

Office of the Chief Technology Officer FY2018

Agency Office of the Chief Technology Officer

Agency Code TO0

Fiscal Year 2018

Mission Direct the strategy, deployment, and management of D.C. Government technology with an unwavering commitment to I.T. excellence, efficiency, and value for government, residents, businesses and visitors.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Enhance the quality, availability, and delivery of information and services to residents, employees, businesses, and government - Better enable agency customers, stakeholders and the public to scrutinize and engage on key IT decisions and performance.	6	5
2	Enable and improve the availability and integration of information - Provide integrated information services across the district and promote the adoption of data, process, and vocabulary standards.	5	1
3	Provide a secure and trusted IT environment - Secure critical data and infrastructure using methods consistent with best practices of leading and public and private organizations. Enhance confidentiality, integrity, and availability of IT resources through: Protecting IT assets and resources from unauthorized access or misuse. Enhancing security awareness district-wide. Ensuring that IT security is incorporated into the lifecycle of every IT investment.	1	6
4	Implement an enterprise approach to information technology infrastructure and common administrative systems that will foster innovation and collaboration. Establish a basis for consolidated infrastructure to achieve interoperability and communication among operating divisions. Improve the performance of district Information Technology personnel and enable the unification and simplification of similar IT business processes and services within and across operating divisions and maximize the value of technology investments through enterprise-wide procurement and licensing.	1	6
5	Achieve excellence in IT management practices - Strengthen districtwide enterprise-wide processes for collaborative IT strategic planning, capital planning, and investment control. Develop an IT human capital plan to guide the recruitment, retention, and skill development of staff. Establish and maintain IT policies and SOPs to ensure compliance with federal regulations and district legislation. Guide citywide IT investments to yield the maximum benefits at the lowest possible costs.	1	5
6	Create and maintain a highly efficient, transparent and responsive District government **	9	1
TOT		23	24

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Enhance the quality, availability, and delivery of information and services to residents, employees, businesses, and government - Better enable									

agency customers, stakeholders and the public to scrutinize and engage on key IT decisions and performance. (6 Measures)									
Percent of calls answered in 30 seconds	<input type="checkbox"/>	61.49%	80%	83.8%	Not Available	76.3%	80%	57.8%	80%
Percent of desktop issue tickets resolved within 4 (Four) hours	<input type="checkbox"/>	76.68%	90%	95%	Not Available	87%	90%	85.5%	90%
Percent of IT Helpdesk Tickets resolved within 1 (one) business day	<input type="checkbox"/>	90.76%	Not available	Not Available	80%	83.5%	80%	90.2%	80%
Percent of abandon rate for IT Heldesk calls	<input type="checkbox"/>	Not available	5%	7%	5%	6.5%	5%	14.7%	5%
Percent of calls resolved in call center on first call	<input type="checkbox"/>	Not available	Not available	Not Available	70%	85%	70%	96.2%	75%
Percent of inquires responded to customers within GIS's Standard Service Level of Agreement (SLA)	<input type="checkbox"/>	Not available	Not available	Not Available	95%	84.7%	95%	90%	90%

2 - Enable and improve the availability and integration of information - Provide integrated information services across the district and promote the adoption of data, process, and vocabulary standards. (5 Measures)

Percent of routine agency web update requests fulfilled within 24 hours by Web Maintenance	<input type="checkbox"/>	Not available	Not available	Not Available	85%	95%	90%	94.5%	90%
Percent of up-time for GIS Services	<input type="checkbox"/>	Not available	Not available	Not Available	99%	99.9%	99%	100%	99%
Percent of uptime for all OCTO-supported infrastructure.	<input type="checkbox"/>	99.9%	99.9%	99.9%	99.9%	100%	99.9%	100%	99%
Percent of Tier 1 tickets resolved within 30 minutes by the Networks Operations Center (NOC)	<input type="checkbox"/>	54.4%	50%	83%	50%	52%	50%	99.1%	50%
Percent of OCTO programs whose customers satisfaction rating exceeds target level of 80 (eighty) percent satisfied.	<input type="checkbox"/>	Not available	Not available	Not Available	60%	86.5%	80%	93.2%	80%

