

Testimony of
Lindsey V. Parker, Chief Technology Officer
DC OFFICE OF THE CHIEF TECHNOLOGY OFFICER

June 12, 2020

Testimony of

Lindsey V. Parker, Chief Technology Officer

DC OFFICE OF THE CHIEF TECHNOLOGY OFFICER

Agenda

1. How OCTO performed during COVID response
2. What we learned
3. How we move forward
4. Budget highlights

OCTO IN COVID RESPONSE

1 Business Continuity

Streamlined agency requests for VPN and virtual mtg accounts

Created remote work portal for secure access to apps & self-help tools - **remote.dc.gov**

Created codes for easier tracking of people hours and procurement requests

Helped procure hard to find laptops, phones and other devices

2 Stakeholder Communications

Launched and maintain DC's main website for response at **coronavirus.dc.gov**

Stood up **remote and extended call centers for:** CFSA, DOES, DHS, DOH, DBH, among others

Quickly **created survey tools** for ReOpen DC Advisory Group, DME, DERT, OP and more in to solicit community feedback & concerns

3 Data Integration & Visualization

Used **data warehouse** to help agencies clean and centralize data for better integration and analysis

Helped the Emergency Operations Center and others **visualize data in dashboards**, including those online at coronavirus.dc.gov/data

Working to use multiple data sources to **model policy impacts of reopening phases**

4 Digital Transformation

Built CRM system for DOES to better manage cases at the expanded UI call center

Built **mobile friendly intake form** for DOES' PUA system

Streamlined intake process of agencies needing DGS & OCTO for reopening requests

Helped agencies **digitize paper processes**

5 Health Response

Curated helpful tech solutions by requesting ideas at **covid19ideas.dc.gov**

Helped build DOH **mobile testing site tracking and results application**

Networked mass casualty site for OCME

Stood up DFS' **online portal for health providers** to request & receive test results

QUESTIONS WE ASKED OURSELVES

1. What have we learned? (About ourselves, our teams, our customers, our processes)
2. What should we try to continue doing post COVID?
3. What are some areas that we need to improve for our customers?

WHAT WE LEARNED

OUR CLIENTS

- Describe OCTO during the COVID response as: **helpful, responsive, communicative**
- Used collaboration tools to continue working remotely: Teams, Webex
- **NEEDS:**
 - better understanding of what OCTO offers and how it charges for services,
 - better understanding of what systems, processes and tools other agencies are using
- **HOPES:**
 - given budget cuts, that OCTO will pay for more IT costs

OUR PARTNERS

- Describe OCTO during the COVID response as: **communicative**
- Have provided helpful ideas through covid19ideas.dc.gov and provided flexible and expanded services for critical virtual collaboration tools and other licenses
- **NEEDS:**
 - better understanding of where OCTO and agency IT shops are going, so they can offer better pricing and plan business investments in an unpredictable market
- **HOPES:**
 - given budget cuts, that OCTO will centralize purchasing to improve predictability

OUR TEAM

- We describe each other as: **impressive, creative, flexible, adaptive, resilient, productive, skilled**
- We've communicated more intentionally, seeing the benefits of Teams
- Working remotely has positively impacted productivity
- **NEEDS:**
 - self help, intake system, process repository & project management centralized tools
- **HOPES:**
 - To not lose the momentum gained → become more strategic & goal-oriented

UNLEASHING THE POSSIBLE

COVID

Stakeholder insights

Continued meetings with **CIOs**, including budget brainstorms by cluster.

Continued #UnleashthePossible meetings with **industry partners**

Surveys and regular meetings with **all hands**, including "what we learned" conversations

Strategic Planning

New vision and mission continue to ring true - **Unleash the possible** in the digital age by:

- (1) Providing **valued services**,
- (2) **Advising** agencies, &
- (3) Collaboratively **governing** IT

Budget realities have helped **focus initial commitment areas**

Reorganization

Reorganizing our teams to meet our customers where they are:

- (1) One stop shop for all **traditional IT operations requests**
- (2) **Digital services center** to fast track automation and data usage
- (3) Cyber Security Operations to continue managing our cyber risks

Competency Buildup

Document **how OCTO operates**, for more accountability & transparency
Establish **easy-to-search Knowledge Center** to educate users on current technology options available to them, self help guides and OCTO processes
Finish OCTO's **Financial Model** so our customers know what they pay for & why
Create **Cluster-based Roadmap** so everyone understand FY21 priorities

Implementation & Transition

Refocus tech review boards to **determine annual and 5-year tech investments** for DC Government
Release **enterprise contract vehicles** to take advantage of broader purchasing power
Implement Cluster-based plan and find 3-5% cost savings

#TECHTOGETHER

The COVID pandemic amplified the need for bridging the digital divide in DC.

