



STATE OF THE DEPARTMENT – INNOVATION & PERFORMANCE

DEBRA LAM

22 FEBRUARY 2016

Bill No: 2014-0053

20 February 2014

“...The oversight and management of intradepartmental and interdepartmental technology, sustainability, and performance initiatives and programs...”

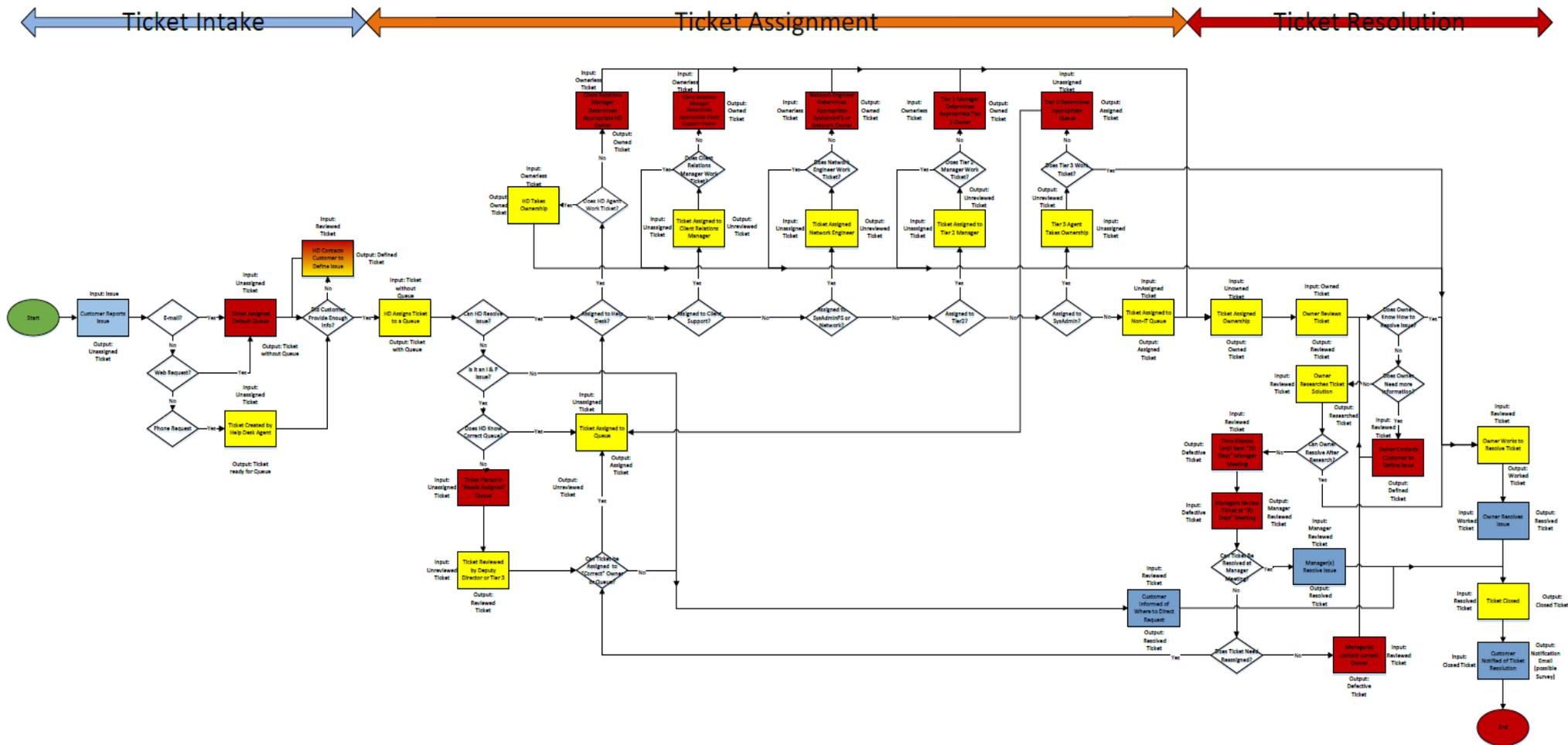
# 4 QUESTIONS





HOW TO PROVIDE TOP CUSTOMER SERVICE?