3 - Provide a secure and trusted IT environment - Secure critical data and infrastructure using methods consistent with best practices of leading and public and private organizations. Enhance confidentiality, integrity, and availability of IT resources through: Protecting IT assets and resources from unauthorized access or misuse. Enhancing security awareness district-wide. Ensuring that IT security is incorporated into the lifecycle of every IT investment. (1 Measure)

Percent of downtime due to cyber security attacks	<input type="checkbox"/>	0.14%	Not available	1%	Not Available	0%	0%	0%	0%
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4 - Implement an enterprise approach to information technology infrastructure and common administrative systems that will foster innovation and collaboration. Establish a basis for consolidated infrastructure to achieve interoperability and communication among operating divisions. Improve the performance of district Information Technology personnel and enable the unification and simplification of similar IT business processes and services

within and across operating divisions and maximize the value of technology investments through enterprise-wide procurement and licensing. (1 Measure)										
Annually add 5 (Five) percent new data-sets to Data Catalog, Dashboards, Reporting Environments and Applications.	<input type="checkbox"/>	10%	30%	66%	Not Available	Not Available	5%	12.5%	5%	
5 - Achieve excellence in IT management practices - Strengthen districtwide enterprise-wide processes for collaborative IT strategic planning, capital planning, and investment control. Develop an IT human capital plan to guide the recruitment, retention, and skill development of staff. Establish and maintain IT policies and SOPs to ensure compliance with federal regulations and district legislation. Guide citywide IT investments to yield the maximum benefits at the lowest possible costs. (1 Measure)										
Percent of District with access to public Wifi system	<input type="checkbox"/>	11.2%	12%	13.5%	16.2%	16.2%	20.1%	18.3%	20.1%	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Enhance the quality, availability, and delivery of information and services to residents, employees, businesses, and government - Better enable agency customers, stakeholders and the public to scrutinize and engage on key IT decisions and performance. (5 Activities)					
AGENCY TECHNOLOGY OVERSIGHT & SUPPORT	Agency Management	Responsible for critical business issues, organizational development and workforce management.	Key Project	1	1
DATA TRANSPARENCY&ACCOUNTABILITY-CDW	Data Transparency and Accountability	Collects, analyzes, and publishes government data for easy consumption for both the government and general public.	Daily Service	2	1
DC GEOGRAPHIC INFORMATION SYSTEM-GIS	DC Georgraphic Information Systems - GIS	Provides critical georspatial data to District government agency staff within public safety, economic development, education, transportation, city planning and operations areas.	Daily Service	3	1
AGENCY MISSION FOCUSED APPLICATION SOLUTIONS	DMV Application Solutions	DMV Application Solution - Provides system development, maintenance and new functional enhancements for Department of Motor Vehicles' (DMV) business applications, which support vehicle registration, driver's license/identification cards, dealer tags, residential parking permits, insurance verification, adjudication, law enforcement services with on-site and back-office services, the DMV web portal, and mobile	Daily Service	0	1

		application development;			
ELECTRONIC DOCUMENT MANAGEMENT	Electronic Document Management - Filenet	Centralizes IT infrastructure support for the various electronic and paper records throughout the District. It provides system administration, maintenance, and application support for agencies using Filenet and Kofax applications. It is a repository for electronic content;	Daily Service	0	1
TOT				6	5
2 - Enable and improve the availability and integration of information - Provide integrated information services across the district and promote the adoption of data, process, and vocabulary standards. (1 Activity)					
APPLICATION SERVICES & OPERATIONS	Application Implementation	Provide project management, application development, application implementation, technical consultations and application maintenance and support for District agencies to enhance information flow and responsiveness to residents and to make government more efficient	Key Project	2	1
TOT				2	1
3 - Provide a secure and trusted IT environment - Secure critical data and infrastructure using methods consistent with best practices of leading and public and private organizations. Enhance confidentiality, integrity, and availability of IT resources through: Protecting IT assets and resources from unauthorized access or misuse. Enhancing security awareness district-wide. Ensuring that IT security is incorporated into the lifecycle of every IT investment. (6 Activities)					
DC NET	DC-NET	Supplies a fiber-optic telecommunications platform serving as the core foundation and primary backbone conduit of all technology and telecommunications services used by District employees and manages secure voice, video and data services.	Daily Service	1	3
INFORMATION SECURITY	Information Security	Manages and maintains an information security architecture that mitigates security vulnerabilities with the DC Government's technology infrastructure; provides a secure application and network environment for all District government agency systems.	Daily Service	0	2
INTEGRATED PLATFORM SERVICES	Mainframe Operations	Provides reliable, secure and efficient computing environments with sufficient resource capacity to meet the information processing requirements of the mainframe applications in OCTO's data centers.	Daily Service	0	2
IDENTITY MANAGEMENT SYSTEMS	Identify Management	Manages the District's identity and access management systems used in support employees	Daily Service	4	1

