Good morning Chairman Garodnick and members of the City Council Committee on Technology. My name is Carole Post, Commissioner of the Department of Information Technology and Telecommunications, or DoITT, and New York City CIO. Thank you for the opportunity to testify today about the City's Mobile Workforce and DoITT's role in providing citywide technology solutions and support for City agencies. With me today is Steven Harte, DoITT's Associate Commissioner for Wireless Technologies, and Steven Bezman, our Assistant Commissioner for Application Development and Support. Also present today are representatives from the departments of Buildings, Health and Mental Hygiene, and Environmental Protection, who will be pleased to help answer your questions about their agencies' mobile initiatives.

Now more than ever, the New York City workforce is mobile, and enhancing its ability to work at any time, from anywhere, has been an important goal of the Bloomberg Administration. This focus has driven DoITT's efforts from both a citywide and agency-specific perspective. And we have delivered on these goals by providing the infrastructure, support services, and procurement vehicles that enable agencies to empower their mobile field personnel.

First, I would like to speak about the City's infrastructure, and the ways in which we have and will continue to meet the needs of our mobile workforce.

New York City government today operates on a 24x7 basis in office and field locations across the five boroughs. It is therefore necessary for DoITT to help support agency business operations around-the-clock. A prime example of this has been the growth in the use of handheld devices by City workers. Currently, DoITT supports approximately 70,000 BlackBerrys, mobile phones, two-way radios, and other wireless devices across more than 60 City agencies. DoITT has also centralized citywide email services, migrating more than 38,000 email users from some 50 City agencies into a consolidated environment. Providing centralized email allows users from dozens of agencies to retrieve their email and applications from their home computers – or from any PC with an Internet connection.

And of course, through the New York City Wireless Network, or NYCWiN, DoITT has revolutionized the ways in which municipal field workers obtain real-time access to agency systems, and the ways in which first responders communicate at the scene of an incident.

There are currently more than 40 applications serving 22 agencies running over the network, representing hundreds of thousands of wireless transactions every day. This includes the use of Automatic Vehicle Location (AVL) technology, which is now in use in more than 400 vehicles across the City – including Sanitation trucks and Department of Transportation meter collection vehicles.

We are also working with NYPD to install NYCWiN modems in police vehicles to enable access to a wide array of crucial information to officers on the move – including driver's license scanning, mug shot downloads, and license plate reader capabilities.

Overall, NYCWiN provides the City with numerous opportunities to continue expanding and empowering the City's mobile workforce. In 2011, we intend to add another 10,000 devices to NYCWiN serving a wide range of public safety and public service needs.

In addition to this physical infrastructure, what is also essential to empowering the mobile workforce is the framework to facilitate the acquisition of new technologies. DoITT has established a variety of enterprise contracts to leverage the City's buying power and reduce the time needed for agencies to launch new projects.

As a result of these achievements, the City today has a robust and vibrant mobile workforce, more capable than ever of delivering services efficiently and effectively to New Yorkers. A sampling of some of the mobile initiatives underway at City agencies include:

o Street Conditions Observation Unit (SCOUT) inspectors cover every City street, every month, to identify and record top quality-of-life conditions and wirelessly transmit their findings to the 311 Customer Service Center. In addition, SCOUT inspectors were deployed following the tornado that struck New York City last month. The handheld devices were quickly modified to accommodate the City's downed tree survey to support recovery efforts.
o Department of Parks and Recreation field inspectors perform inspections on parks properties to determine safety and cleanliness standards.
o The Department of Youth and Community Development conducts mobile evaluations of Summer Youth Employment worksites.
o Police Department Traffic Enforcement Agents use more than 2,000 parking ticket devices to enforce traffic regulations, issue summonses, and access agency databases.
o Department of Sanitation field officers wirelessly conduct sanitation compliance, parking violation, and other routine enforcement activities.

And as to the three agencies here with us today:

o Department of Buildings inspectors use NYCWiN-enabled handheld devices that provide electronic access in the field to applications such as the online Buildings Information System.

o The Department of Health and Mental Hygiene has two key mobile initiatives underway:

▪ Public Health Sanitarians use handheld devices for inspection scheduling, history look-up, and onsite printing of inspection reports with signature capture;
▪ The Daycare Inspection field workforce uses a variety of devices to access staff credentialing, inspection scheduling, and onsite printing of inspection reports.

o Department of Environmental Protection (DEP) field staff has access to critical applications previously available only from their desktops:

▪ Field investigators can respond to complaints or initiate work orders at the location, improving efficiency and response time. And on-site access to large files – such as construction drawings, maps, and supporting documents – provides a level of detail not possible with printed documentation.

In addition, DEP is also achieving significant cost, emissions, and workforce efficiencies by using NYCWiN to provide electronic water meter reading.

As successful as the City has been in these respects, an additional opportunity exists to improve even more upon the management and delivery of mobile application deployment. To do so, in the coming days Mayor Bloomberg will issue an executive order providing DoITT the authority to establish citywide policies around large-scale technology programs. This authority will enable DoITT to better coordinate and drive IT deployment across agencies, allowing the City to leverage expertise, personnel, and enterprise architecture practice to avoid duplicative business efforts and improve efficiency.

By leveraging our experience as a technology service provider through citywide initiatives like NYCWiN and data center consolidation, as a result of the forthcoming Executive Order, we will help establish standards and best practices for agencies as they implement and manage new technology solutions.

One way by which DoITT is helping expand its suite of services to agencies is through an innovative, first-of-its kind pilot program with Apple whereby City agencies will be able to "try-before-they-buy" an iPad. The intent is to allow agencies to develop a familiarity with the device's features and evaluate its potential as another tool in the arsenal for mobile deployment, communications and interoperability. The pilot program will help inform a long-term plan to support the on-going provisioning of these devices based on their successful integration into current business processes.

Another way in which we plan to enhance citywide IT service offering is by developing an Enterprise Capability Center (ECC) model, which centralizes teams of experts that focus on specific business capabilities. Adopting the ECC model will enable DoITT to proactively identify, deploy, and support enterprise solutions for multiple agencies in shorter timeframes. An example is DoITT's ongoing work to develop a standardized mobile development platform. When complete, this will enable the City to "share services" across agencies. This means an application will need to be developed only once before being deployed to multiple major Smartphone platforms.

To further these goals, DoITT continues to build on its past successes, and I will conclude with one final example. The 311 iPhone application, available free at Apple's App store, makes reporting a problem easier than ever. It uses GPS to recognize the user's location, provides a menu of common quality-of-life conditions to select from like damaged street signs, potholes and graffiti, and allows the user to upload up to three pictures to accompany the complaint. Submissions through the mobile app, which has been downloaded more than 13,000 times to date, go directly to 311 and are tracked for follow-up by the responding agency.

The 311 iPhone app reflects an emerging reality: In a very real way, *all* New Yorkers are becoming part of the City's mobile workforce. Whether they are sending pictures or videos in with 311 or 911 calls or developing applications using the hundreds of open City data sets provided as part of the NYC BigApps competition, residents, businesses, and visitors are contributing every day to the improvement of New York City and the government that serves them.

I appreciate the opportunity to describe many of our initiatives to support the City's mobile workforce. My colleagues and I would now be pleased to answer any questions you may have.