 Call Tree</b></p> <p>The COVID19 Call Tree routes calls to appropriate agency. ...</p> <p> VIEW Details</p>

April 27, 2020

# Demonstration

This portion of the meeting was presented as a live demonstration.

District employees connected the DC Intranet can visit the live dashboard at:

[District Government and OCTO Operations](#)



# Data Report

Mario Field

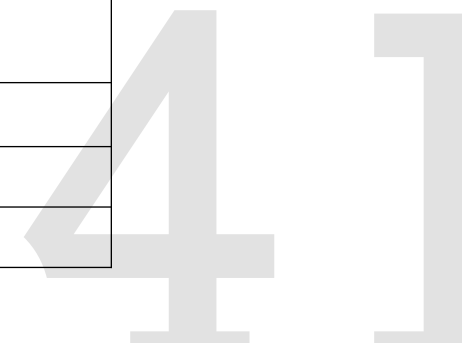
Data Curation Program Manager  
Office of the Chief Technology Officer



# COVID 19 Automated Datasets

COVID-19 311 Calls	Feed from 311 data pull showing calls for service with code of CRV01
CHATS Region V Hospital Status	Real time feed of regional hospital status as reported by MIEMSS CHATS system
CIO Portal	Requests from Agency CIOs for OCTO support
COVID-19 Response Form	Requests from anyone for OCTO support (being retired)
COVID-19 Avaya calls	COVID related calls from multiple sources routed to dedicated COVID call tree
VPN users	Report of VPN connections by agency
Office 365 connections	Number of connections on O365
Office 365 unique connections	Number of unique connections on O365 - unique user logins internal vs external
Network Traffic	ISP data on DC network represented as traffic on secure vpn and dc networks
Remedy Tickets	IT Service requests COVID and otherwise to OCTO
OCTO managed computers (DC and DCPS)	Managed (DC owned) and unmanaged computers (personal) OCTO has on a daily basis
FEMS calls for service that required PPE	Individual access to secure networks: wireless and network
Email activity	Emails coming into and out of, as well as internal email traffic
OCTO Helps Calls	Call center statistics
Business Survey	DMPED data for HSEMA ESRI ops dashboard

All available on hub site



# New Datasets

- Adopt A Block
- Enterprise Data Inventory
- Felony Sentences
- Impervious Surface – 2019
- Parking Zones

- All available at [opendata.dc.gov](https://opendata.dc.gov)
- Published since last meeting, 3/7/20
- Contributors: DC Health, DMV, OCTO, OP, DLSBD, DDOT

# Updated Data

- **ABRA Moratorium Zone**
- **Bus Stop**
- **Bus Line**
- **Parking Violation – march 2020**
- **Moving Violation – march 2020**
- **District Owned Land**
- **Wireless Hot Spot**
- **Primary Care Center**
- **Main Street Corridor**



## Questions?

Thank you for joining. For notes and presentation material visit:

<https://octo.dc.gov/node/1310836>

<https://opendata.dc.gov>