



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**

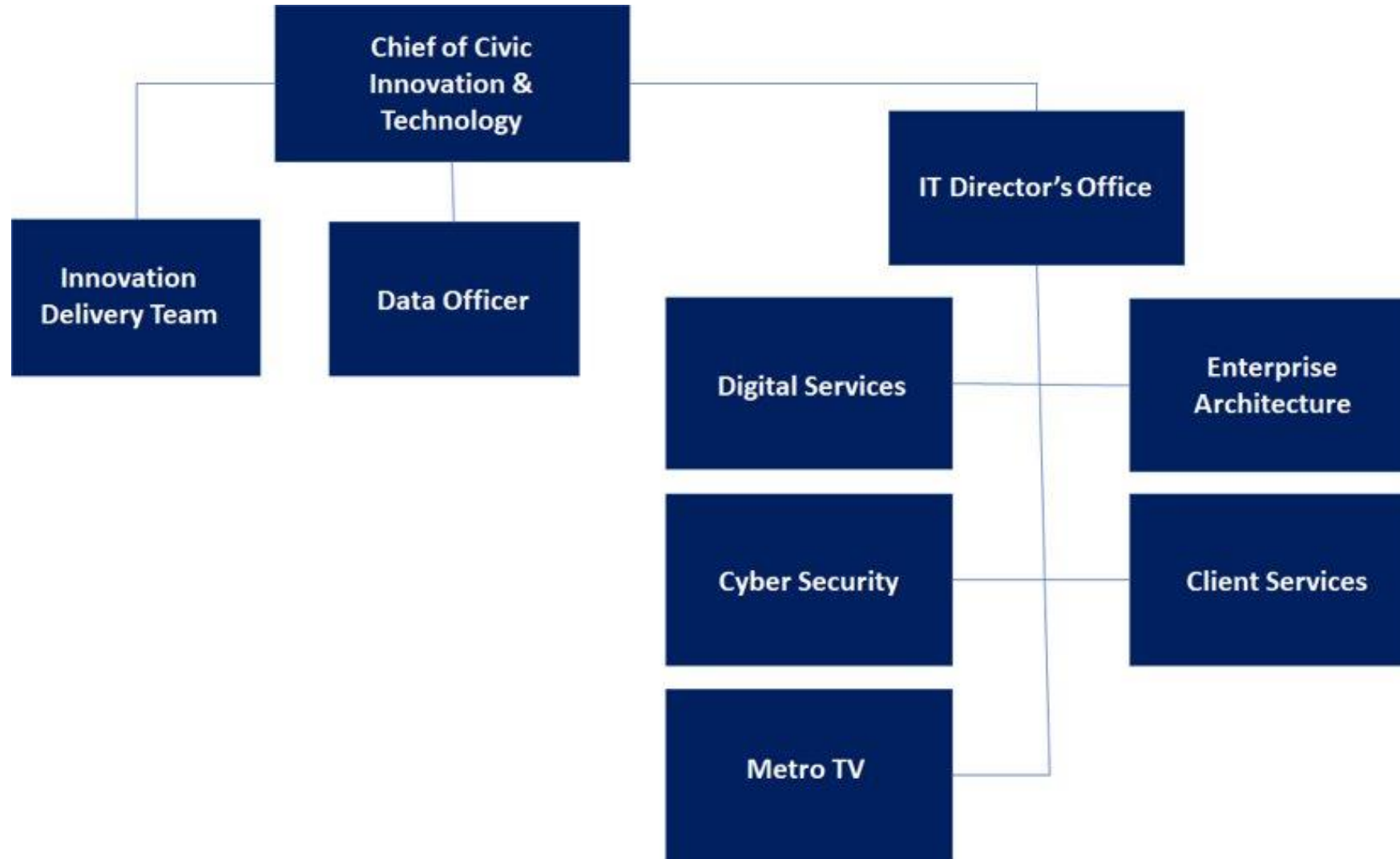
**Breakthrough  
Innovation**

**Enterprise  
Systems**

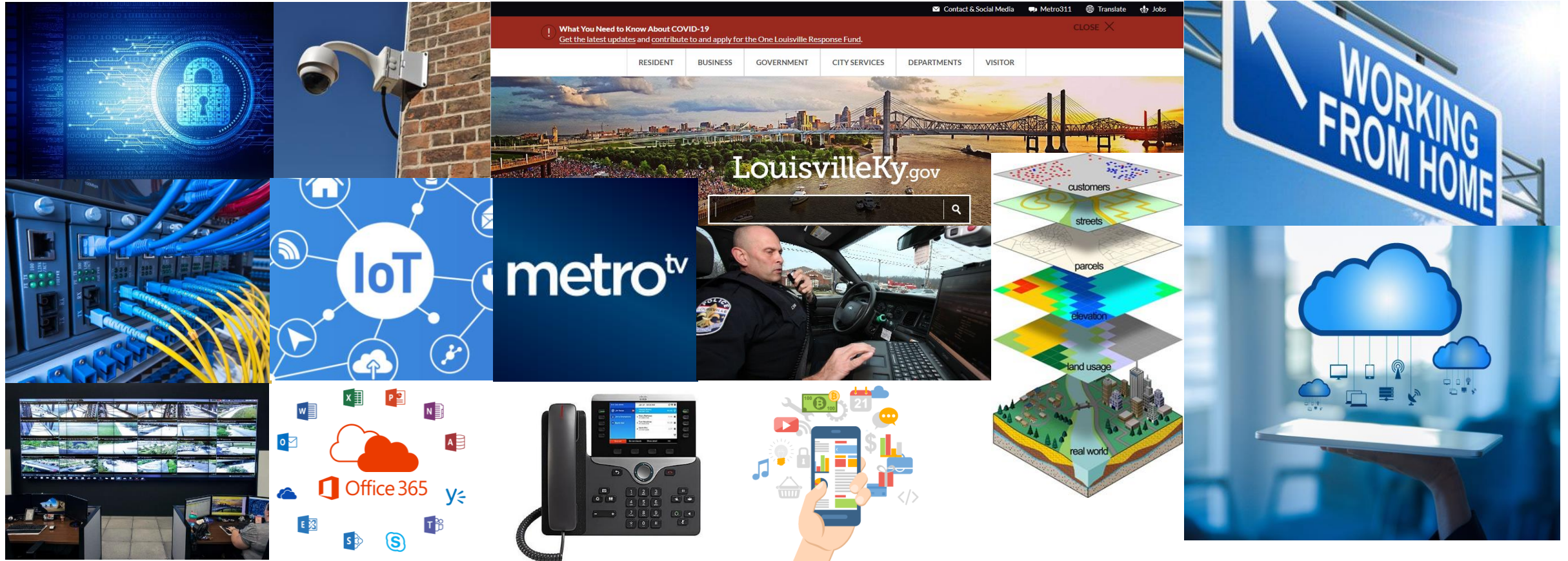
**Continuous  
Service  
Improvement**

**Equitable  
Hiring &  
Business  
Practices**