	Systems	and District residents, provides PIV-1 (Personal Verification Interoperability) solutions for DC government agencies seeking to issue and use highly security PIV-1 credentials, and operates the DC One Card (DC1C) centers that provide identify cards for citizens.			
DC Network Operations Center	DC Network Operations Center	Provides around-the-clock monitoring of critical data, wireless and voice network components, along with server and web applications; also provide after-hours and weekend call center services that support multiple agencies.	Daily Service	3	0
DATA CENTER FACILITIES	Data Center Facilities	Maintains the premises for OCTO's data center sites, including facilities operations and upgrade, resource allocation and access control, power management and site security.	Daily Service	0	1

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4 - Implement an enterprise approach to information technology infrastructure and common administrative systems that will foster innovation and collaboration. Establish a basis for consolidated infrastructure to achieve interoperability and communication among operating divisions. Improve the performance of district Information Technology personnel and enable the unification and simplification of similar IT business processes and services within and across operating divisions and maximize the value of technology investments through enterprise-wide procurement and licensing. (6 Activities)

AGENCY MISSION FOCUSED APPLICATION SOLUTIONS	Applications Solutions - DMV	Provides systems development, maintenance and new functional enhancement for Department of Motor Vehicles' (DMV) business application.	Daily Service	2	1
ENTERPRISE HUMAN RESOURCE APPLICATION SERVICES	Human Resource Application Services	Operates the Human Capital Management technology used by all District employment and DCHR.	Daily Service	5	1
ENTERPRISE PROCUREMENT APPLICATION SERVICES	Procurement Application Services	Supports the Office of Contracting and Procurement by maintaining and enhancing the Procurement Automated Support System (PASS) which enables purchasing, receiving of goods, and contract compliance for all District agencies; delivers a centralized workflow for the procurement function of the District government.	Daily Service	2	1
APPLICATION SERVICES & OPERATIONS	Web Maintenance	Establishes, maintains, and implements standards, guidelines, policies and procedures for maintaining DC.GOV web portal, which has over 100 District agency websites and is visited over 25 million times a year by District residents, businesses and visitors.	Daily Service	1	2
CITYWIDE MESSAGING	Email (citywide	Provides collaborative email services engineering,	Daily Service	2	2

	messaging)	operations management and modernization for entirety of the District government; manages mobile messaging systems engineering and operations.			
IT SERVUS	OCTO Helps	Provides around-the-clock support of desktop products and services for District agencies with certified technicians who apply industry best practices with industry-level software tools, combined with service-level agreements to provide solutions for all end-user computer needs.	Daily Service	1	0

TOT				13	7
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5 - Achieve excellence in IT management practices - Strengthen districtwide enterprise-wide processes for collaborative IT strategic planning, capital planning, and investment control. Develop an IT human capital plan to guide the recruitment, retention, and skill development of staff. Establish and maintain IT policies and SOPs to ensure compliance with federal regulations and district legislation. Guide citywide IT investments to yield the maximum benefits at the lowest possible costs. (5 Activities)

