



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**

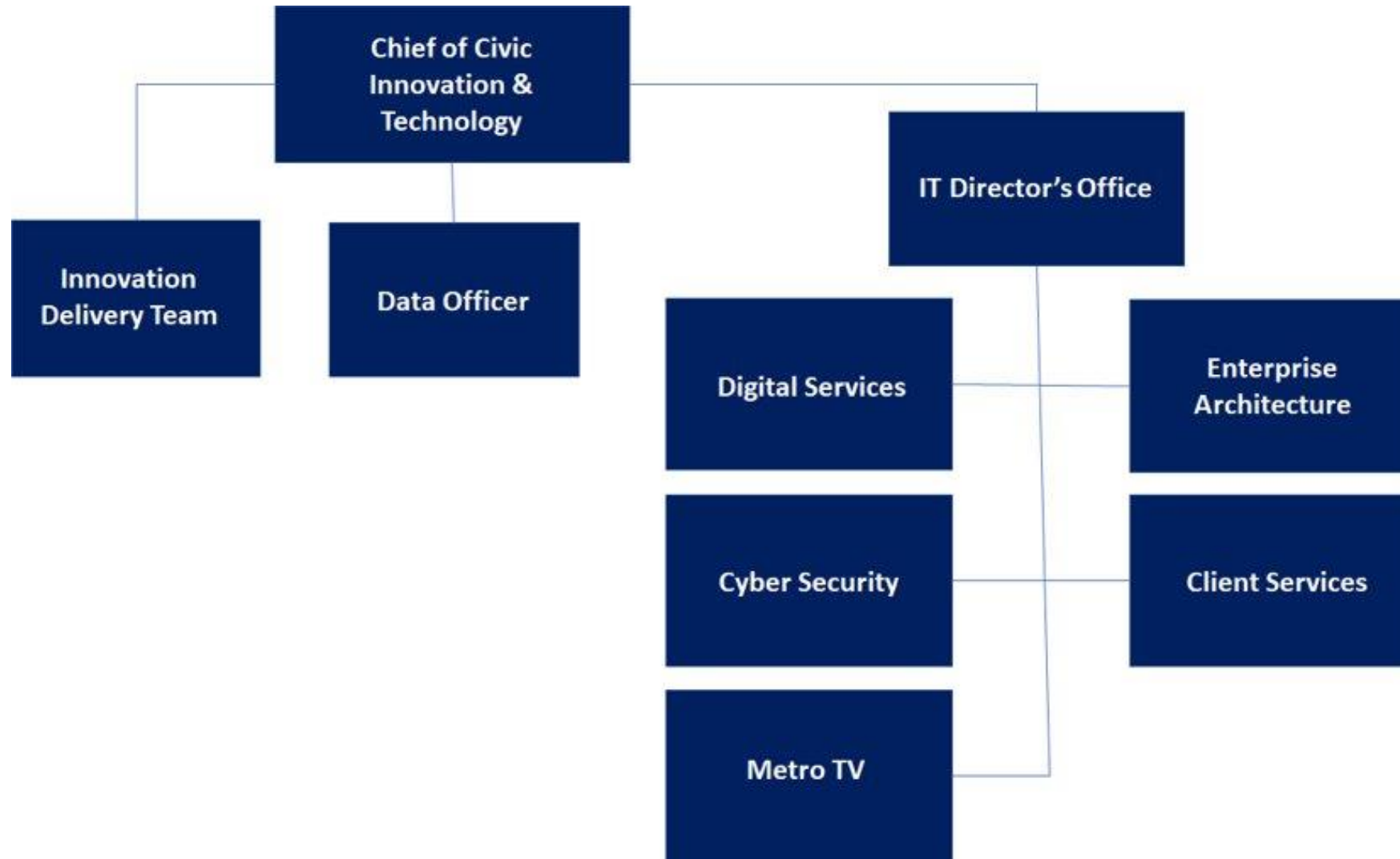
**Breakthrough  
Innovation**

**Enterprise  
Systems**

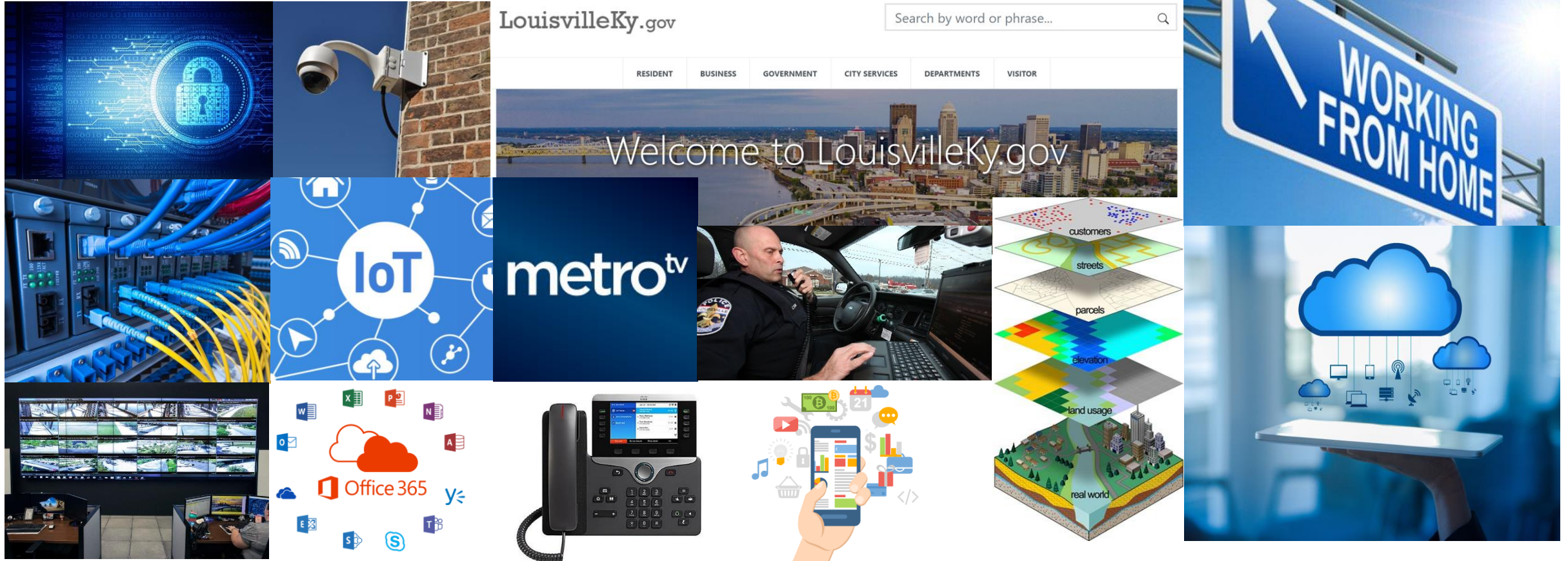
**Continuous  
Service  
Improvement**

**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)

RightFax



Infrastructure upgrades to handle increased demand

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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## Performance Measures

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



## Teaching Digital Skills

Train residents in digital skills to increase employment

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**387+ residents participated in digital skills training**



## Providing Hardware

Work with partners to provide technology

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

<https://digitalinclusion.louisvilleky.gov>