# Civic Innovation & Technology

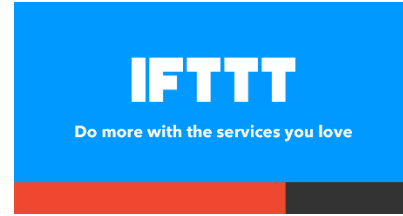


# Essential Functions





# 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

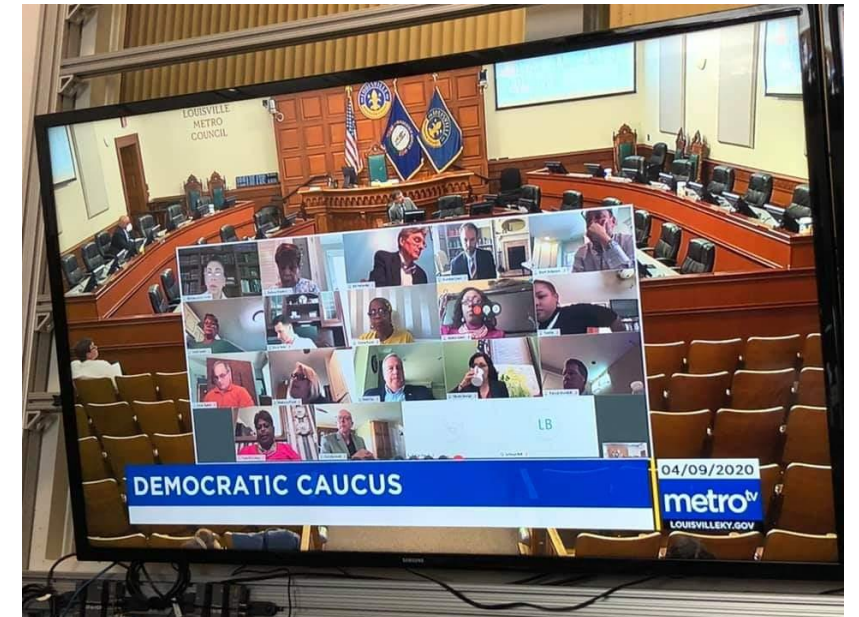
**814+ families signed up for low-cost internet plans**

**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