STRATEGIC INVESTMENT SERVICES	Strategic Investment Services	Provides program budget coordination and identifies and monitors the agency's ongoing priorities and critical new capital investments.	Daily Service	0	1
AGENCY TECHNOLOGY OVERSIGHT & SUPPORT	Program Management Office	Provides management, business consulting services and business application support to agencies to effectively develop and maintain new technology applications and improve service delivery through effective integration of technology solutions.	Daily Service	0	0
DIGITAL INCLUSION INITIATIVE (DII)	Digital Inclusion Initiative	Leads OCTO efforts to foster technology inclusion through outreach and coordination by developing specialized services, public events, and engagement campaigns to empower District residents and small businesses to embrace an expanding digital landscape.	Key Project	2	2
GOVERNMENT CLOUD SERVICES	Enterprise Cloud and Infrastructure Services	Delivers a cost-effective, highly available and scalable cloud computing platform capable of meeting the District's current and future demands.	Daily Service	0	2
TELECOMMUNICATIONS GOVERNANCE	Telecommunications Governance	Manages a portfolio of approved vendors and contract vehicles to purchase telecommunications products and services, complying with procurement guidelines and works with all District agencies to monitor and certify telecommunications inventories.	Daily Service	0	0

TOT				2	5
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6 - Create and maintain a highly efficient, transparent and responsive District government ** (1 Activity)

APPLICATION QUALITY ASSURANCE	Application Quality Assurance	implements industry best practices for independent software and system testing for DC Government agencies. The team utilizes various testing tools and provides a wide range of testing services including functional testing, regression testing, integration testing, and performance and load testing to ensure application software and systems conform to the required specifications and business requirements for high quality functionality and performance;	Daily Service	0	1
TOT				0	1
TOT				31	28

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Agency Management (1 Measure)					
Number of payments processed by the DC Department of Motor Vehicles (DMV) Destiny System	<input type="checkbox"/>	Not available	Not Available	1,079,840	1,102,966
1 - Data Transparency and Accountability (2 Measures)					
Number of Business Intelligence dashboards and reporting environments developed	<input type="checkbox"/>	Not available	Not Available	12	62
Number of active dashboard development projects for Citywide Data Warehouse	<input type="checkbox"/>	Not available	Not Available	4	44
1 - DC Geographic Information Systems - GIS (3 Measures)					
Number of DC government employees who have taken a OCTO's DC Geographic Information System (GIS) led classes via DC Department of Human Resources' (DCHR's) Workforce Development Administration	<input type="checkbox"/>	Not available	Not Available	118	177
Number of geospatial dataset downloads	<input type="checkbox"/>	Not available	Not Available	106,481	84,551
Number of users Enterprise GIS via DC GIS Citrix System	<input type="checkbox"/>	Not available	Not Available	503	779
2 - Application Implementation (2 Measures)					

Number of software applications tested	<input type="checkbox"/>	Not available	Not Available	81	89
Number of software development projects initiated and completed	<input type="checkbox"/>	Not available	Not Available	26,121	14
3 - DC Network Operations Center (3 Measures)					
Number of change request managed by Change Advisory Board	<input type="checkbox"/>	Not available	Not Available	283	1424
Number of critical data, wireless and voice network components, server and web application being monitored by the Network Operations Center (NOC)	<input type="checkbox"/>	Not available	Not Available	49,878	69,255
Number of support calls received by the NOC to ensure government operations and continuity	<input type="checkbox"/>	Not available	Not Available	8689	9690
3 - DC-NET (1 Measure)					
Number of public WiFi hotspots	<input type="checkbox"/>	Not available	Not Available	720	3066
3 - Identify Management Systems (4 Measures)					
Number of DC agencies using the DC One Card	<input type="checkbox"/>	Not available	Not Available	30	40
Number of DC One Card administrative users supported	<input type="checkbox"/>	Not available	Not Available	1997	2990
Number of DC One Card issued	<input type="checkbox"/>	Not available	Not Available	35,698	51,526
Number of Digital Accounts created for access to DC One Card service portal	<input type="checkbox"/>	Not available	Not Available	151,158	170,321
4 - Applications Solutions - DMV (2 Measures)					
Number of on-time delivery of releases to Department of Motor Vehicles (DMV)	<input type="checkbox"/>	Not available	Not Available	4	7
Number of transactions processed by the DMV Destiny System	<input type="checkbox"/>	Not available	Not Available	968,190	976,989
4 - Email (citywide messaging) (2 Measures)					
Number of email messages transacted to District electronic mailboxes	<input type="checkbox"/>	Not available	Not Available	42.8	89.8
Number of email messages transacted within Citywide messaging Infrastructure	<input type="checkbox"/>	Not	Not	330	668.5

