

SUBCOMMITTEE REPORT

(Please use one report for each subcommittee recommendation)

Subcommittee Name	Information Systems
Subcommittee Chairperson(s)	Laura Meixell
Title of recommendation	Improve Digital Government
Describe the recommendation	<ul style="list-style-type: none"> • Develop central digital point-of-entry for city services and make more forms available online. • Develop procurement policies which: include input from staff in CIS and City departments, use best practices in contracting, and make data available by requesting open APIs from vendors. Pittsburgh’s procurement policies should consider using open source software where appropriate and prioritize technology services from local vendors. • Build technology and business processes that allow citizens and businesses to pay taxes, fees, and fines online, perhaps becoming the first municipal government to accept digital currency. • Use the modern technology and development principles such as agile development and user-centered design to manage technology and process improvement initiatives.
Is this an immediate or long-term recommendation?	A technology plan should be developed in the first 100 days. Redesigning the citizen experience in the digital age is an ongoing, iterative process.
How will this address our challenge or reach our goals?	The City of Pittsburgh should meet citizens where they are by making information and services easily available electronically. In recent decades, governments at all levels have made themselves available online and in the process created efficiencies, expanded access, and provided opportunities to redesign processes through the lens of technology and the citizen experience.
What are the obstacles to implementation?	<ol style="list-style-type: none"> 1. Business and procurement processes will need to be re-engineered to serve the strategy developed in a technology plan. 2. Existing software contracts may delay the implementation of systems that are aligned with a technology plan.

Who needs to be involved?	The recommendation is a City-wide initiative that will benefit from ongoing input from technologists and others in the community.
What city resources need to be invested?	Improving the city's digital services will require investment in technology and staff, but strategic management will save the time and resources in the long term.
What will be different if the recommendation is adopted?	Citizens will be better able to find information and interact with city services online. Technology developed and/or procured by the City will have better outcomes, more citizens will benefit from the benefits of technology.
Describe any background materials that you consulted.	UK Government Digital Services Design Principles
Have other cities implemented this recommendation?	We can benefit by learning from pioneers in digital government such as the cities of Philadelphia and Chicago and even the Office of Government Digital Services in the UK. Pittsburgh's vision for digital government should strive to understand the needs of the public in each of their interactions with the City and to keep an open mind about new ways of doing things.
Are there any other considerations?	Incorporate principles of learning, inclusiveness, and user-centered design in City technology policies, paying special attention to bringing the benefits of technology to citizens with smartphones or home computers.

We request that each recommendation be submitted by the subcommittee Chairperson to Kevin Acklin and your Committee Chair by **5:00 pm on Friday, December 27**.