# OTRS SERVICE REQUEST PROCESS MAP



14,976 CLOSED TICKETS IN 2014

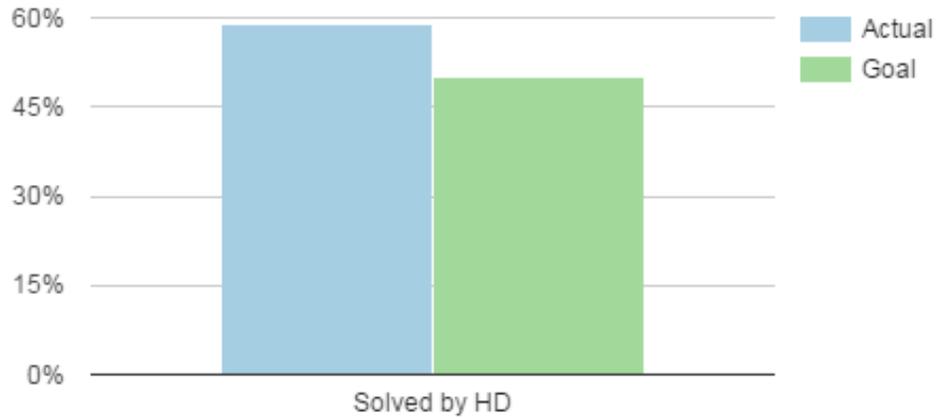


16,820 CLOSED TICKETS IN 2015

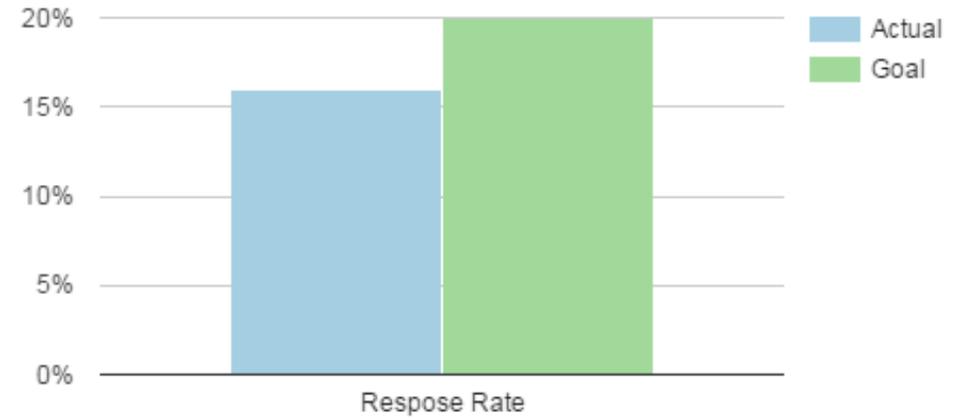


# OTRS KPIs

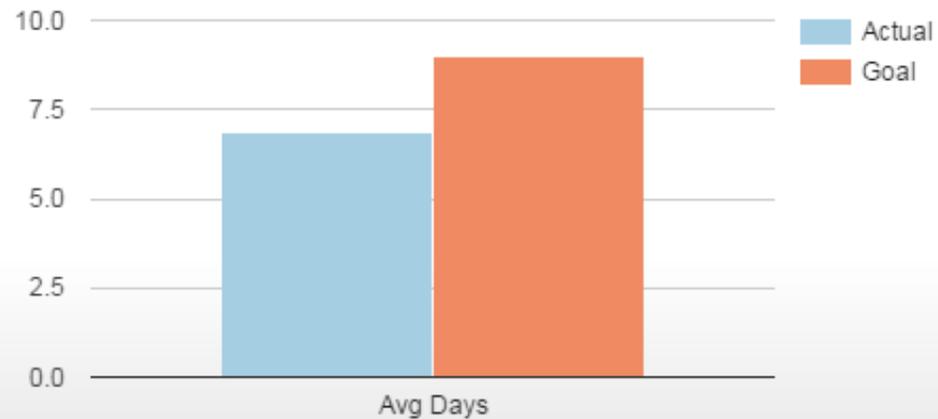
Goal: At least 50% of IT Requests should be solved by the HelpDesk



Achieve a survey response rate of at least 20%



Average days to close an OTRS ticket should be less than 9 days



Receive at least a "4" in satisfaction on both survey questions



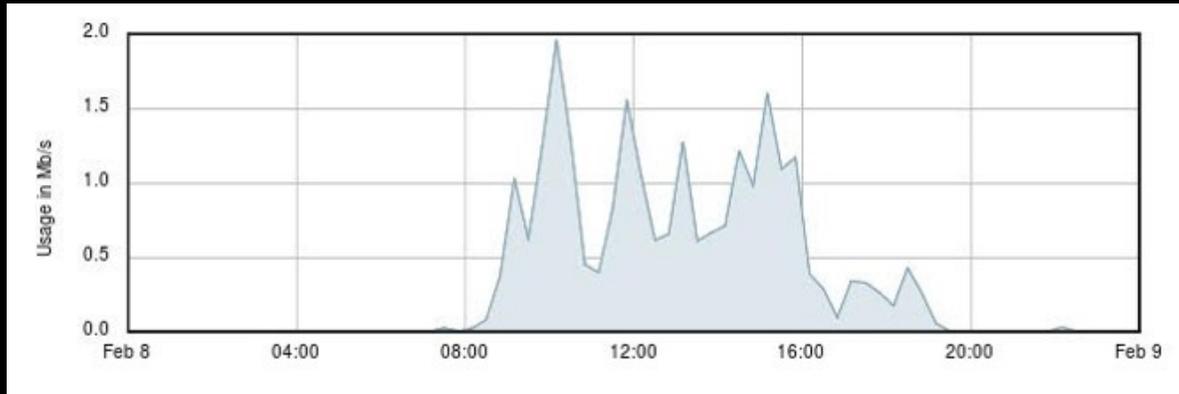
# HARDWARE- PRINTERS

- Cut the printing fleet by 40%
- Increase City Wide Duplexing Ratio from 14% to 30%
- Increase City Wide B/W ratio from 77% to 80%