	<input type="checkbox"/>	available	Available		
4 - Human Resource Application Services (5 Measures)					
Number of employees supported by PeopleSoft Human Capital Management System	<input type="checkbox"/>	Not available	Not Available	110,128	147,523
Number of federal annuitants supported by PeopleSoft Human Capital Management System	<input type="checkbox"/>	Not available	Not Available	110,128	14,791
Number of District residents supported by PeopleSoft Human Capital Management System	<input type="checkbox"/>	Not available	Not Available	110,128	5612
Number of timesheets processed by PeopleSoft Human Capital Management System	<input type="checkbox"/>	Not available	Not Available	646,268	10,608,351
Number of transactions processed by PeopleSoft Human Capital Management System	<input type="checkbox"/>	Not available	Not Available	50,465,916	12,884,131
4 - OCTO Helps (1 Measure)					
Number of help desk support incidents received	<input type="checkbox"/>	Not available	Not Available	155,878	223,260
4 - Procurement Application Services (2 Measures)					
Number of requisitions processed by the District Procurement System	<input type="checkbox"/>	Not available	Not Available	18,529	24,038
Number of transactions processed by the District Procurement System	<input type="checkbox"/>	Not available	Not Available	218,010	287,104
4 - Web Maintenance (1 Measure)					
Number of after-hours support request of web content and maintenance activities	<input type="checkbox"/>	Not available	Not Available	292	477
5 - Digital Inclusion Initiative (2 Measures)					
Total number of residents subscribed to Connect. DC's mobile messaging platform	<input type="checkbox"/>	Not available	Not Available	10,639	48,307
Number of people who completed digital literacy training	<input type="checkbox"/>	Not available	Not Available	303	375

 Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion
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		Date
Integrate with Board of Election and Ethics - Transfer Voter Registration Data	Integrate with BOEE (Board of Election and Ethics) real time to transfer customer info for Voter Registration.	09-30-2018
GIS Metadata Development and Maintenance Initiative	Improved metadata, documentation about how data is collected, is essential if agencies and the public are to understand and utilize the District's collection of enterprise datasets. Even when data is shared, without complete metadata, end users cannot understand a dataset's limitations or possibilities. OCTO will launch a significant effort to work with agencies to update and complete metadata for datasets in our collection.	09-30-2018
Establish Enterprise Data Integration Program	Establish Enterprise Data Integration as an OCTO program by merging resources from several existing programs. Organize and rationalize OCTO's middleware offerings including API Gateway, Service Oriented Architecture (SOA) suites, and Extract Transform and Load (ETL) tools. Facilitate hub-based, rather than point-to-point, exchanges of data and IT services across agencies/applications using the most efficient and effective toolset for the job at hand. While supporting existing production integrations for SOAR, PASS, and PeopleSoft by end of FY 2018 the milestone initiatives will include: <ul style="list-style-type: none"> • 1st quarter, combine and evaluate team and technologies • 2nd quarter, publish existing and future IT architecture for OCTO middleware • 3rd quarter, complete one upgrade or consolidation (likely includes upgrade of SOA suite to latest version). • 4th quarter, complete at least two new application/data integrations 	09-30-2018
Redesign DC.gov	DC's award winning DC.gov portal was last redesigned in 2014 and is ready for a refresh. The new design will provide more flexibility in design and functionality to agencies so they can better meet their mission. The project will include public outreach to residents and businesses to identify key challenges to be addressed in the new design.	09-30-2018
DC Usability Testing Center	Develop an in-house usability testing center and subject matter expertise to help improve both government websites and mobile applications to better serve District residents and businesses. The Center will allow OCTO and agency staff to watch real users navigate through a series tasks on a website or application to identify where there are issues or confusion. These sessions can then be recorded and annotated and an improvement plan will be developed.	09-30-2017
Electronic Document Management Clustering Initiative	Design and implement a highly available clustered FileNet environment. The current environment is not clustered. This will offer a near-continuous availability with advanced performance and management capabilities for mission-critical applications. This is important since, hardware and software components might fail but with redundancy, the failure can be eliminated or minimized. Redundancy is the key of a highly available system. This is important to avoid single points of failure and will allow availability of the application during planned and unplanned outages.	09-30-2018
Implement System Integration with DMV Destiny Application	Implement NMVTIS (National Motor Vehicle Title Information System) integration with DMV Destiny application in Feb 2019	09-30-2018
Provide mainframe-based infrastructure enabling interface with the Azure Cloud	Provide mainframe-based infrastructure enabling interface with the Azure Cloud. <ol style="list-style-type: none"> Create z/VM 6.4 environments Create Linux Rhel 7 golden images. Separate z/Linux Production from Development Create z/Linux Servers capable of interfacing with the Azure Cloud. 	09-30-2017
Enhance the	Enhance the monitoring of mainframe services by consolidating and integrating reporting at the enterprise level and	09-30-2017

