



OFFICE OF
CIVIC INNOVATION
AND TECHNOLOGY

May 24, 2021

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**

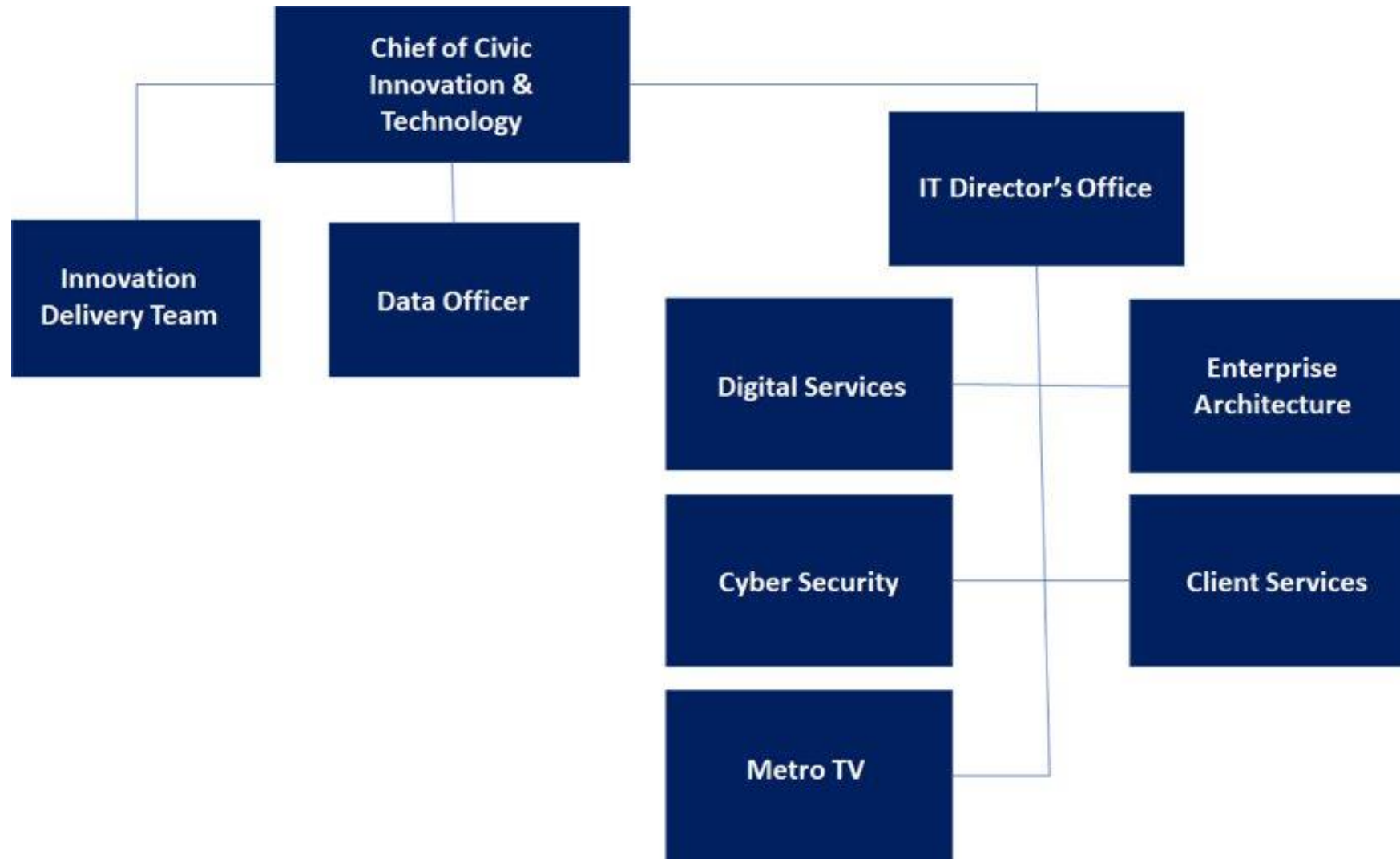
**Breakthrough
Innovation**

**Enterprise
Systems**

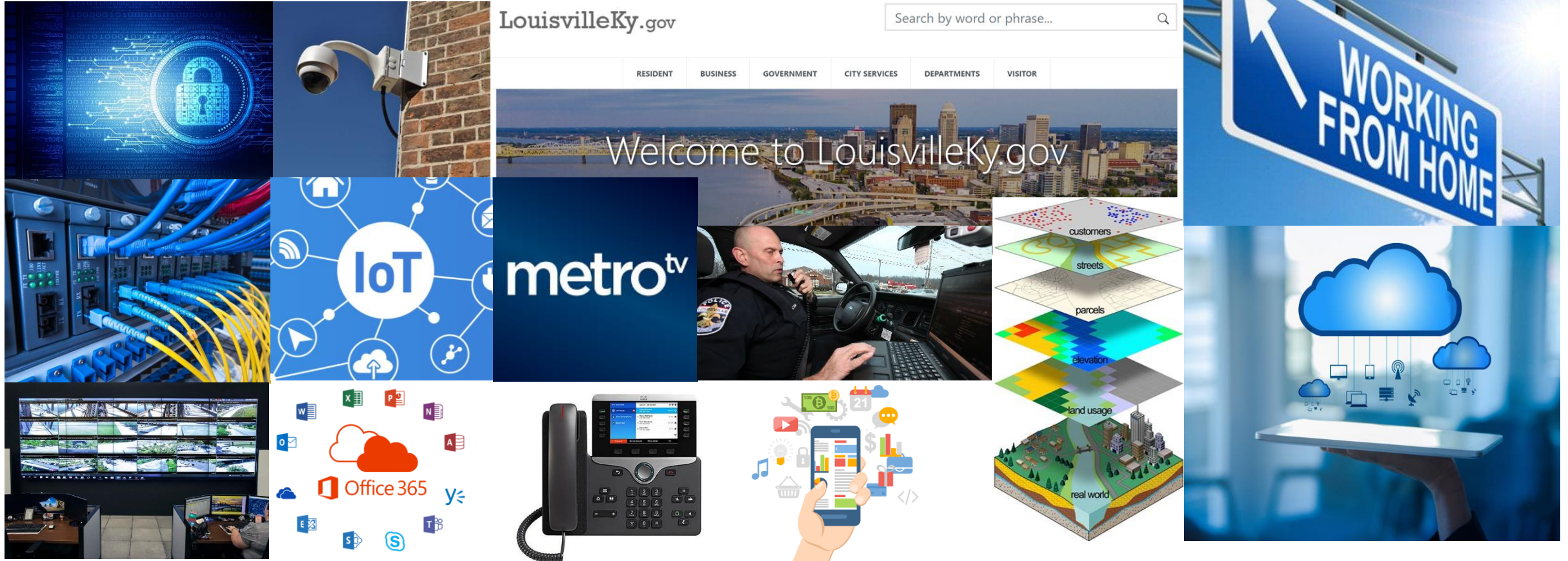
**Continuous
Service
Improvement**

**Equitable
Hiring &
Business
Practices**

Civic Innovation & Technology



IT Essential Functions



IT Initiatives Underway

e-Merge Enterprise
Resource Planning
Replacement



Cyber Security
Enhancements



Network
Segmentation &
Equipment
Modernization



Hybrid Workforce
Preparedness



Public Safety System
Modernization



Website
Modernization



COVID-19 Response

Cisco Webex
Teleconferencing



WebEx Metrics prior 12 months

2.45 million meeting minutes past year

55,440 virtual meetings

295,640 total participant devices

DocuSign E-
Signature Solution



DocuSign Metrics prior 12 months

1,938,669 pages routed through DocuSign and likely not printed

\$77,547 printing costs savings

Supporting IMT,
LouVax &
Teleworking



Hardware Deployed for IMT, Teleworking, and LouVax

Over 2300 new laptops and tablets (40% of our entire fleet)

Infrastructure upgrades to handle increased demand

RightFax



Built network infrastructure and provided devices to allow LouVax to open quickly on the city network

80% of all Metro computers are now laptops. Goal was 80% by 2023

Department Metrics

5,558 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
115 miles of fiber optic cable
1383 IP Video Cameras (16%) ↑
4897 IP Phones
2,320 computers deployed in FY21 (300%) ↑
2002 legacy computers retired FY21
600,000+ software patches deployed monthly
38,939 Incidents (June 1, 2020 to May 31, 2021) (5)% ↑
15,655,984 website visits (101%) ↑



Cyber Security

