Office of the Chief Technology Officer FY2019

Agency   Office of the Chief Technology Officer   **Agency Code** TO0   **Fiscal Year** 2019

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.

▼ 2019 Strategic Objectives

Objective Number	Strategic Objective
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.
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.
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.
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.
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.
6	Create and maintain a highly efficient, transparent and responsive District government

▼ 2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 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	Up is Better	76.3%	57.8%	70.6%	80%
Percent of desktop issue tickets resolved within 4 (Four) hours	Up is Better	87%	85.5%	87%	90%
Percent of IT Helpdesk Tickets resolved within 1 (one) business day	Up is Better	83.5%	90.2%	83%	80%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percent of abandon rate for IT Heldesk calls	Down is Better	6.5%	14.7%	7.7%	5%
Percent of calls resolved in call center on first call	Up is Better	85%	96.2%	98.9%	75%
Percent of inquires responded to customers within GIS's Standard Service Level of Agreement (SLA)	Up is Better	84.7%	90%	96.8%	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	Up is Better	95%	94.5%	95.6%	90%
Percent of up-time for GIS Services	Up is Better	99.9%	100%	100.1%	99%
Percent of uptime for all OCTO-supported infrastructure	Up is Better	100%	100%	99.9%	99%
Percent of Tier 1 tickets resolved within 30 minutes by the Networks Operations Center (NOC)	Up is Better	52%	99.1%	92.3%	50%
Percent of OCTO programs whose customers satisfaction rating exceeds target level of 80 (eighty) percent satisfied	Up is Better	86.5%	93.2%	93.1%	80%
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	Up is Better	Not Available	12.5%	8.5%	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	Up is Better	16.2%	18.3%	14.7%	11.3%
6 - Create and maintain a highly efficient, transparent and responsive District government (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	94.2%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	60.8%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	11.1%	18%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	13.4	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	142.6%	148.8%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	85.1%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	0%	4%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type 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. (5 Activities)			
AGENCY TECHNOLOGY OVERSIGHT & SUPPORT	Agency Management	Responsible for critical business issues, organizational development and workforce management.	Key Project
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
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
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 application development.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
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
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
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 an dprimary backbone conduit of all technology and telecommunications services used by District employees and manages secure voice, video and data services.	Daily Service
INFORMATION SECURITY	Information Security	Manages and maintains an information security architecture that mitigrates security vulnerabilities with the DC Government's technology infrastructure; provides a secure applicaiton and network environment for all District government agency systems.	Daily Service
INTEGRATED PLATFORM SERVICES	Mainframe Operations	Provides reliable, secure and efficient computing environments with sufficient resource capacity to meet the inforamtion processing requirements of the mainframe applications in OCTO's data centers.	Daily Service
IDENTITY MANAGEMENT SYSTEMS	Identify Management Systems	Manages the District's identity and access management systems used in support employees and District residents, provides PIV-1 (Personal Identity 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 identity cards for citizens.	Daily Service
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
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
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			

Operations Header	Operations Title	Operations Description	Type of Operations
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 functioal enhancement for Department of Motor Vehicles' (DMV) business application.	Daily Service
ENTERPRISE HUMAN RESOURCE APPLICATION SERVICES	Human Resource Application Services	Operates the Human Capital Management technology used by all District employeement and DCHR.	Daily Service
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
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 websits and is visited over 25 million times a year by District residents, businesses and visitors.	Daily Service
CITYWIDE MESSAGING	Email (citywide messaging)	Provides collaborative email services engineering, operations management and modernization for entirety of the District government; manages mobile messaging systems engineering and operations.	Daily Service
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
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
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
DIGITAL INCLUSION INITIATIVE (DII)	Digital Inclusion Initiative	Leads OCTO efforts to foster technology inclusion throughou outreach and coordination by developing specialized services, public events, and engagement campaigns to empower	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
		District residents and small businesses to embrace an expanding digital landscape.	
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
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
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

