



## Legislation Text

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File #: 63572, Version: 1

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### Title

Information Technology Director's Report January 2021

### Body

#### New DTC Project Ideas:

1. **Digital Expansion and Inclusion:** We submit a proposal to expand the City's public Wi-Fi network to assist residents in staying connected. This was part of the National Survey of Metropolitan Infrastructure that requested suggestions for projects that resulted from or needed to be advanced because of COVID.

**DTC next steps:** We are unsure if the proposal will get the requested funding, but I do think it would benefit the City if the DTC discussed the option of recommending this as a future Capital budget request. **Proposal is attached.**

2. **2021 Funding for Digital Equity Efforts:** City Information Technology has received \$10,000 in funding in 2021.

**DTC next steps:** Digital Technology Committee can define a plan for digital literacy efforts for 2021 spending.

3. **CDA Housing Fiber to the Premise Feasibility Study - Update: 1/4/2021:** The consulting firm, CTC Technology and Energy, has completed the first component of the study to initiate a survey of the Community Development Authority Residential Internet Access. The second component of the study will be a report on recommendations for internet connectivity in CDA housing. We should be receiving the report in January. The report will be shared at the next DTC meeting.

**DTC next steps:** The DTC can review the internet connectivity report and make recommendations on next steps of plan based off of the study. **First draft report is attached**

#### Highlights of Information Technology's 2020 Digital Inclusion Efforts:

- Re-designed [City of Madison homepage <https://www.cityofmadison.com/>](https://www.cityofmadison.com/) to provide COVID-19 service impacts.
- Developed public COVID-19 <https://www.cityofmadison.com/health-safety/coronavirus> and [internal COVID-19 <https://www.cityofmadison.com/employee/coronavirus>](https://www.cityofmadison.com/employee/coronavirus) sites.
- Supported emergency communications <https://www.cityofmadison.com/health-safety/coronavirus/updates> by City and PHMDC, including new COVID-19 email lists (48,000 subscribers) and text messaging alerts (2,900 subscribers).
- Enhanced the Meeting Schedule <https://www.cityofmadison.com/clerk/meeting-schedule> to support virtual meetings, including new processes to allow residents to register online to speak at meetings.

- Created a mobile workforce that can work and connect from anywhere at any time, increasing productivity during the COVID-19 pandemic, and preparing our City for long-term remote work options.
- Implemented the [PHMDC COVID-19 Data Dashboard <https://cityofmadison.maps.arcgis.com/apps/opstdashboard/index.html>](https://cityofmadison.maps.arcgis.com/apps/opstdashboard/index.html).
- Implemented the [COVID-19 Recovery Dashboard <https://www.cityofmadison.com/health-safety/coronavirus/recovery-dashboard>](https://www.cityofmadison.com/health-safety/coronavirus/recovery-dashboard), track Madison's community and economic recovery.
- Established a tool and processes for supporting virtual Boards, Commissions and Committees meetings. Provided more opportunities for community engagement by providing more alternatives to in-person attendance.
- Developed an online registration application for virtual Boards, Commissions and Committees meetings.
- Staff, trained (over 90 staff and committee chairs) and facilitated virtual Type 1 and Type 2 Boards, Commissions and Committees meetings.
- Established a process and training for supporting virtual Municipal Court.
- Increased the amount of complex online permitting and inspections processes.
- Mitigated and monitored the increase in cybersecurity attacks.
- Developed an online system for objections to property assessments.