1. **Ransomware is becoming more complicated.** The ransom being demanded now versus a few years ago isn't to just unlock your data, but to force payment by exposing data to the open internet.
2. **Ransomware is become better targeted.** Phishing emails aren't just arriving from random email addresses, but from partner organizations who have had their email systems compromised.
3. **2020-2021 notable government ransomware attacks:**
 - D.C. Police Department
 - Gary, Indiana
 - Tulsa, Oklahoma



CIT can improve system preparedness for attacks by patching and replacing old systems, but users continue to be the weakest link in our security posture

Cyber Security Stats

Cyber Security stats past 12 months

- 15.1 million malicious emails blocked (66 million emails inspected)
- 9.9 billion URL's inspected (1.95 million malicious websites blocked)
- Average malware mitigation time 1 minute 20 seconds (75% in under 1 second)
- 28 million security events processed
- 52 million cloud transactions inspected



CYBERSECURITY
A Division of Information Technology

Innovation Team - Digital Inclusion



Improving Connectivity

Expand access to the internet and broadband

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Teaching Digital Skills

Train residents in digital skills to increase employment

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Providing Hardware

Work with partners to provide technology to residents

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Performance Measures

899+ families signed up for low-cost internet plans

387+ residents participated in digital skills training

971+ donated, refurbished laptops and desktops secured of which 521+ distributed to families in need

<https://digitalinclusion.louisvilleky.gov>