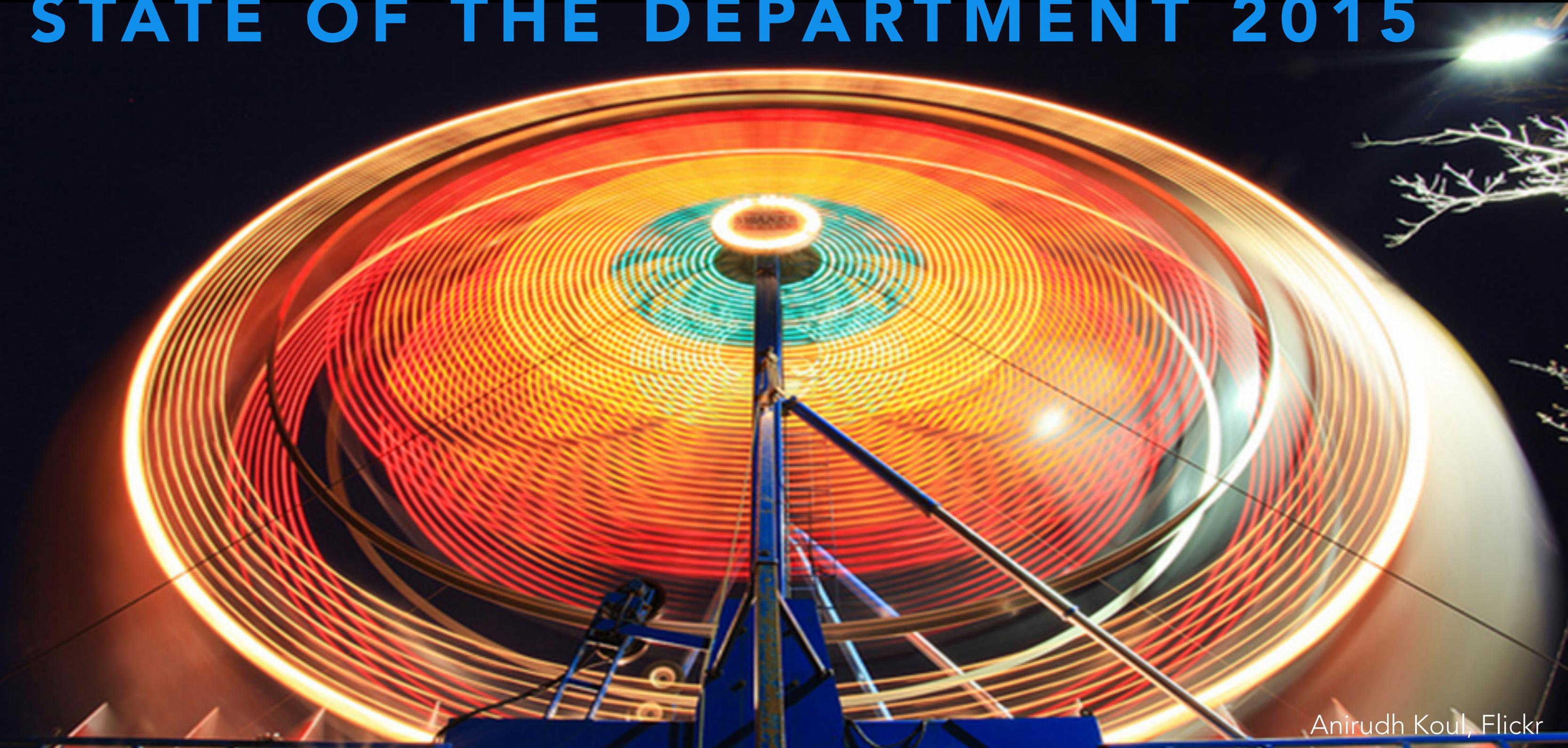


DEPARTMENT OF INNOVATION & PERFORMANCE

STATE OF THE DEPARTMENT 2015



Anirudh Koul, Flickr

BILL NO: 2014-0053
20 FEBRUARY 2014

"...THE OVERSIGHT AND
MANAGEMENT OF
INTRADEPARTMENTAL AND
INTERDEPARTMENTAL TECHNOLOGY,
SUSTAINABILITY, AND PERFORMANCE
INITIATIVES AND PROGRAMS..."



Pittsburgh City Information Systems

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Welcome to City Information Systems!

City Information Systems (CIS) plans, acquires, installs, and supports the City's proprietary and open computing environments, including personal and mobile computers. CIS also develops software programs for Public Safety, Finance and other departmental initiatives, provides network services, develops and maintains the official City website, and trains City employees in Microsoft Office applications.

