



OFFICE OF
CIVIC INNOVATION
AND TECHNOLOGY

**FY21 Budget Hearing
June 1, 2020**

Mission



Vision



Strategy

Our Mission

The Office of Civic Innovation and Technology (CIT) builds data and technology platforms to ready our government for our community's digital future.

Our Vision

Our vision is that Louisville Metro is prepared for emerging technologies to ensure our entire community reaches its full potential.

Our Strategy

**Continuous
Investment
in Our
People**

**Security &
Compliance**

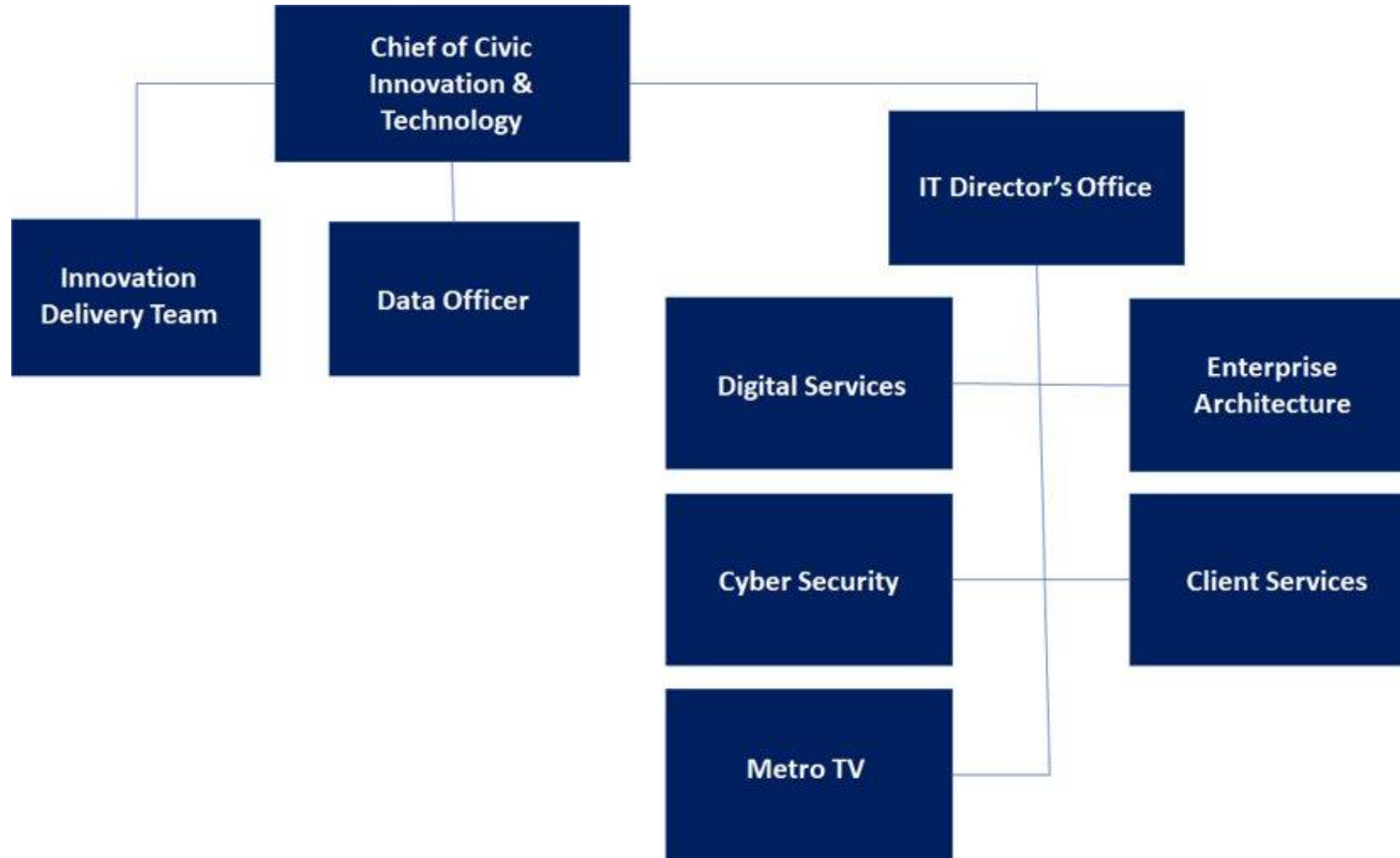
**Breakthrough
Innovation**

**Enterprise
Systems**

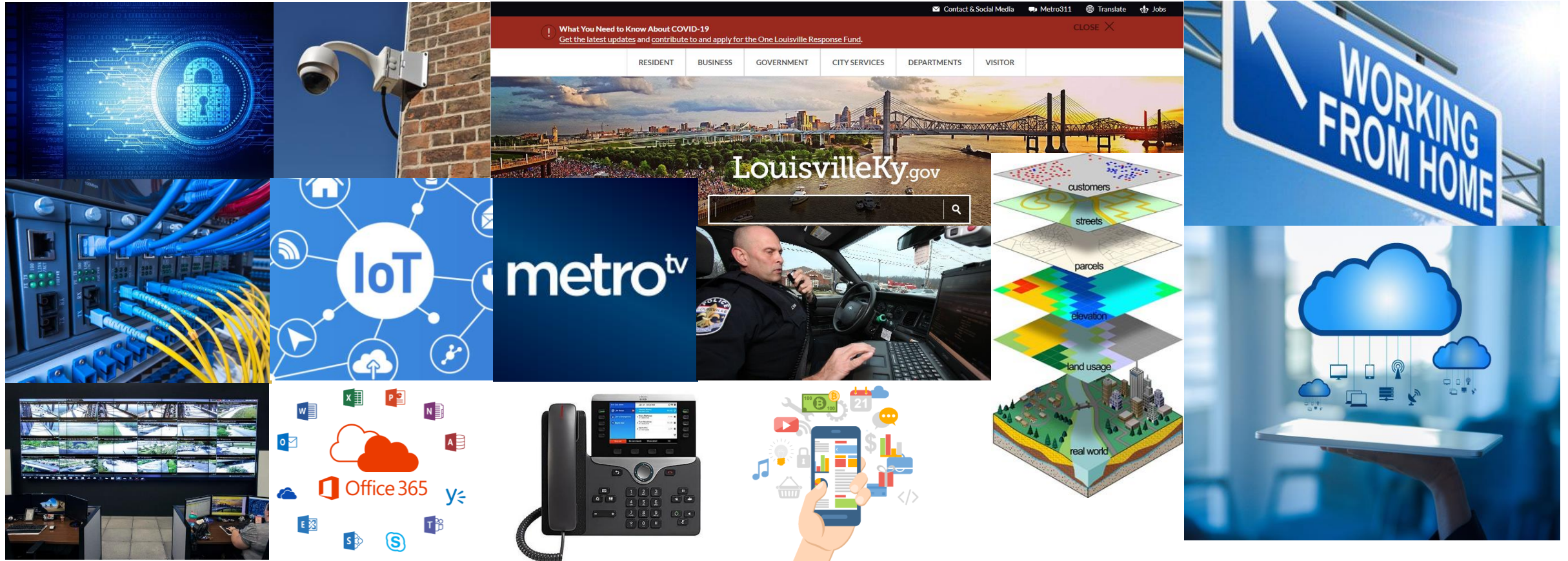
**Continuous
Service
Improvement**

**Equitable
Hiring &
Business
Practices**

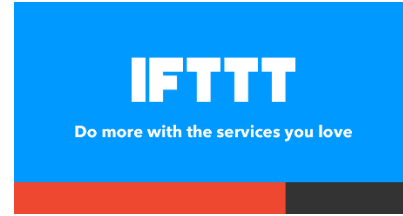
Civic Innovation & Technology



Essential Functions



Broadly Partnered



Achievements



Special Achievement in GIS Award



Smart City – over **\$2M**

Microsoft AI & Future of Work **\$915K**

Louisville Fiber Information Technology (LFIT)

Construction underway and leveraged to gain additional grants

2019 US HUD Critical Community Investment (CCI)

Grant **\$440K**

2019 KYTC Congestion Mitigation Air Quality (CMAQ)

Grant **\$1.5M**

AWS City on a Cloud

Total Impact: over \$14.4M

**WHAT
WORKS
CITIES
GOLD 2019**

Initiatives Underway

e-Merge Enterprise
Resource Planning
Replacement



Network
Segmentation &
Identity
Management



Efficiencies &
Automations



Cyber Security
Enhancements



Teleworking
Enhancements



COVID-19 Response

Cisco Webex
Teleconferencing



DocuSign E-
Signature Solution



HelloSpoke Contact
Center expansion
for 311



Supporting IMT &
Teleworking



Webex Metrics since March

10,000+ unique meetings held
403,000 meeting minutes
561 unique meeting hosts
49,800 unique attendees

DocuSign Metrics since April 1

217 DocuSign creators setup
28 departments onboarded
6,100 documents signed in the first 60 days

HelloSpoke Metrics since April 7

Over 4700 Calls Handled
36 Agents Added
2% Abandoned Rate

Hardware Deployed for Telework & IMT

Over 500 new laptops and tablets
Dozens of cell phones
Infrastructure upgrades to handle increased demand