monitoring of Citywide Mainframe Services	<p>automating local corrective actions.</p> <ol style="list-style-type: none"> a. Implement the Tivoli Enterprise Portal b. Create Hyperic Application Monitoring Servers <p>2. Provide mainframe-based infrastructure enabling interface with the Azure Cloud.</p>	
Secured Cloud based backup for long term retention.	OCTO/ECIS will implement a secure long term cloud based backup/archival options. With this implementation agencies will be able to have one more protective layer for their critical data. The data will be on the secured government cloud and FEDRAMP compliant. This technology has the advantages of data de-duplication which will compress data to save storage space while offering quick recovery of the District's Agencies critical data, the new cloud option can keep data for up to 99 years.	09-30-2017
Disaster Recovery and Continuity of Operations for Agencies Critical Applications	OCTO will build a Disaster Recovery/Business Continuity infrastructure for the District of Columbia's agencies critical applications. A team of highly trained engineers will be put together to work with the agencies and their vendors to implement the needed solutions. This initiative is designed to mitigate the risk of system and service unavailability and the continuation or resumption of mission-critical services in the event of a disaster. The implemented Technology and recovery strategies will be developed to restore/failover hardware, applications and data to meet the needs of the Agencies' Business Operations.	09-30-2018
Launch Cloud based Enterprise Asset & Inventory Management System	<p>In FY17 OCTO extended the Proof-of-Concept pilot for the Enterprise IT Asset Management System (ITAMS). In FY2018 OCTO will work on piloting several applications to track the agency's IT inventory throughout its complete life cycle.</p> <p>IT Assets will be tracked using automated workflows from receiving to deployment. This will allow OCTO to centrally manage all the Fixed and Inventoriable assets, maintenance agreements and ownership / users of equipment until the assets are retired or recycled.</p> <p>In FY2018 OCTO based on the results of the pilot will propose to: 1) Retool the current Remedy Platform application and enhance its functionality on a Salesforce Customer Relations Management solution (CRM) or</p> <p>2) Procure the most cost effective CRM Solution as part of the selection from the pilot</p>	09-30-2018
Upgrade the existing Enterprise active directory account management system	Upgrade the existing Enterprise active directory account management system to allow all the District agencies to manage their employee domain accounts as well as Office 365 Licenses.	09-30-2018
Upgrade Public Schools and District wide MDM Solution	Upgrade Public and District wide Mobile Device Management (MDM) solution to AirWatch 9.1 version to enable security and feature enhancement.	09-30-2017
Re-Assess and Maximize deployment, configuration, and use of existing cyberecurity systems and services from a holistic perspective	After the significant and rapid increase in personnel and technologies for the Citywide IT Security Team in FY2017, it is time to reassess current deployment of technologies and procedures to ensure that the District is maximizing existing capabilities and processes to better protect and response to cyber security threats. This must be done before a gap analysis can be completed that would influence future security procurement and staffing requirements.	09-30-2018