- For an overview of CIS project groups and initiatives, select [CIS Divisions](#).
- Choose [FAQ](#) to view frequently asked questions about CIS.
- [Are you a telecommunications provider, or other entity, who is doing - or seeks to do - business in the public rights of way?](#)
- Do you have questions about the [cable services provided in the city?](#)

[CIS Home](#)
[CIS Divisions](#)
[Telecommunications](#)
[Frequently Asked Questions](#)

City Information Systems
[604 City-County Building](#)
[414 Grant Street](#)
Pittsburgh, PA 15219
Phone: (412) 255-2152
Fax: (412) 255-2355

INNOVATION & PERFORMANCE

STEEL CITY CODEFEST 2015

The Steel City Codefest is a city-wide app building event that brings together coders, designers, and innovation enthusiasts to create apps for local government, citizens, and community organizations over a 24-hour period.

[READ MORE](#)



1 2 **3** 4 5 6 7

We live in an age of infinite possibilities. The newly created Department of Innovation & Performance (I&P) reflects Mayor's Peduto's vision for the Next Pittsburgh and our team's role in fostering a culture of accountability and innovation at levels and sectors of society. I&P aims to transform Pittsburgh into a world class city through not only managing information systems and delivering technology, but by pursuing data-driven decision-making, creating sustainable solutions, and driving quality performance.

While technology is an important component to this, it is not the only end goal. There is no silver bullet, fancy platform, or expensive software that can magically transform the City. The City's greatest assets are its people, us, and our commitment to collaboration and better serving the city government and its residents.

Beyond servicing the City and its departments and agencies internally with strategy and hardware, I&P has a wider external component. We work to better service all residents of Pittsburgh by closing the digital divide, fostering entrepreneurship and innovation, improving access and application of information, and empowering neighborhoods, especially vulnerable communities. We want citizens to better utilize their resources and information to make better decisions and take action.

The Small Business Resource Fair

The Small Business Resource Fair -- Government edition will be hosted by Department of Innovation & Planning, the Mayor's office, and the URA. This complimentary event would be ideal for small business owners such as restaurateurs, retail owners, contractors, etc.

The purpose of the event is to offer small business owners in-person access

to representatives from all relevant departments within city services (zoning, permits, ADA compliance, etc.) in order to have their questions answered — all in one location.

Innovation & Performance



I&P aims to transform Pittsburgh into a world-class city through the intersections of technology, sustainability, and performance. While separate, like rotating wheel cogs, the three areas will only move forward when working together.

Links

[Home](#)
[About I&P](#)
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[Internships](#)
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Areas

[Sustainability](#)
[311 Response Center](#)
[Open Data](#)
[City Channel Pittsburgh Schedule](#)
[Telecommunications](#)

Civic Innovation

[Innovation Roadmap](#)
[Mayor's Roundtable Series](#)
[BioEnergy Roundtable](#)
[University Student Projects](#)
[Engage Pittsburgh](#)