Innovation Team - Digital Inclusion



Improving Connectivity

Expand access to the internet and broadband

LEARN MORE



Teaching Digital Skills

Train residents in digital skills to increase employment

LEARN MORE



Providing Hardware

Work with partners to provide technology to residents in need

LEARN MORE

Performance Measures

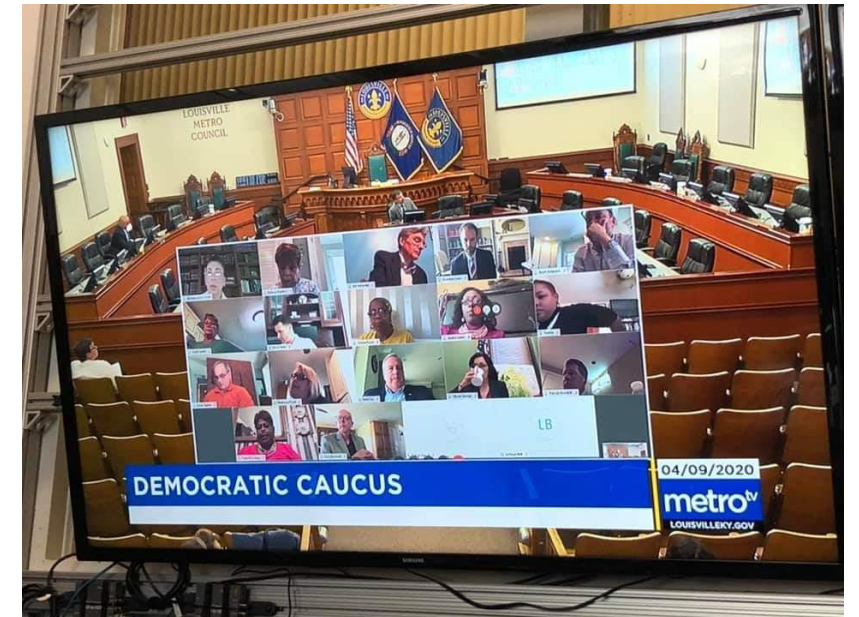
814+ families signed up for low-cost internet plans

274+ residents participated in digital skills training

853+ donated, refurbished laptops and desktops secured of which 408+ distributed to families in need

<https://digitalinclusion.louisvilleky.gov>

Special Shoutout to MetroTV



Safety Tips for Teleworking

1. **Phishing scams.** Be aware of phishing scams targeting remote workers with sensational or emotional messages.
2. **Misinformation.** Watch out for fake news and malicious websites related to newsworthy events.
3. **Protect your passwords!** Your passwords are the keys to the kingdom.
4. **Use Multi-Factor Authentication (MFA) wherever possible.**
5. **Credential theft.** Watch out for fake Office 365 and Microsoft webpages.
6. **Secure Your Home Network.** Change you router's default password and use strong encryption (WPA2).
7. **Secure Your Home PC.** Keep your PC, software, and antivirus up to date!
8. **Protect Metro's data.** Keep your work environment private and avoid printing sensitive documents at home. Nobody should access your Metro computer, not even your children.
9. **Use Metro's VPN.** Home or public Wi-Fi can be used to monitor your traffic if you don't use a VPN.



Department Metrics

5,296 Computers/Laptops/MDTs
564 Servers (504 Virtual, 60 Physical)
168 Unique Locations
220 Buildings (multi-building sites, i.e. Zoo)
Over 1 PB of on-premise storage
Over 1 PB of on-premise back-up storage
Over 350 TB of cloud-based back-up storage
2 Data Centers + 2 Back-up Data Centers
105 miles of fiber
1151 IP Video Cameras
4897 IP Phones
854 computers deployed in FY20
756 legacy computers retired FY20
600,000+ software patches deployed monthly
37,165 Incidents (June 1, 2019 to May 31, 2020)
240,000,000 Cyber Security Events (84 million last year)



Smart City Work



OPEN DATA
data.louisvilleky.gov

Sustainability & Health

- AirLouisville
- Green 4 Good
- Great Heart
- Humana Louisville Health Advisory Board
- Paper Free by '23



Community & Citizenship

- LouieLab
- Public WiFi
- IFTTT Smart Louisville
- Smart City Playbook
- Digital Census 2020

Mobility & Transportation

- Waze
- Autonomous Vehicles Playbook
- Intelligent Traffic Systems
- Bus Rapid Transit: Dixie Hwy
- Go502
- Open Mobility Foundation

Economy & Innovation

- LFIT
- Open Data
- Louisville Downtown Partnership Kiosks
- Microsoft AI & Future of Work
- Hackathons

Public Safety

- FirstNet
- Smart Russell
- Casper Wireless Smoke Detectors