During the recent stay-at-home order, residents without regular access and training on computer and internet usage were at a severe disadvantage as schools conducted classes online, job applications and interviews were conducted online, and government announcements and services were made available online.

As Mayor Bowser has charged, during our reopening we must find **more equitable and better ways to move forward.**

1

Increase Access
to Internet
Service

2

Increase Access to
Internet-enabled
Devices & Support

3

Demystify
Technology through
Awareness, Training
& Access to
Opportunities

4

Increase
Technology
Savviness within
DC Government

#DCHOPE

FY21 PROPOSED BUDGET

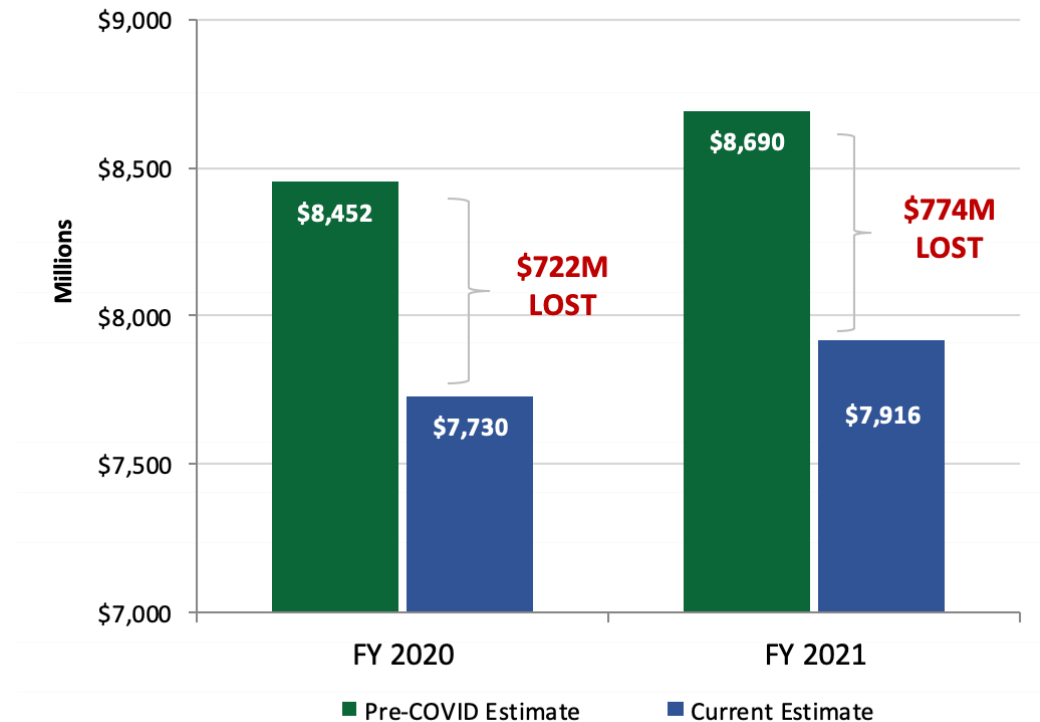


GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

DC GOVERNMENT BUDGET HIGHLIGHTS

The Mayor's FY21 proposed budget cut **\$774 million** in operating funds and **\$1.2 billion** in capital funds.