(People, Processes, and Technology)		
PASS Enterprise Application 9r2 Upgrade	<p>Upgrade PASS Enterprise Application to version 9r2.</p> <p>The application is scheduled for an upgrade with the following functional enhancements:</p> <ul style="list-style-type: none"> • Platform Compatibilities- Supports all new versions of browsers, Database Versions and OS versions • Mobility Application Program Interface (API) – API to access SAP Ariba from Mobile • Enhanced Security • IP V6 Compatibility • Enhanced Data Archiving and Purging • Queue Management • Selenium Compatibility – to run automated test scripts • Hybrid Universal Logout Support • Workspace Audit Trail • Mass Edit Workspaces • Enhanced Invoice Rejection Handling • PO Close Enhancements 	09-30-2018
Develop, Implement, and Manage a Digital Citizen Engagement platform for the District	<p>Current DC One Card (DC1) Identity Management System (IDMS) is End Of Life and (EOL) and End Of Warranty (EOW). The program needs to migrate to a licensed/supported platform which will likely include a lower cost cloud-based component. The current Oracle Waveset platform was deployed in 2009 as an open source (free) solution. However, this product was acquired by Oracle after their merger with Sun, and we must migrate to secure the 255,000+ citizen and student identities OCTO IT maintains. This must be accomplished in FY2018 to avoid continuing to operate on an unsupported platform with increased security risks to PII data.</p> <p>Phase I – Build Identity Core: Phase I will focus on establishing a new identity and access management (IAM) solution based on Microsoft's Azure Active Directory (AAD) Business-to-Consumer (B2C) platform and a yet-to-be determined identity governance and management solution to provide the core functionality for the new DC1 program.</p> <p>Phase II - Transition DC1 Functionality: Phase II will focus on developing and transitioning existing DC1 functionality (such as Kids Ride Free with DDOT & WMATA) to the new DC1 platform.</p> <p>Phase III - Transition Other Public-Facing Applications: Phase III will focus on re-development/alterations to existing public-facing applications to utilize the core DC1 IAM for application efficiency, data accuracy/integrity, and to provide a single interface for the public to engage with the D.C. government. Increase capacity as needed to support all District constituents.</p> <p style="text-align: right;">Phase IV - Explore and Capitalize on New Opportunities: Phase IV will focus on identifying new opportunities to share information with the public, either open data or tailored to each individual/organization, and how to share authorized information on individual identities among those agencies that could benefit from a single source of truth for each citizen."</p>	09-30-2017
Launch Enterprise Mobile Application Development Platform	<p>The District must establish a mobile footprint within all available mobile application markets, including leaders such as Apple iOS and Android OS and emerging markets such as Windows Mobile. A financial investment in a platform to enable both rapid and standard scale development across all available markets with a single code base would allow the District to establish an application footprint that fits immediate and long terms needs relative to their respective Agency missions. In today's world, the business traffic is more on the mobile devices as compared to traditional desktops. In order to meet the growing mobile workforce demand, it's important that we built mobile apps and /or make existing applications mobile friendly so all the applications can be accessed on mobile devices or available for mobile workforce. This platform will allow</p>	09-30-2018