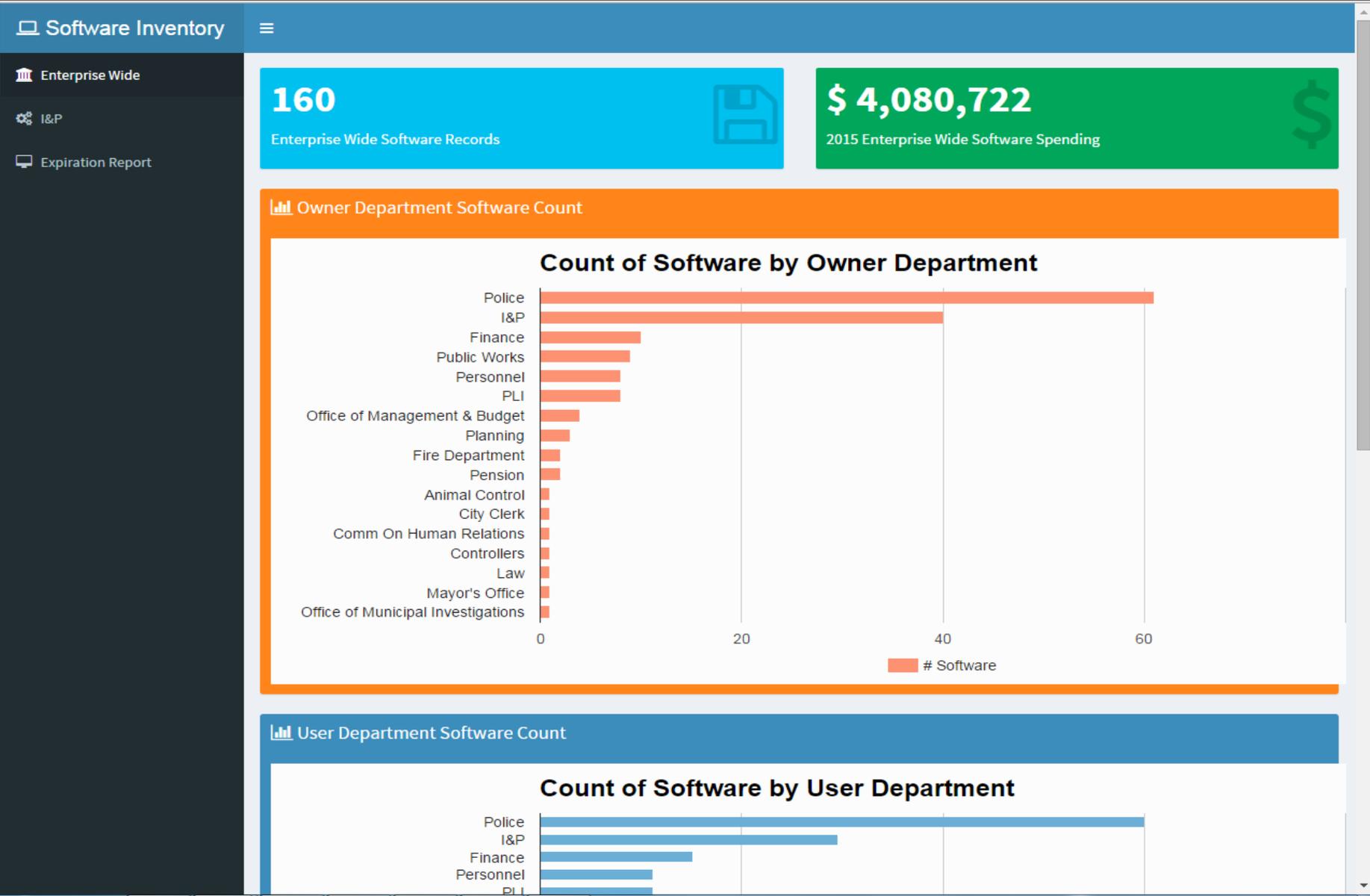


# NETWORK SHAPING AND MONITORING