FROM IT TO I&P

Nick, Flickr

External

Internal

Day to Day

Vision





CHANGING CULTURE

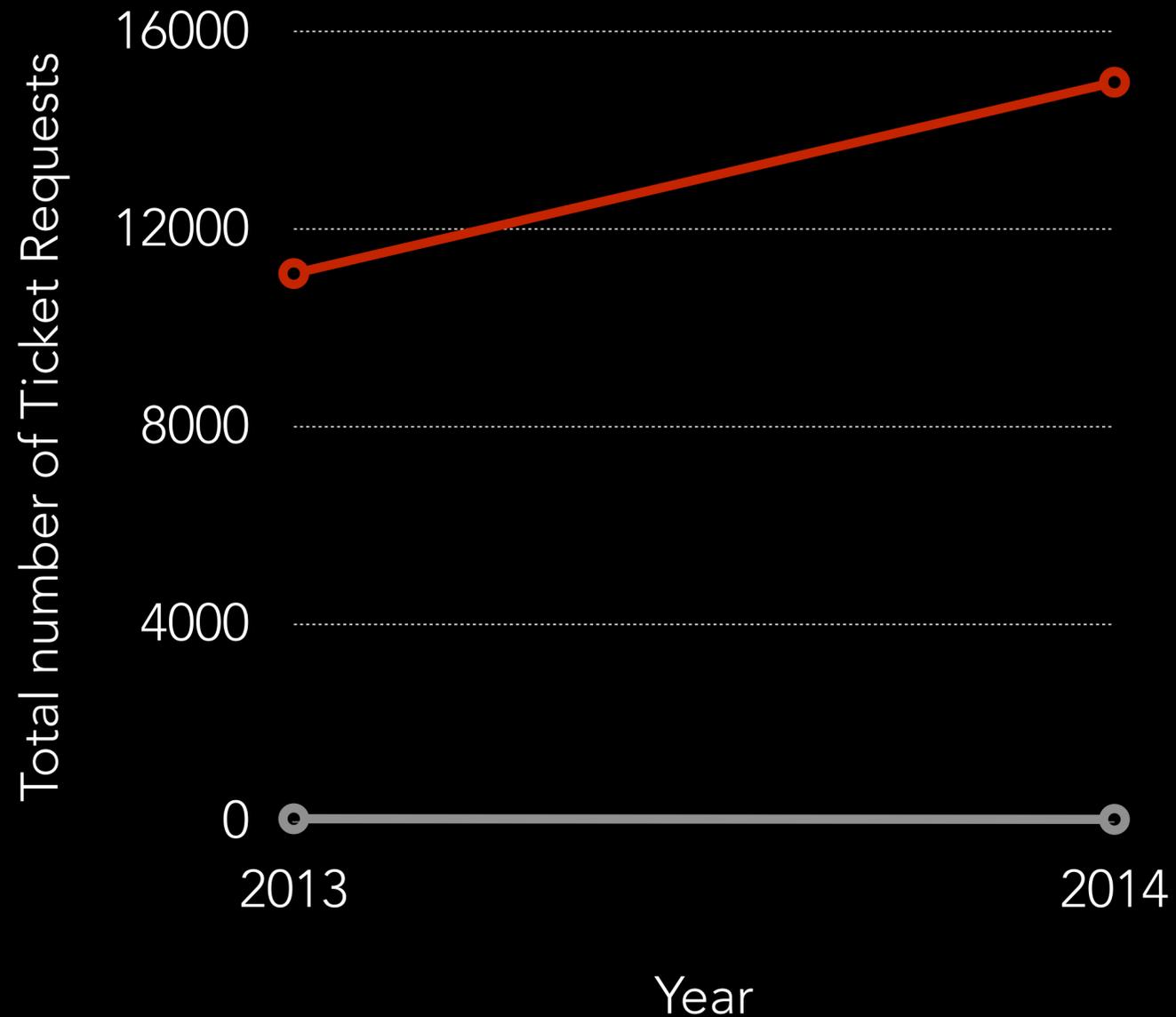
- ESTABLISH BASELINE
- QUESTION ASSUMPTIONS
- IMPROVE WHAT IS NEEDED
- 3 OBJECTIVES, 1 VISION

To utilize the most suitable and sustainable technology to optimize government operations and services, understanding that technology is a means rather than ends. Technology should be user-centric, robust, and based on evidence-based practices and standards

TECHNOLOGICAL ADVANCEMENT



CLIENT RELATIONS



BEYOND ESSENTIAL OPERATIONS

- EXTENDED SERVICE HOURS
- BETTER FIRST DEGREE SUPPORT
- FASTER COMPLETION RATES
- AUTOMATIC CALL DISTRIBUTOR
- DOCUMENTATION AND TRAINING
- PUBLIC SAFETY- CAMERAS
- MORE EFFICIENT DELIVERY