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Agency Management (1 Measure)			
Number of payments processed by the DC Department of Motor Vehicles (DMV) Destiny System	1,079,840	1,102,966	1,054,184
1 - Data Transparency and Accountability (2 Measures)			
Number of Business Intelligence dashboards and reporting environments developed	12	62	144
Number of active dashboard development projects for Citywide Data Warehouse	4	44	50
1 - DC Georgraphic 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	118	177	99
Number of geospatial dataset downloads	106,481	84,551	88,297
Number of users Enterprise GIS via DC GIS Citrix System	503	779	2014

Measure	FY 2016	FY 2017	FY 2018
2 - Application Implementation (2 Measures)			
Number of software applications tested	81	89	79
Number of software development projects initiated and completed	26,121	14	30
3 - DC Network Operations Center (3 Measures)			
Number of change request managed by Change Advisory Board	283	1424	1399
Number of critical data, wireless and voice network components, server and web application being monitored by the Network Operations Center (NOC)	49,878	69,255	73,370
Number of support calls received by the NOC to ensure government operations and continuity	8689	9690	10,725
3 - DC-NET (1 Measure)			
Number of public WiFi hotspots	720	3066	447
3 - Identify Management Systems (4 Measures)			
Number of DC agencies using the DC One Card	30	40	40
Number of DC One Card administrative users supported	1997	2990	3207
Number of DC One Card issued	35,698	51,526	39,473
Number of Digital Accounts created for access to DC One Card service portal	151,158	170,321	244,561
4 - Applications Solutions - DMV (2 Measures)			
Number of on-time delivery of releases to Department of Motor Vehicles (DMV)	4	7	4
Number of transactions processed by the DMV Destiny System	968,190	976,989	1,054,184
4 - Email (citywide messaging) (2 Measures)			
Number of email messages transacted to District electronic mailboxes	42.8	89.8	184,444,000
Number of email messages transacted within Citywide messaging Infrastructure	330	668.5	297,750,000
4 - Human Resource Application Services (5 Measures)			
Number of employees supported by PeopleSoft Human Capital Management System	110,128	147,523	151,306
Number of federal annuitants supported by PeopleSoft Human Capital Management System	110,128	14,791	14,685
Number of District residents supported by PeopleSoft Human Capital Management System	110,128	5612	6984

Measure	FY 2016	FY 2017	FY 2018
Number of timesheets processed by PeopleSoft Human Capital Management System	646,268	10,608,351	10,745,426
Number of transactions processed by PeopleSoft Human Capital Management System	50,465,916	12,884,131	13,005,011
4 - OCTO Helps (1 Measure)			
Number of help desk support incidents received	155,878	223,260	117,615
4 - Procurement Application Services (2 Measures)			
Number of requisitions processed by the District Procurement System	18,529	24,038	23,298
Number of transactions processed by the District Procurement System	218,010	287,104	284,165
4 - Web Maintenance (1 Measure)			
Number of after-hours support request of web content and maintenance activities	292	477	521
5 - Digital Inclusion Initiative (2 Measures)			
Total number of residents subscribed to Connect. DC's mobile messaging platform	10,639	48,307	58,429
Number of people who completed digital literacy training	303	375	381