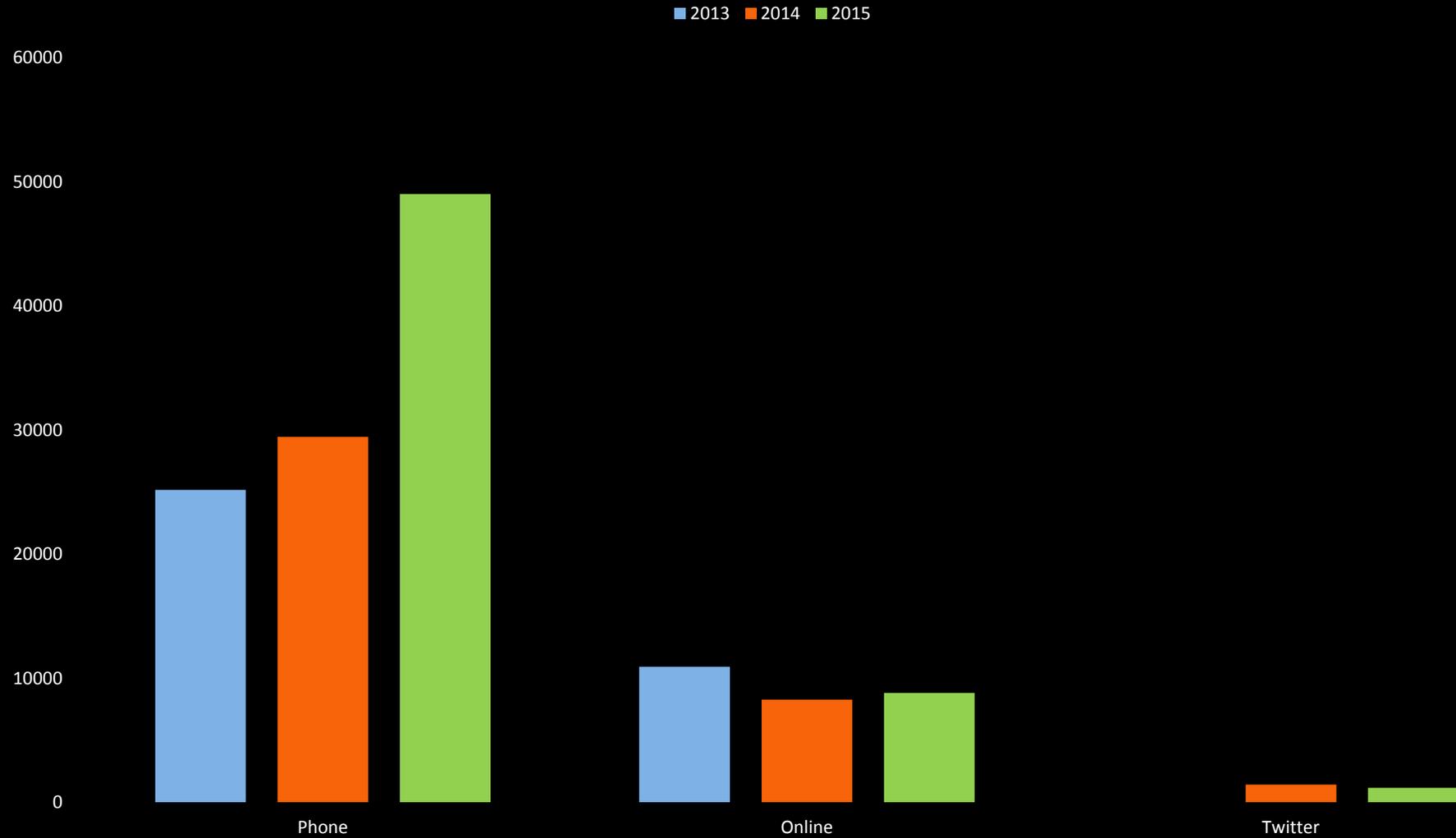
Good IT is when you don't realize it is there