FINANCIAL SYSTEMS

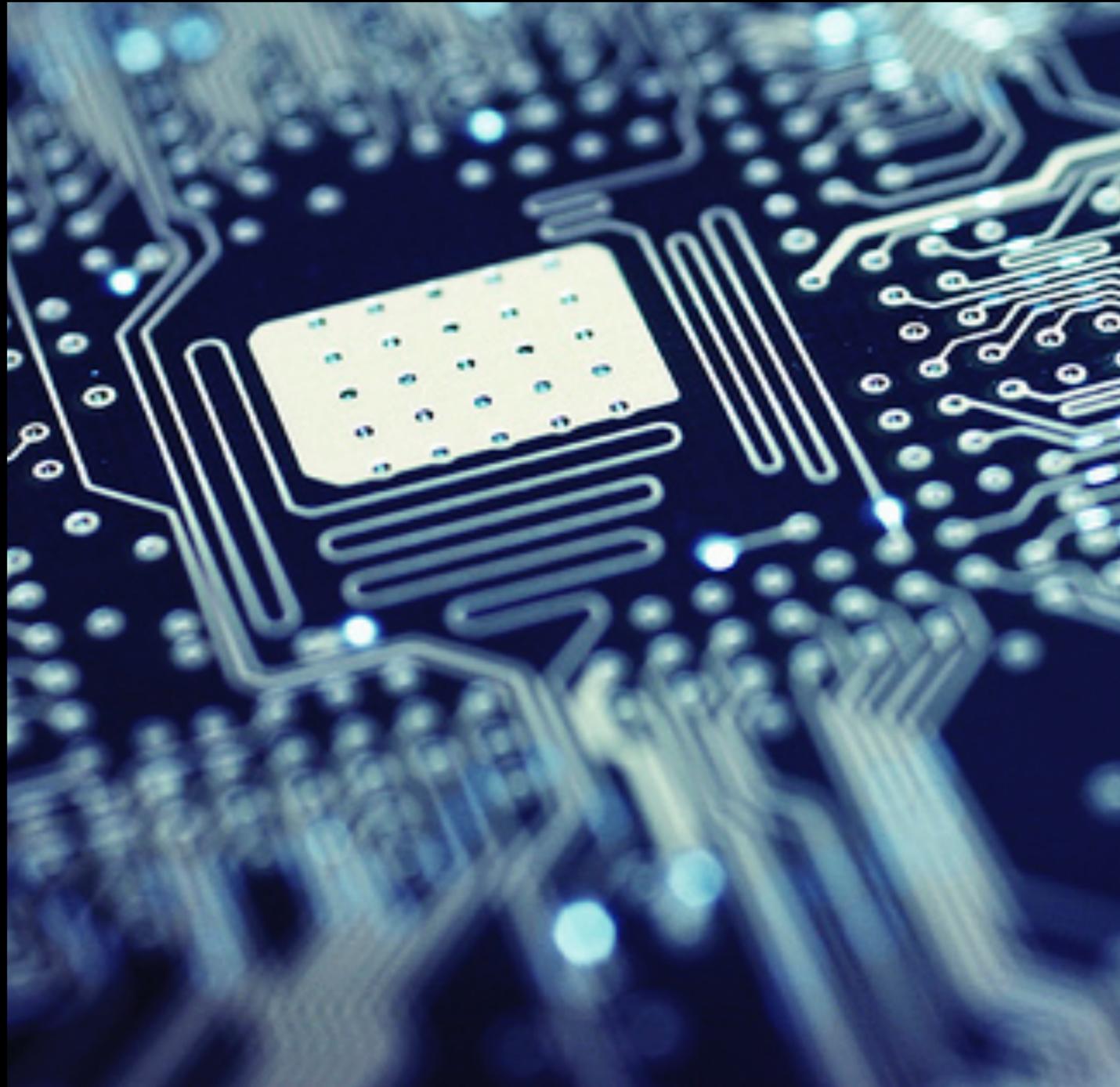
ENHANCED VALUE ADDED SERVICES

- TELECOMMUNICATIONS
- INVENTORY AND SERVICE
- SOFTWARE INVENTORY AND GOVERNANCE
- DEPARTMENT CONSULTING
- EMAIL ENTERPRISE
- TRAINING-CITY UNIVERSITY



