



CITY OF DETROIT
DEPARTMENT OF INNOVATION
AND TECHNOLOGY (DoIT)

2 WOODWARD AVENUE
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To: Council Member Latisha Johnson
Through: Mary Sheffield, City Council President
From: Art Thompson, Director
Date: March 24, 2023
Re: Responses to 2023-2024 Department of Innovation and Technology Budget Questions

Please find below responses to your questions sent on March 10, 2023, regarding the proposed Fiscal Year 2024 Proposed Budget for the Department of Innovation and Technology (DoIT).

1. Is there a plan to improve the "Improve Detroit" application by adding more issues that residents can report using the app?

The timing of this question is great; in DoIT's first meeting with Brad Dick as COO for the City he advised that relaunching and enhancing the "Improve Detroit" application was one of the top priorities we would be partnering on. DoIT is excited to bring additional functionality to this application. It is important to note that the Enterprise Contact Relationship Management (CRM) system that we recently put out to bid has functionality that appears to overlap with the current "Improve Detroit" application from SeeClickFix. DoIT will be working with customer departments over the next 12 to 18 months to determine which application most cost effectively and efficiently will help citizens report issues to the city.

2. Has there been or will there be any changes in the way issues are given the disposition "Closed" in the Improve Detroit application when the issues have NOT been resolved?

Individual departments manage their requests within the application. As areas are implemented it is stressed that requests should only be closed when items are complete or an item cannot be completed, in which case the submitter should receive information about the reason other than just that the item was closed. DoIT, in partnership with Brad Dick, will make sure that departments are reminded of this process.

3. What is your plan for replacing outdated technology (personal computers, phones, monitors, etc.).

After the City refreshed devices in 2015, many of which were over 10 years old, obsolete, and unreliable causing poor reliability and hindering productivity of the employees, DoIT implemented a process of replacing all computers every 4 years or 25% of the devices each year.

Normal industry practice is to replace computers every 3 years to match the used life with standard manufacture warranty. DoIT evaluated failure rates of hardware in the 4th year of use



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and determined the City has had very few device failures in the 4th year of use. This schedule generates significant of taxpayer funds by extending the used life of devices by 33%.

Phones and monitors are replaced on an as-needed basis.