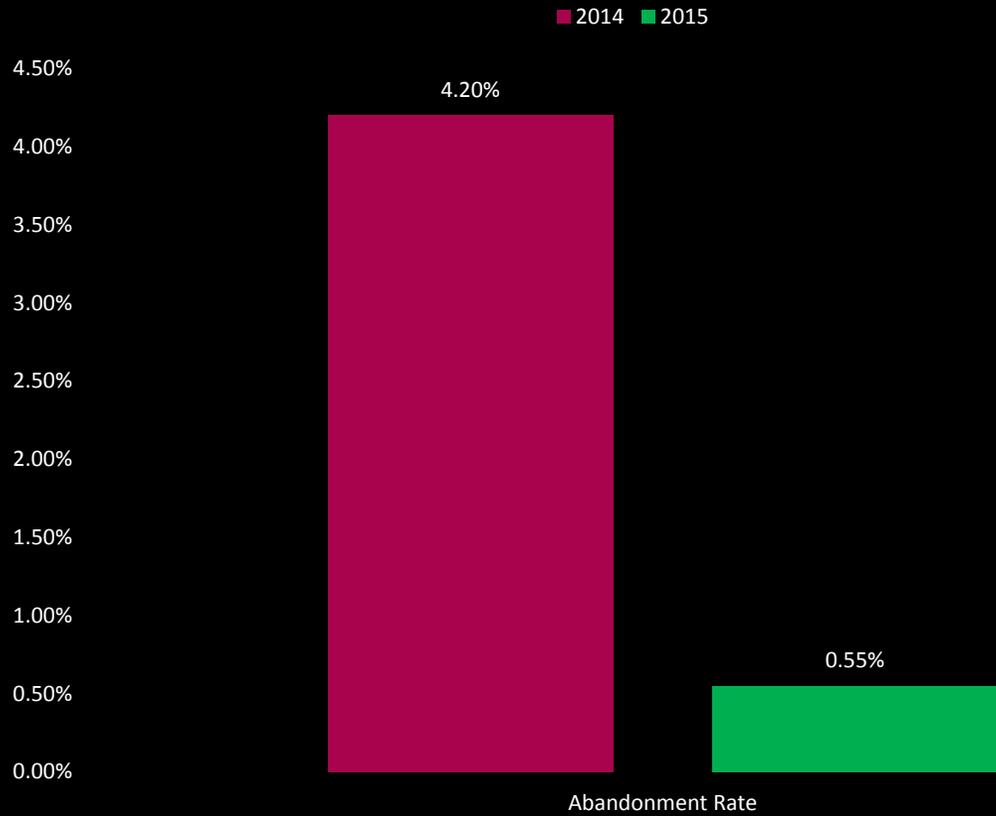


# SOFTWARE INVENTORY



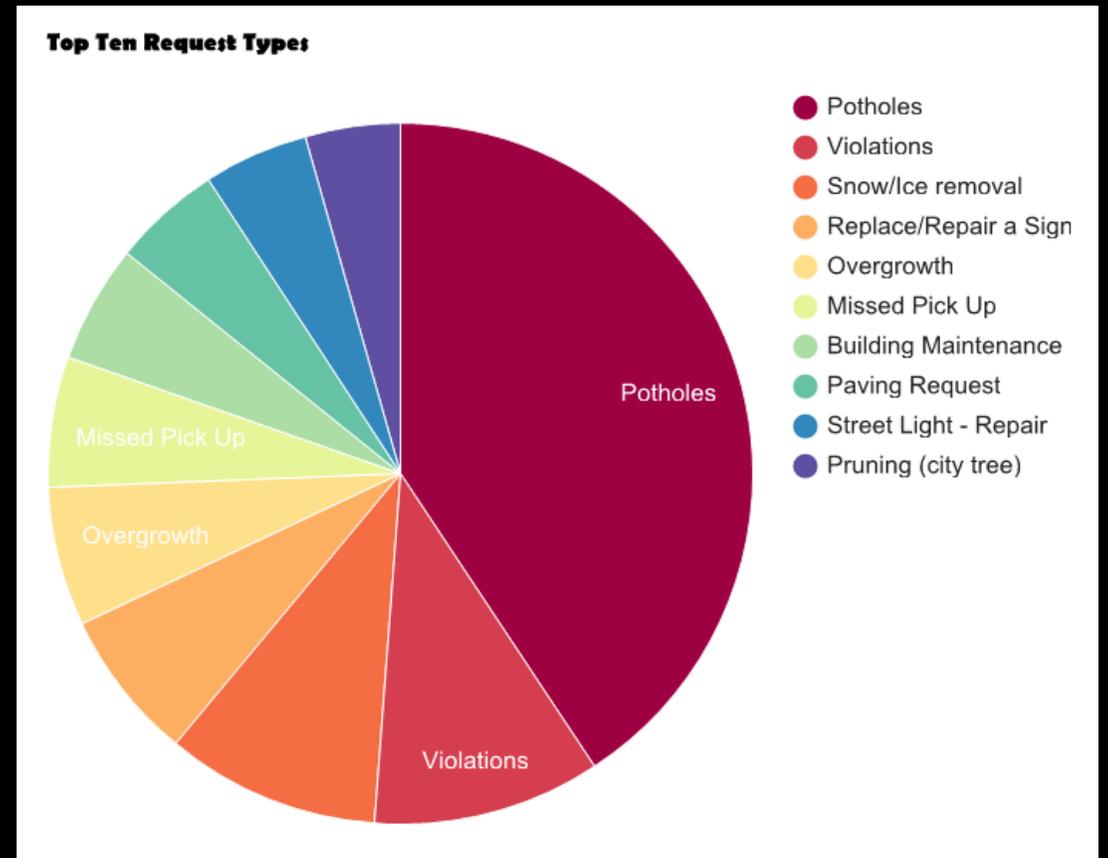
# 311 ORIGIN VOLUME 2013-2015





## 311 Call Drop Rate

## TOP 10 311 REQUEST TYPES





HOW TO BEST ENGAGE WITH THE USER?

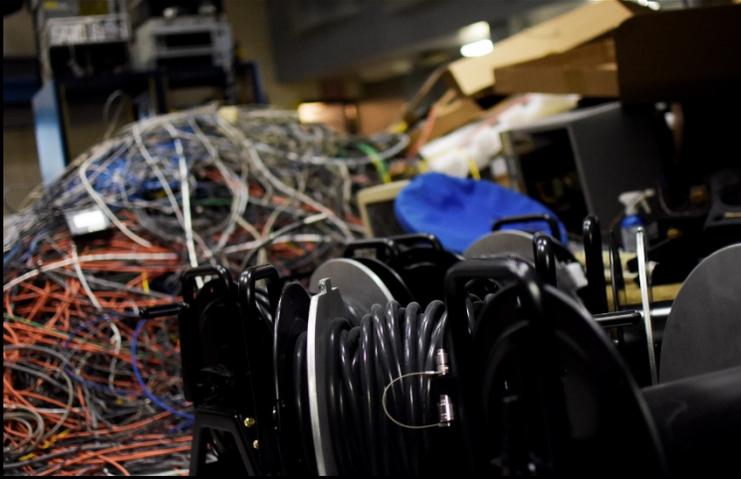
# CITY CABLE CHANNEL

- 500+ hours of City Channel Pittsburgh programming
- Over 200 new and original independent content items
- Live streaming available