J Strakey, Flickr

RESILIENT NETWORKS



- INCREASE STORAGE SPACE AND BANDWIDTH
- EXPAND WIFI
- UPGRADE DATA CENTER
- NETWORKED PRINTERS

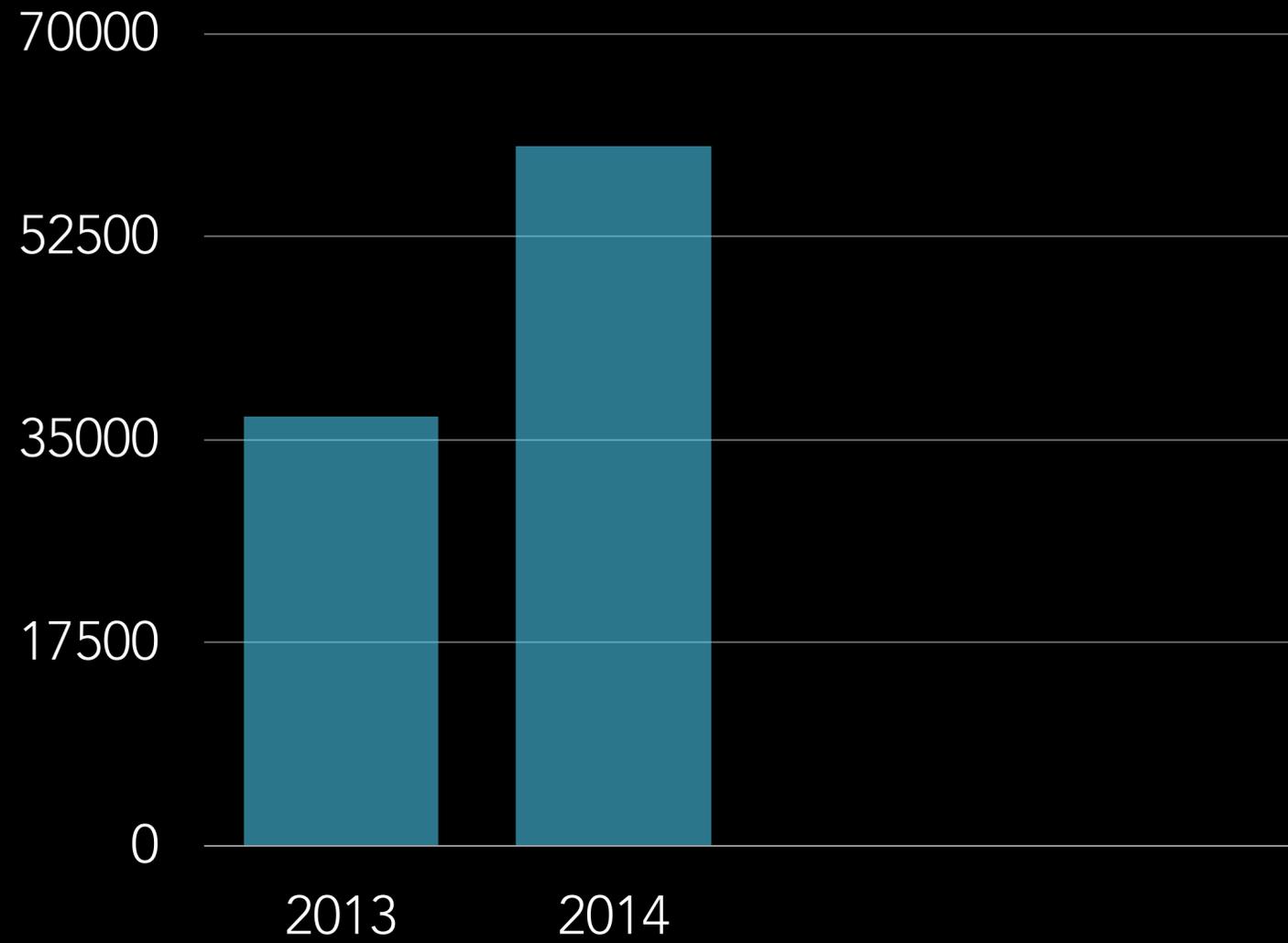
To ensure government decisions and actions are driven by open data, thoughtful analysis and public engagement that results in improve quality of life

PERFORMANCE EXCELLENCE



311

SERVICE REQUESTS



CALL ABANDONMENT RATE



COMMUNICATIONS TECHNOLOGY

To encourage innovation through long term preservation and enhancement of our environmental and social resources within the built and natural environment