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Data Center Facilities (1 Strategic Initiative)		
OCDC1 Data Center Migration	OCTO's primary data center ODC1 is in a leased facility. Therefore, it is imperative it be physically relocated. The successful completion of this strategic initiative is crucial to provide vital redundancy for the city's most critical business applications and sensitive data storage. This initiative is focused on the construction, outfitting, and migration of all the data center capabilities and services currently located at ODC1. The principle approach includes several core steps: 1. An assessment of the current data center services. 2. Physical and technical infrastructure set up at the new location. 3. Migration, Planning and Scheduling. 4. De-commissioning components at the current ODC1 location. The final product resulting from this initiative will be a more consolidated, optimized, resilient, and efficient data center facility, that meets or exceeds District agencies' service requirements for their critical business applications and sensitive data.	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Data Transparency and Accountability (2 Strategic initiatives)		
DC Data Lake	The DC Data Lake initiative is aimed at fixing these problems by addressing Technology, Security and Data Sharing Agreements. These hurdles can be mitigated by offering a secure self-service site for search and discovery of District data. The Data Lake Platform will: - Utilize a high-performance computing technology which can handle large, complex data sets. - Use integration tools for pulling data in, securing it, anonymizing it, processing it, analyzing it, searching it, and sharing it via applications. - Secured based on the Dataset Classification Levels in the DC Data Policy as well as data sharing agreements. - Provide tools for streamlining complex, legal process of interagency data sharing. Per the Data Policy all data shared in the system is captured in DC's Enterprise Dataset Inventory. - Provide District-wide Domain tables, which will provide authoritative data to form a single source of truth for the District	09-30-2019
Joint Data Governance Initiative	In FY19 in collaboration with OCA, OCTO will (a) establish an e-Data Sharing Agreement Tool and Process that will include standard data sharing agreements and will be tied to the Enterprise Dataset Inventory; (b) issue data submission guidelines for District agencies; (c) migrate at least one agency's data sets into OCTO's searchable "Data Lake"; (d) undertake at least one joint project with The Lab @ DC leveraging the Data Lake; (e) in collaboration with OSSE and DCPS, develop a multi-agency data sharing requirements checklist for the Family Educational Rights and Privacy Act of 1974 (FERPA) (a federal law that protects the privacy of student education records).	09-30-2019
DC-NET (1 Strategic Initiative)		
Pilot Low-Power Wide Area Network (LPWAN) proof of concept to provide agencies access to cost effective wireless connectivity and sensors	As part of Smarter DC initiative OCTO plans to launch a Low-Power Wide Area Network (LPWAN) pilot. This proof of concept has the potential of providing long-range cost-efficient wireless connectivity services to support several smart sensors, such as, asset management, utilities, flood water shedding, water level/quality, and many other capabilities. The proposed technology will be designed to connect low-cost, battery-operated sensors. The successful implementation of the LoRaWAN technology will have a unique and low-cost wireless solution that provide broad wireless service coverage across the District that will enable all city agencies to dramatically expand their use of extremely powerful Smart City sensors providing unique data to improve city services and drive efficiencies and reduces cost. The initial scope of the initiative is to deploy approximately four (4) LoRaWAN gateways distributed in various locations of the city to create ubiquitous connectivity.	09-30-2019
Digital Inclusion Initiative (1 Strategic Initiative)		
Increase Access to Free Technology Training Opportunities for District Youth and Adults	Connect.DC program continues its long-standing partnership with Byte Back to provide computer training for residents at all skill levels, from beginners to individuals seeking IT certifications. Connect.DC also launched its SPARK tech training programs for middle and high school students and trained 60 students in digital arts and coding. The intent of the programs was to spark an interest in science, technology, engineering, arts, and math (STEAM) for children who have limited exposure to tech programs or want to learn more about potential tech careers in DC's growing innovation economy.	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	In FY2019, Connect.DC will continue to partner with adult and youth training providers to offer training opportunities for residents all along the digital skill spectrum. The goal is to train more than 350 residents by the end of the fiscal year, with a specific focus on low-income residents, seniors, and returning citizens.	
Enterprise Cloud and Infrastructure Services (3 Strategic initiatives)		