# CABLE RENOVATIONS

Before



After



# MOST ENGAGING TWEETS

 **PGH311** @Pgh311 Follow

@IamPotholes We do have a very particular set of skills, that make us a nightmare for #potholes like you We will find you & we will fill you

RETWEETS 13 LIKES 16

4:30 AM - 15 Jul 2015

 **Pittsburgh I&P** @PghIP Follow

City leaders @billpeduto, @danielgilman, & many more speak tomorrow about inclusive innovation! Launch #PGHRoadmap

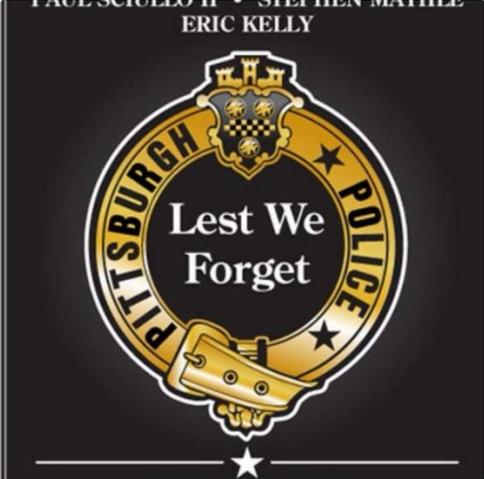


RETWEETS 20 LIKES 22

11:42 AM - 7 Sep 2015

 **PGH311** @Pgh311 Follow

Today, we honor #Pittsburgh bravest & finest, its fallen angels & their families. @PghPublicSafety #LestWeForget



RETWEETS 42 LIKES 32

5:36 AM - 4 Apr 2015

 **Pittsburgh I&P** @PghIP Follow

#inclusiveinnovation agenda for #Pittsburgh receives standing ovation @CEOsforCities @billpeduto #pittceo @CityPGH



RETWEETS 14 LIKES 15

10:40 AM - 12 Jun 2015

 **PGH311** @Pgh311 Follow

Happy Birthday to Pittsburgh Icon Mr. #FredRogers who would have been 87 today. Today in his honor we celebrate Wont You Be My Neighbor Day

RETWEETS 41 LIKES 24

3:50 AM - 20 Mar 2015



[Home](#) [Mayor](#) [City Council](#) [City Controller](#) [Public Safety](#) [City Directory](#) [311](#) [Resources](#) [AskPGH](#) [Search](#)

## CITY OF PITTSBURGH

### Pittsburgh's Bicentennial

In 2016, Pittsburgh will celebrate the 200th anniversary of its incorporation as a City. Mayor Peduto would like everyone in the City to celebrate this historic occasion, and is inviting community organizations to become Bicentennial Partners.

 **LEVEL 1** 0.5"-3"  
SNOW /ICE  
SNOW RESOURCE CENTER

AskPGH

Start typing here... 



### CITIPARKS



Cinema in the Park **Dollar Bank Cinema In The Park**

### WELCOMING PITTSBURGH

#### WELCOMING PITTSBURGH PLAN

On June 16, 2015 Mayor Peduto released the complete Welcoming Pittsburgh Plan. The plan identifies community-led recommendations to build a more welcoming experience for immigrants and a more livable city for all.

[READ MORE](#)



1 2 3 4

Welcoming Pittsburgh



HOW TO LEVERAGE PARTNERSHIPS?

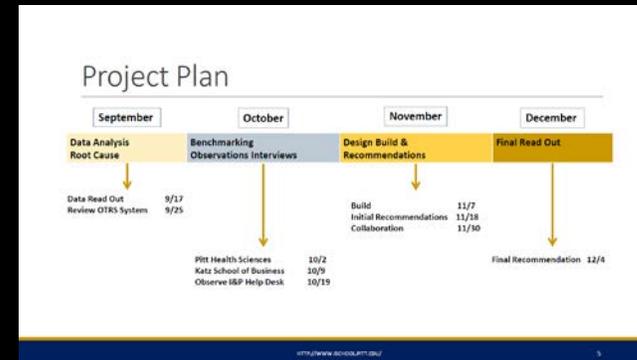
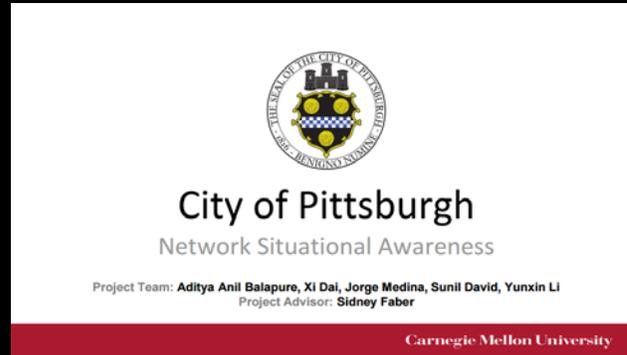
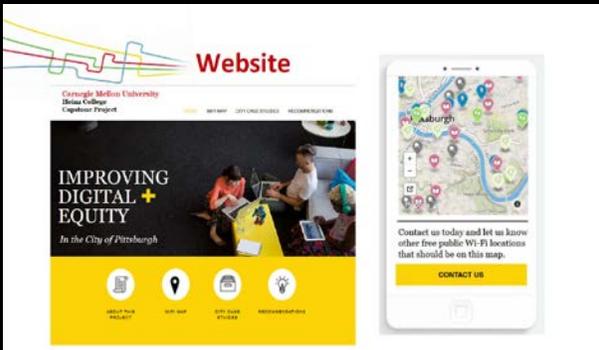
# GRADUATE STUDENT PROJECTS