SUSTAINABLE LEADERSHIP



SUSTAINABILITY

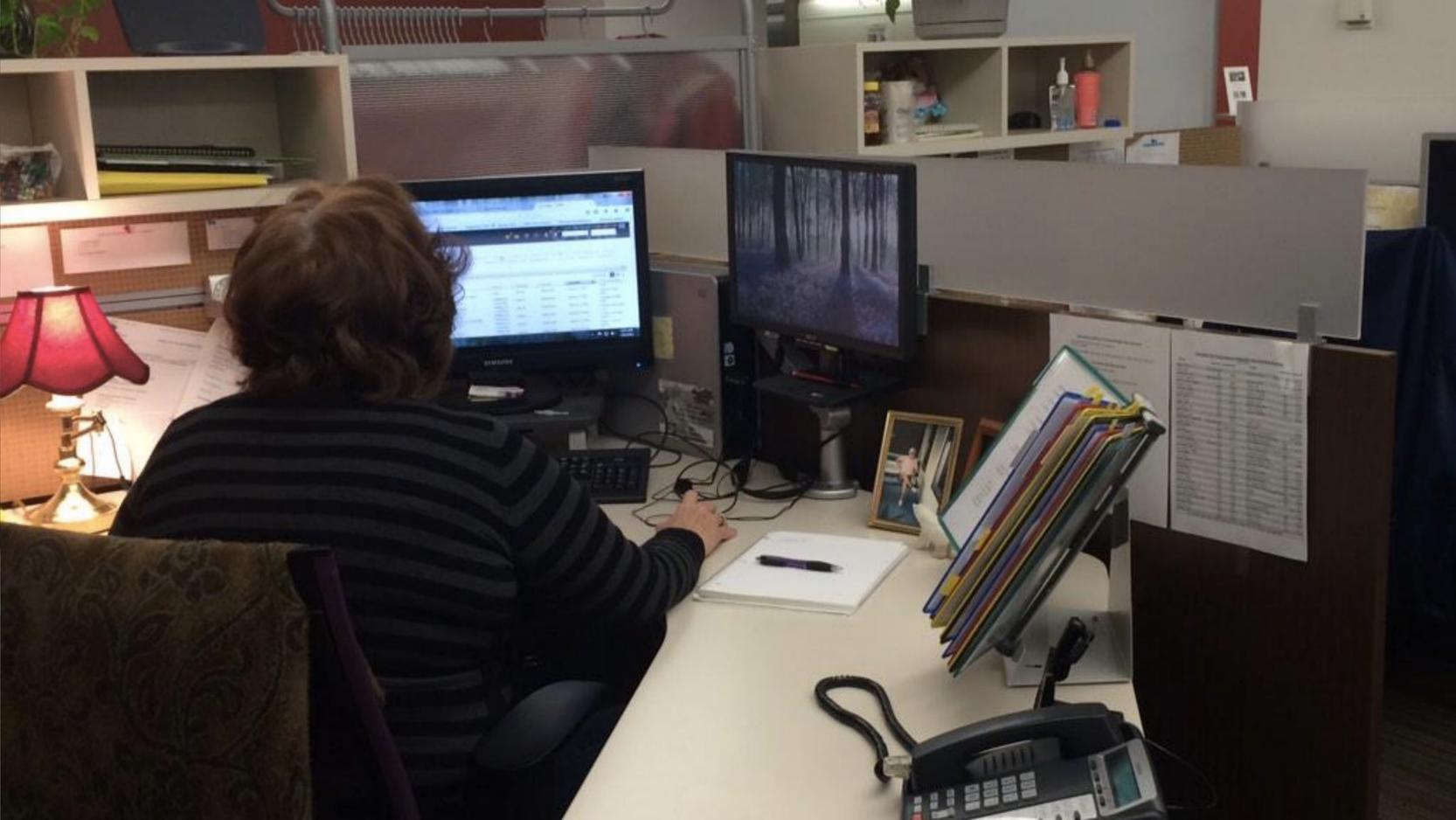
- BENCHMARK LOCAL—> INTERNATIONAL
- 2ND PLACE IN GREEN WORKPLACE CHALLENGE
- CCAP, GHG INVENTORY- RESILIENCE
- BUILDING AND FLEET EVALUATION
- ECO-INNOVATION DISTRICT
- GREEN INFRASTRUCTURE AND GREEN SPACE
- POLICY REFORM: GARAGE LIGHTING, WASTE
- LED STREETLIGHTING
- INTERNAL EDUCATION AND PRACTICE
- RECYCLING
- EXTERNAL ENGAGEMENT

DATA AND ANALYTICS

Data will be for the 21st century
what steam engines were for the
18th century and electricity in
the 20th

Presley Gillespie, President, Neighborhood Allies





CIVIC ENGAGEMENT



Get Reminders Search

Bloomfield

200 S MILLVALE AVE
PITTSBURGH, PA 15224

Trash Pickup January WEDNESDAY 28th TOMORROW	Recycle Pickup January WEDNESDAY 28th TOMORROW	Yard Pickup May SATURDAY 16th
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January 2015 Schedule

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

■ Refuse Collection
 ■ Recycling Collection
 ■ Yard Collection

PITTSBURGH

Address

Map showing plow and salt spreader locations across the city.

