CITY OF DETROIT
DEPARTMENT OF INNOVATION
AND TECHNOLOGY (DoIT)

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To: Council Member Angela Whitfield-Calloway
Through: Mary Sheffield, City Council President
From: Art Thompson, Director
Date: March 28, 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. **There have been concerns that departments and agencies don't have effective lines of communication and are therefore disrupting and/or slowing the sharing of information,**
    a. **How is DoIT helping make communication across departments and agencies easier?**

    DoIT is working to improve communication with Office 365. We have rolled out many collaboration tools such as SharePoint, One Drive, and teams.
    Department websites are being refreshed with the help of the Communications Department to improve the citizen experience. As we look to increase our open data presence, we look to make information more readily available to citizens and departments.

2. **Data visualization is a tool that the city of Detroit departments could use to effectively communicate dense information about programs, funding sources, partnerships, etc. to the public:**
    a. **Would a data visualization analyst live in DoIT and help individual departments with analytic requests? Or should each department have its own data visualization specialist?**

    The City uses Tableau as its standard visualization tool. DoIT has coordinated with departments to license people for the tool; a total of 80 people are licensed, 68 of whom are non-DoIT individuals. Departments have detailed subject matter expertise on their own data that DoIT cannot replicate. To take advantage of the department's expertise, departmental subject matter-experts will always be the first stop for visualizations. DoIT provides a second tier of support to departments and coordinates cross-departmental or advanced requirements. Additionally, DoIT manages Tableau licensing and centralized data governance, including security and standards.

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3. **Data sharing seems like a taboo subject due to its potential privacy concerns:**
   a. **How has the city of Detroit been able to capture and leverage its Data for good?**
   If it hasn't, how can we leverage our data for the benefit of our city and its residents?

   DoIT is a very strong supporter of data transparency and fully supports sharing of all possible data. DoIT created the open data portal (https://data.detroitmi.gov/) and assisted in the rollout of the open check book (https://data.detroitmi.gov/pages/open-checkbook). The Detroit Street View (DSV) project is another example of data transparency; in this project, DoIT publishes all images for citizen, community, and city department use. DSV information can be found at: https://detroitmi.gov/departments/department-innovation-and-technology/detroit-street-view . DoIT looks to increase the capabilities of the open data portal as we become more data centric.

   DoIT has also worked to ensure that critical data is retained by publishing data retention guidelines and working with the Law Department to implement a policy that retains all emails and calendar items for 24 months. This is detailed in Executive Order No. 2019-1, which can be found at https://detroitmi.gov/document/executive-order-no-2019-1

4. **As far as our hard and soft technological infrastructure, how does the city of Detroit compare to similarly sized cities? Without getting into too much detail, what measures must we take in order to have a world class IT system?**

   In the last 6 years, DoIT has implemented replacements for obsolete systems with the following applications: Cherwell, UltiPro, Oracle Cloud ERP, Clever Devices, Exchange Email, ProofPoint, CrowdStrike, and SharePoint/OneDrive.

   DoIT continues to work with our individual departments on obsolete systems, such as City Law.

   In the last 3 years, DoIT has been asked to speak at multiple conferences on areas where we have built a reputation as a leader, including Detroit Street View, Air Gapped Backup, Census Hub Open Data, GIS, and Data Governance. As we work to provide City employees and citizens of Detroit with efficient and effective software, we will continue to grow our leadership in the space of city technology.