## Digital Equity

## Network Situational Awareness

## OTRS Help Desk

## UAS



## BYOD

## Renewable Energy

## Beta PGH

Menu

- Bring Your Own Device
- Benefits for City of Pittsburgh
- Unionized Workforce Concerns
- Stakeholders

## Bring Your Own Device

The development of modern devices such as smartphones and tablets has triggered drastic changes in work-style and workplace. Bring-Your-Own-Device (BYOD) programs, which refer to the use of employee-owned devices to access enterprise content or networks, have resulted from the increasing importance of smart devices usage. The Ponemon Institute reported that growth in organizations adopting a BYOD strategy has increased by 73% in the last four years. It was predicted that up to 90% of organizations will encourage employees to use their own electronic mobile devices and support the use of corporate software applications on those devices by 2014. BYOD has become a trend that it is not only applicable to the private sector, but also is being embraced by the public sector, embodied by organizations on the federal, state, and local government level. BYOD is also growing popular in the education and healthcare fields across numerous other countries including the UK, Germany, China, and India.

**Top 3 Resources for General BYOD**

1. [The "Bring Your Own Device" To Work Movement](#) -- Littler
2. [Understanding The BYOD Landscape](#) -- Deloitte
3. [Addressing the Challenges of the "Bring Your Own Device" Opportunity](#) -- The CPA Journal

BYOD

EMM

INFO SEC

COST

CASE S

REC

## Framing the Project

Explored using online platforms for connecting Pittsburgh residents to solar power resources for the City of Pittsburgh Department of Innovation & Performance

Used a holistic research approach combining both quantitative and qualitative data