Legend: Plow & Salt Spreader, Multiple Vehicles

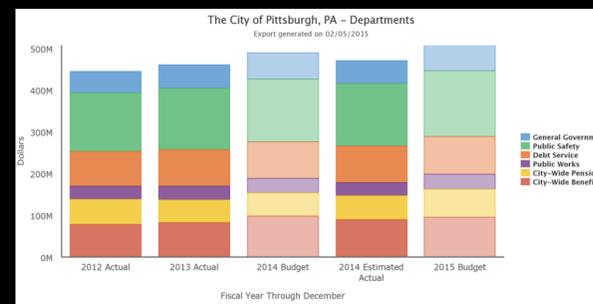
CONTROL VEHICLE HISTORY DISPLAY

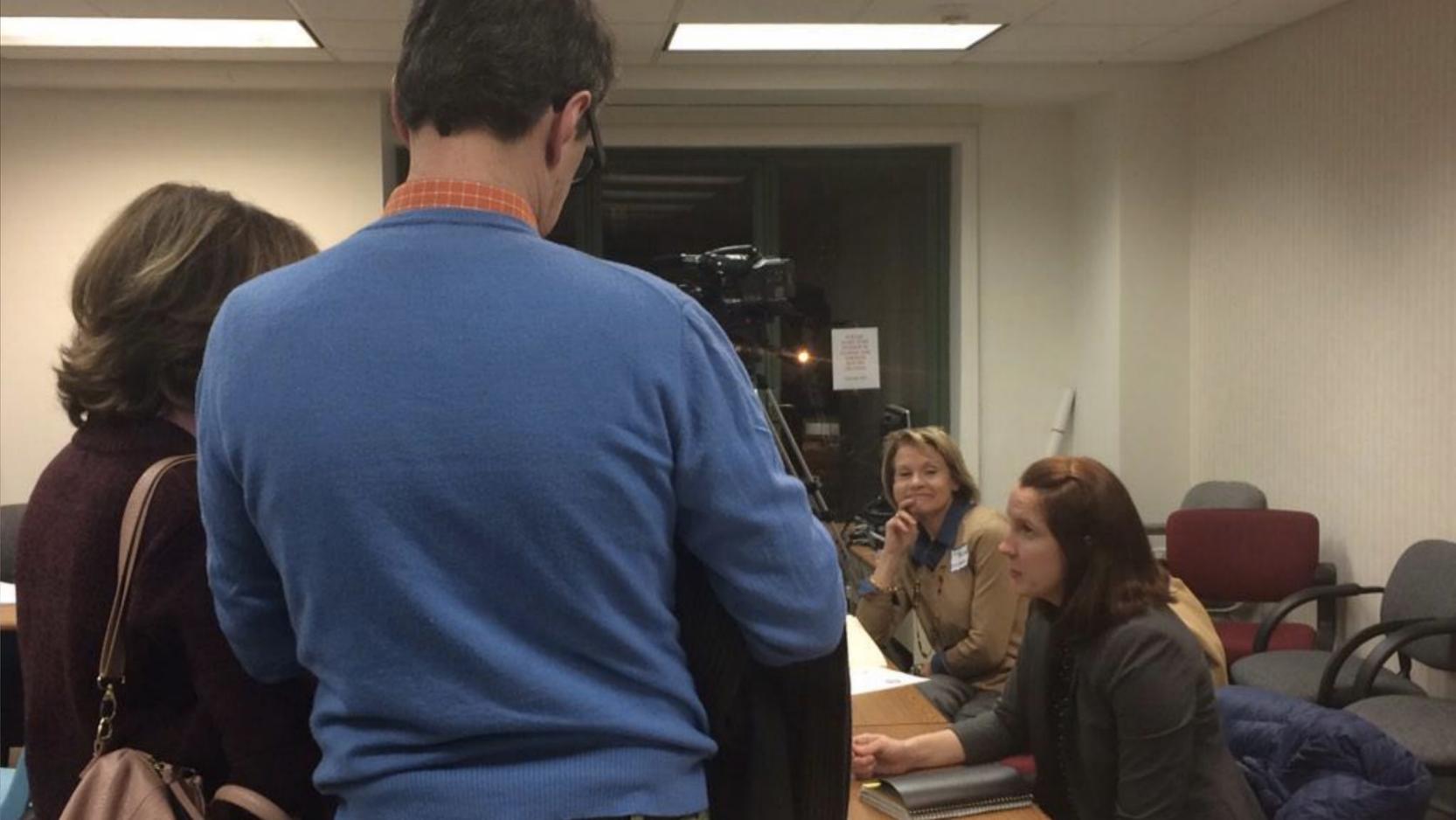
1/27/15 - 1:27 PM

current vehicle location - 25 hours

current vehicle location

Reset Map





INNOVATION ROADMAP

- Beyond tech trends
- Proactive blueprint for innovation
- Extensive public input
- Driven by City leadership
- Living document owned by all

