

Overview of Facilities and Programs

The Department of Information Technology (DoIT) builds, manages and maintains City government information technology infrastructure – radio, telephone and computer networks that are used by City departments to serve constituents. DoIT also manages the City’s central data center, which houses most of the computer servers used by City departments, and directs the development of certain computer applications projects on behalf of other departments, primarily the public safety departments – Police and Fire.

The Capital Improvement Program (CIP) supports the Department’s mission by providing for technology major upgrades and improvements to the City’s existing networks and systems. It funds, for example, upgrades to the data and communications infrastructure, fiber optic links, major improvements in the public safety radio network and new computer applications such as computer aided dispatch system and message switch for the Police Department.

Highlights

The Department’s 2008-2013 Proposed CIP provides for the following projects:

- Planning, repair, construction, and modification of various improvements to the City’s data and communications infrastructure;
- Replacement of software, hardware, and electronics in the City’s telephone and data network to introduce improved service and features that will be useful to City employees and constituents, specifically for 24-hour-a-day access to City services;
- Replacement of hand-held radios and infrastructure upgrades to the 800 MHz radio network program;
- Expansion of the City’s Alternate Data Center from a cold site to a warm site, which will restore certain City systems in the event of an emergency;
- Expansion of the City’s managed storage environment to meet the rapidly increasing demands for storage of City information;
- Installation of additional fiber optic cable links and spurs to various locations, including Seattle schools and under-served areas such as South and Southeast Seattle; and
- Development and replacement of a Computer-Aided Dispatch (CAD) and Records Management System (RMS) for the Seattle Police Department.

Project Selection Process

DoIT selects infrastructure projects based upon the following criteria and priorities:

Project Identification: DoIT staff work with departmental program directors as well as Citywide governing boards including the Information Technology Council, the Public Safety Board, and the Urban Area Security Initiative Grant Steering Committee to identify potential projects. The criteria for project selection includes opportunities to enhance public safety departments’ response to emergencies; improve the reliability of public safety technology systems; increase the availability of services to constituents with the goal of 24 hours-a-day, seven days-a-week service delivery; update the City’s major hardware and software systems; and increase urban area security by implementing technology and public safety security grants awarded by the federal government.

Information Technology

Project Selection: DoIT departmental program directors work with guidance from Citywide governance boards to review the list of potential projects and determine which projects best fit the list of CIP project criteria.

Project Scheduling and Budgeting: After the project list is refined, DoIT staff work with the Department of Finance to enter the selected projects into the capital budget system. The budget system tracks each project and allows staff to cross-check projects against Mayor and Council priorities.

Anticipated Operating Expenses Associated with Capital Facilities Projects

A significant portion of the Department's routine operating budget is devoted to operating and maintaining CIP projects. Some CIP projects generate operations and maintenance (O&M) savings.