	<p>district agencies to build mobile applications very quickly without having a need of IT Developers and infrastructure.</p> <ul style="list-style-type: none"> • Enterprise Hardware Configuration: OCTO would install and configure a highly available platform environment architected to industry standards for fast, lean and reliable service delivery with a focus on 24/7 availability and disaster recovery capabilities. • Installation and Configuration of an Enterprise Licensed Mobile Application Development Platform: OCTO would license, configure and support an enterprise development platform service end point that would allow agencies to host, develop, deploy and maintain an unlimited number of mobile applications, targeting both internal and external users within the District of Columbia. The mobile app data will be hosted in our existing datacenters or in the enterprise government cloud (for example: AWS or Azure). • Application Development and Operations: OCTO Application Services and Operations would extend its development capabilities to include cross-platform delivery across all available mobile markets. Application Services and Operations would also create, standardize, distribute and maintain application development tools to allow an unlimited number of District users to create, maintain and deploy rapid and standard developed applications under a unified District Marketplace that would be available to internal and external stakeholders in the District. 	
Increase Access to Affordable Internet and Technology Training Opportunities for District Resident	Partner with DC-gov agencies and nonprofits to promote affordable internet offers and increase technology training opportunities for low-income residents. In addition to existing training opportunities for adults and seniors, Connect.DC will create a coding academy for District youth.	09-30-2018
Partner with the Department of Parks and Recreation to implement "Tech to Rec" initiative	Create "Tech to Rec" initiative that provides and promotes technology training, access, and support for District residents. Connect.DC will work with DPR to use recreation centers, to host training classes, internet sign-up events, and free technical support.	09-30-2018
Upgrade DCPS to 1gigabyte connectivity	OCTO and DCPS are working together to enable students to take full advantage of digital learning. In FY2018 all District schools will have one gigabit (Gbps) broadband connectivity. With these speeds, schools can leverage the power of video to let kids learn at their own pace or provide teachers with the assessment data necessary to understand the needs of each child utilizing the latest education and development applications. The upgrade will take advantage of OCTO's existing, extensive fiber-based network and provide educational opportunities and innovations that are not hampered by bandwidth concerns.	09-30-2018
Network IT modernization initiative - OJs and Revves	Reeves IT Modernization - Network infrastructure upgrade of the Reeves building including new network and battery backup equipment for two data/telecommunications closet on each of the eight floors. District buildings supporting government agencies must maintain the highest level of security and availability on its network infrastructure. Requirement for LAN and Wireless network access are constantly changing to meet today's and future demands. To support this demand, new network equipment must be deployed at these critical facilities housing multiple government agencies. Upgrade core infrastructure to support very high-speed access. Replacing aging infrastructure at critical government buildings.	09-30-2018

	<p>OJS IT modernization Initiative - District agencies' and constituents' technology needs are placing an increasing reliance on the District Government network for services it now supports, as well as additional services it will need to support for public safety, collaboration and increased mobility between and for agencies along with public Wi-Fi for digital inclusion for all District residents.</p> <p>This initiative includes critical infrastructure upgrades at critical District multi-tenant facilities such as One Judiciary Square. These critical facilities must maintain the highest level of availability. District buildings supporting multiple government agencies requirement for network access both from a wired and wireless perspective is constantly changing to meet today's and future demands. To support this demand, new network equipment must be deployed at these critical facilities housing multiple government agencies. The OJS building located at 441 4th street NW supports approximately 15+ district agencies listed below: OAG/CSSD, DCRB, BOEE, DCHR, OCFO, Office of VA, OCP, CJCC, OAH, OSSE, LRCB/OCA, EOM, CAB, OHR, DSLBD.</p>	
Expand Citywide WiFi Coverage	Expand Citywide municipal broadband via Wi-Fi to large parts across the city from 17% to 24%.	09-30-2018
Provide independent software and system testing support for the District Government agencies.	OCTO SQA team provides a wide range of testing services (Functional Testing, ERP Testing, SOA and Middleware Testing, UAT Testing, Data Warehouse testing, Mobile Testing, Automated Testing, Performance/Load Testing and Security Testing) for DC Government agencies to ensure application software in addition the system conforms to the specifications and meets the business requirements using HP ALM 12.5. The application provides real time testing status which is critical to the software development life cycle.	09-30-2018
Geographically Diverse Data Center Availability	<p>"Create third Data Center as Disaster Recovery (DR) location in the cloud will provide complete high availability of all mission critical applications in the event of a disaster:</p> <ul style="list-style-type: none"> - Evaluate options to migrate DR functions to the cloud through a cloud provider - Create a DR location outside of the 50 mile radius blast zone - Industry standard for critical applications is to have 3-2-1 rule" 	09-30-2020