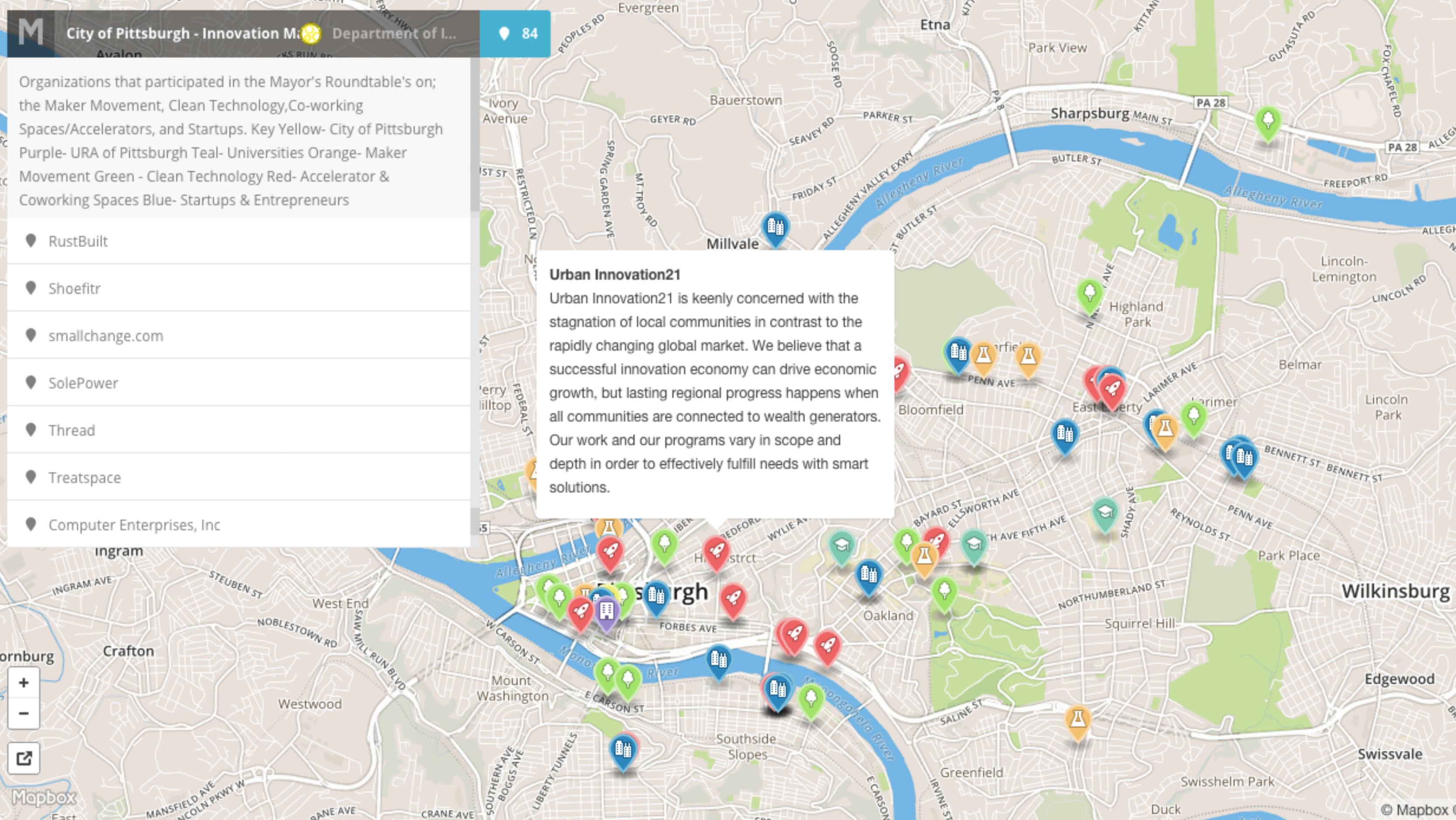


Organizations that participated in the Mayor's Roundtable's on; the Maker Movement, Clean Technology, Co-working Spaces/Accelerators, and Startups. Key Yellow- City of Pittsburgh Purple- URA of Pittsburgh Teal- Universities Orange- Maker Movement Green - Clean Technology Red- Accelerator & Coworking Spaces Blue- Startups & Entrepreneurs

- RustBuilt
- Shoefitr
- smallchange.com
- SolePower
- Thread
- Treatspace
- Computer Enterprises, Inc

Urban Innovation21

Urban Innovation21 is keenly concerned with the stagnation of local communities in contrast to the rapidly changing global market. We believe that a successful innovation economy can drive economic growth, but lasting regional progress happens when all communities are connected to wealth generators. Our work and our programs vary in scope and depth in order to effectively fulfill needs with smart solutions.



UNIVERSITY PARTNERSHIPS

- MOUs with CMU and UPitt
- Capacity Support
- Consulting Services
- \$1.5+ million in CMU Metro21 Funds
- Attract talent and investments



RESOURCES

- Limited budget with city-wide expenses
- Fellowship Funding- SCA, Coro, LGA
- \$2 million in grant funding
- Pro-bono consultancy
- Travel support
- National and International Memberships



PEOPLE

- Lean and professional team
- 450+ years of city service, average 7 years
- Extended, high vacancy rate
- 1/5 new staff
- 21% promotion
- Intern to staff development





GOING FORWARD

- DIGITAL INFRASTRUCTURE AND LITERACY
- CLOUD BASED SOLUTIONS
- CYBERSECURITY
- DATA DRIVEN DECISIONS AND VISUALIZATIONS
- USER-EXPERIENCE
- PERFORMANCE
- ACCOUNTABILITY
- STRATEGIC DEVELOPMENT

VISION

To transform Pittsburgh into a world-class city through the intersections of technology, sustainability, and performance. To foster a culture of people-centric innovation and accountability at all levels and sectors of society

2014



2015+