Disater Recovery & Continuity of Operations	(OCTO) plans to begin assessing the Public Safety cluster's critical applications and deploy them to a redundant and highly available infrastructure to host the failover systems. Currently agencies do not have a redundant failover environment. The result is that these agencies are unable to seamlessly failover their systems to an alternate datacenter or deploy their applications with minimal service disruptions. The plan is to deploy dedicated server virtualization platforms to run critical public safety applications for each agency. This multi-year initiative will include the following public safety agencies; EOM, FEMS, DFS, MPD, HSEMA, DOC, OCME, and OUC. OCTO will complete the assessment of OUC and FEMS's critical applications in FY2019 and continue with the assessments for the other agencies through FY2022.	09-30-2019
Private Cloud Self Service Automation	(OCTO) will enhance its Private Cloud Platform with an enterprise self-service and automation solution. This cost-effective and feature rich solution will enable District agencies to effectively management their allocated Private Cloud environment. The design will be a self-service, multi-tenant cloud Platform portal. This new portal will enable agencies to optimize their cloud environment and meet their evolving demands. This new self-service solution will offer the agencies the ability to provision and manage services such as: - Infrastructure as a Service - Application as a Services - Platform as a Service This initiative will provide the District Agencies with a tool to effectively and efficiently manage the their allocated OCTO's cloud services to meet their Agency's evolving program needs.	09-30-2019
Launch Hybrid Cloud Solutions	OCTO is proposing to create a seamless hybrid cloud computing platform by implementing VMWare on Amazon Web Services (AWS) platform which will extend OCTO's current on-premises private cloud environment to the AWS cloud. This will allow OCTO to provide provides cloud computing and platform virtualization software and services to District Agencies with the ability to have services running in AWS or have the AWS cloud as a standby site. The service will be connected through a secured and robust direct connect access. - Design and Implement AWS Direct Connect from District Datacenter to the AWS cloud - Implement hardware services in AWS - Secure new AWS platform with OCTO's Framework, Governance and security - Test, validate and deploy services for production	09-30-2019
Information Security (1 Strategic Initiative)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Enhance IT Security	The IT security program is critical to public safety, health care and public education agencies enabling the District to maintain continuity of operations. OCTO security will focus on the following areas of Cybersecurity: • Risk Identification and Reduction: Minimizing human risk through staff training and security governance. • Vulnerability Reduction: Protect district's IT systems by enhancing existing vulnerability management program that mandate hardware and software security updates and patching • Enable Cybersecurity Outcomes: Continue investing into perimeter security stack to strengthen the security and reliability of the cyber ecosystem The agency will focus on the follwoing milestones as as part of its FY19 cybersecurity strategic initiatives: - Address Human aspect of Cybersecurity Risks - Protect District Information Systems - Protect Critical Infrastructure to strengthen the security	09-30-2019
Procurement Application Services (1 Strategic Initiative)		
Procurement Automated Support System (PASS Cloud Migration Initiative	Procurement Automated Support System (PASS) On-Premise Ariba application is reaching end of support in December 2020. The high-level strategy for PASS is to perform a single refresh improving business process capabilities while evaluating the next generation platform. A single migration project is being initiated to position the district to be in production prior to the 2020 deadline to continue on a supported platform. The system will be replaced with a new cloud version of Ariba application. This project will be implemented in phased manner in different agencies. The system will be integrated with SOAR and twenty-four (24) other systems. OCTO plans to launch pilot with five (5) agencies and continue development tasks associated with continued rollout. Milsetones: -Develop business process and technical gaps analysis -Complete documentation of configuration changes required - Complete configuration and development tasks	09-30-2019
Web Maintenance (1 Strategic Initiative)		
Launch Usability Testing Center	Develop an in-house usability testing center and subject matter expertise and launch quality control tools to help improve both government websites and mobile applications to better serve District residents and businesses. The Usability Lab will allow OCTO and agency staff to observe real users navigate through a series tasks on a website or application to identify	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	where there are issues or confusion. These sessions will be recorded, annotated and an improvement plan will be developed. Users will help measure site usability by: - Ability to time to complete task - Time to complete task - Ease of completion (learnability) - Efficiency to completion - Quality of design OCTO plans to test at least one website and/or application per month on a pro bono basis. Usability testing is now a core requirement for all new websites built by OCTO on behalf of agencies. Progress will me measured on a qurterly basis post implementation using the tool's 100-point scale.	