Developed a report with key research findings and best practice recommendations

## Proposed Timeline

**January** Roundtables held with stakeholders

**February** Program announced & promoted

**March** Startups submit applications

**April** Team reviews & assesses applications

**May** Startups approved for pilots by 6/1

**3-6 month pilot completed**

**NEW** New startup applications reviewed quarterly

PITTSBURGH A MOST LIVABLE CITY

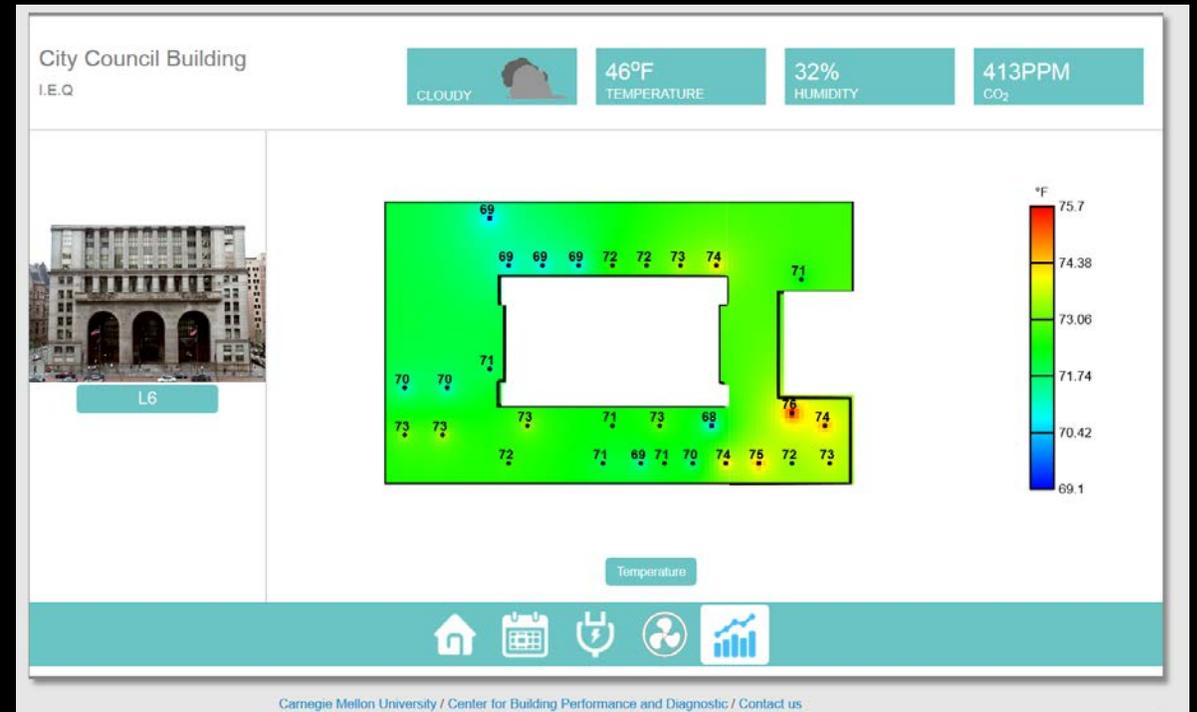
Carnegie Mellon University

# METRO21

## CCB Lighting & Plugs Consumption



## Indoor Environmental Quality





BOSTON



CHICAGO



NEW YORK CITY



PITTSBURGH



PORTLAND



SEATTLE



## City of Pittsburgh Carnegie Mellon University

### Smartphone-based Road

Inspection provides a data driven alternative to manual, visual road inspection.

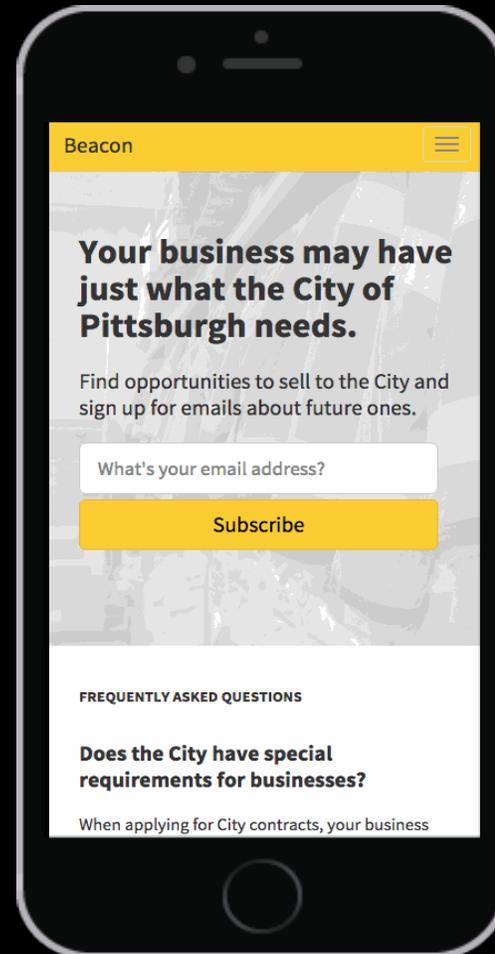
City Building Data Analytics tracks and measures energy usage and air quality.

Edigs uses automated tools combined with crowdsourcing to change the information economy around rental housing selection in the City of Pittsburgh.

[Learn More](#)

# Code for America

## Beacon



# GREEN GARAGES



- Lighting Code change
- Leverage \$470K grant with PA Energy Dept. and GBA
- Save \$60-90K a month in electric bills
- Improvements in air quality and emissions reductions

# ROCKEFELLER 100 RESILIENT CITIES

## Resilient Pittsburgh Deliberative Forum



# WESTERN PA REGIONAL DATA CENTER

www.wprdc.org

WPRDC

Home About Data News Get Involved Resources Contact

Western Pennsylvania

Regional Data Center

Search Datasets Search

Browse our most popular datasets

129 datasets and growing

**Groups/Topics**

- Arts & Culture
- Civic Vitality & Governance
- Education
- Environment
- Geography
- Housing & Properties
- Other
- Recreation

**Organizations**

- Allegheny County
- City of Pittsburgh
- University of Pittsburgh

**Business & Economy**

- Demographics
- Energy
- Events
- Health
- Human & Social Services
- Public Safety & Justice
- Transportation

# MOST POPULAR CITY DATASETS

- 311
- Pittsburgh PLI Violations Report
- Pittsburgh Police Incident Blotter
- Pittsburgh – PRA Main St.
- Pittsburgh Bridges
- Pittsburgh 2014 CDBG Census Tracts
- Pittsburgh 2014 CDBG Block Groups
- Pittsburgh Uptown IPOD Zoning District
- Pittsburgh Beautify The Burgh
- Pittsburgh City Boundary



HOW TO BEST SERVE AND PROTECT THE CITY?

HOME

INTRODUCTION

FOCUS AREAS

METHODOLOGY

PROGRESS

PARTNERS

FEEDBACK

FOLLOW US

# PITTSBURGH ROADMAP for Inclusive Innovation



[Download Full Report](#)

# STAFF DEVELOPMENT

- Quarterly Presentations and Newsletter
- Online and Data Training
- Speaker Series
- 21 interns and fellows



# PERFORMANCE TRAINING



- Pilot with 3 Departments
- Empowering staff to improve operations and outcomes
- Next class starts in May

- How to provide top customer service?
- How to best engage with the user?
- How to leverage partnerships?
- How to best serve and protect the City?

4 Questions

# Year 3

- 311 Day
- Inclusive Innovation Week
- OTRS Reforms
- Resilience- Cybersecurity
- Cloud base systems
- Stats meetings
- More partners for Regional Data Center
- Resilience Plan for the City
- Citiparks Wifi
- And More....





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



THANK YOU!