

Information & Technology

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Department of Innovation & Technology Operating Budget

Department Mission

The Department of Innovation and Technology is the City's enterprise wide technology services organization providing solutions that enable our business partners across all City departments. DoIT's primary day-to-day responsibility is to ensure that the

networks, desktop computers, e-mail systems, and applications that support the business of City government are continuously available and operating effectively. DoIT embraces its responsibility to help manage costs through difficult financial times by continuously improving the cost structure of the City's technology without compromising service. Our commitment to being environmentally responsible is often synergistic with these economic and service responsibilities.

Selected Performance Goals

Enterprise Applications

- Increase productivity through high-quality IT support.

Digital Engagement & Services

- Ensure the city's digital services are accessible to all residents.
- Promote engagement between city and residents.

Core Infrastructure

- Enhance cyber security.
- Increase productivity through high-quality IT support.

Data & Analytics

- Provide consistent access to data.

Broadband & Digital Equity

- Promote broadband adoption and decrease barriers to digital access.

DoIT Operations	4,892,533	8,774,018	5,772,496	3,581,948
Enterprise Applications	18,607,315	14,031,034	13,162,774	14,470,345
Digital Engagement & Services	1,480,100	1,628,294	1,765,515	2,258,954
Core Infrastructure	15,454,772	15,253,048	15,713,401	19,353,943
Data & Analytics	2,185,950	1,153,342	2,050,510	1,660,552
Broadband & Digital Equity	446,648	383,998	1,780,654	723,632
Total	43,067,318	41,223,734	40,245,350	42,049,374

21st Century Access Fund	4,179,586	4,179,586	4,400,000	4,560,000
BAIS Modernization	0	0	1,375,000	1,375,000
Digital Equity/Smart City	54,726	38,251	1,077,539	1,062,141
New Urban Mechanics	4,600	0	0	0
Total	4,238,912	4,217,837	6,852,539	6,997,141

Personnel Services	13,657,617	13,502,451	14,032,642	14,630,592
Non Personnel	29,409,701	27,721,283	26,212,708	27,418,782
Total	43,067,318	41,223,734	40,245,350	42,049,374

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Program 6. Broadband & Digital Equity

Program Description

Work towards a future where every resident and business has access to affordable broadband internet, and the skills and

equipment to make use of it. We support a variety of digital equity and public access initiatives, and work to provide both regulatory oversight for our cable TV providers and to lower the barriers to entry in Boston's broadband market.

Personnel Services	446,119	383,818	480,404	531,882
Non Personnel	529,180	1,300,250	191,750	
Total	446,648	383,998	1,780,654	723,632

Goal: Promote broadband adoption and decrease barriers to digital access

Performance Measures	Actual '20	Actual '21	Projected '22	Target '23	digital equity tools	3,500	3,500	3,500
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Number of households provided

External Funds Projects

Project Mission

The 21st Century Access Fund is used to support Public, Educational or Governmental (PEG) access services pursuant to Section 53F3/4 of Chapter 44 of the Massachusetts General Laws funded provided through cable television franchise agreements.

Project Mission

BAIS Modernization funding is drawn from existing special revenue (E-Rate) and non-recurring revenue (Indirect) funds and supports upgrades to the City's Enterprise Resource Planning financial and human capital systems. While the majority of the project is backed by a capital investment, this supplementary funding will pay for software, staffing, contracted services, telecommunications, and supplies costs incurred between the project's kickoff in FY21 and its planned completion in FY23.

Project Mission

The Digital Equity/Smart City grant is provided by Verizon Wireless and will provide \$1 million for the City to provide for digital equity grants and an additional \$500 thousand for the City to hire a Smart City Fellow for up to four years. The fellow will be a technologist for the public realm who will lead the planning and execution of the \$4.7 million Verizon Smart Communities program. The fellow will work closely with the Streets Cabinet and the Department of Innovation and Technology (DoIT) to identify Verizon Smart Communities technologies and services that have 1) demonstrated proven value for addressing community challenges and 2) can be used to improve safety for vulnerable users of the public right of way and quality of life in Boston.