FY 2020 & FY 2021 Projected Revenue Loss

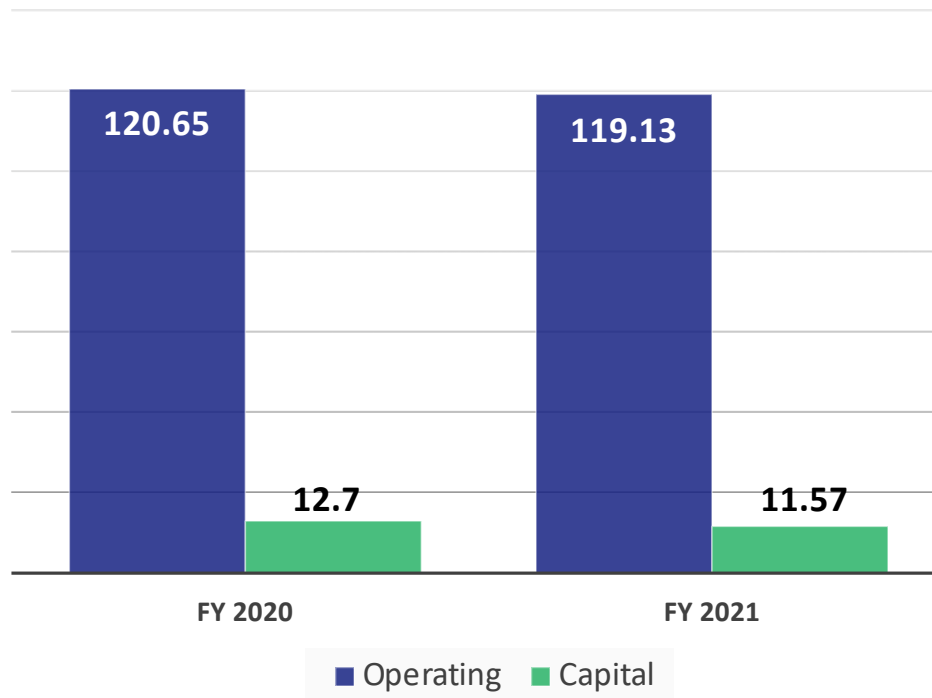


- The financial impact of COVID-19 requires us to **make sacrifices**, while maintaining the critical services our residents expect and protecting our most vulnerable neighbors.
- We have already taken steps to **reduce spending** in the current (2020) fiscal year by implementing a hiring and spending freeze across government.
- In our FY 2021 budget proposal, we are finding ways to **save resources** so that we don't lose ground on our shared progress in the District and maintain our DC Values.

Everybody will need to give something

OCTO BUDGET HIGHLIGHTS

The Mayor's FY21 proposed budget for the Office of the Chief Technology (OCTO) includes **\$119.13** million in operating funds and **\$11.57** million in capital funds.



The proposed FY 2021 gross budget represents a **1.3 percent decrease** from the FY 2020 budget.

FY21 BUDGET IMPACT

Adjusted discretionary spending
for IT consultants by \$3.2M

Streamlined GIS & Data
Analytics Program by \$2.7M

Reduced Special Purpose
Revenue fund balance by \$2.1M

OPPORTUNITIES

Restructure how we do business, so we
can keep people who get the work
done

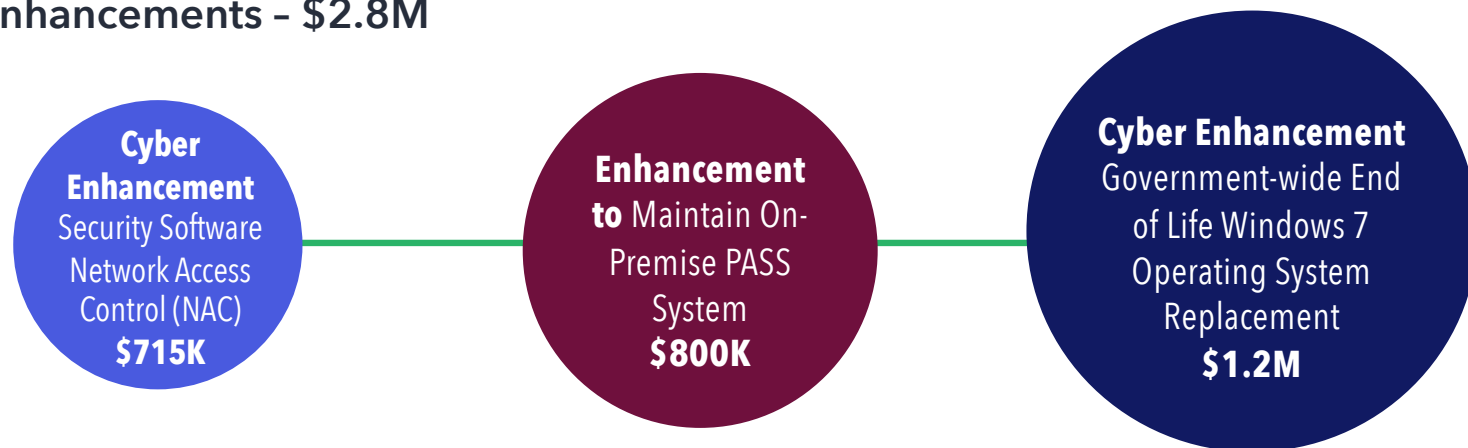
Build out a financial model so that
agencies understand their share

Expand the DCNet footprint, given
reliance on the network by many

FY 2021 KEY CAPITAL PROJECTS – \$11.5M

- Directory Services Modernization
- Citywide IT Security Initiative
- Disaster Recovery & Coop Implementation
- Data Privacy & Anonymization
- Core Infrastructure Network Upgrade
- Human Capital Management Enterprise Application Modernization

FY 2021 Enhancements – \$2.8M



QUESTIONS?