



City of Austin Information Technology  
**Annual Report 2012**

Transforming Your City with Best-Managed Technology  
Collaboration • Innovation • Sustainability





AUSTIN



BEAUMONT  
280 MILES

HOUSTON



# MESSAGE FROM THE CITY MANAGER

Austin has become a high-tech leader in large part because of its creative and innovative community. At the core of this spirit of innovation is City of Austin Information Technology services that are nationally recognized for helping bring greater transparency to our organization by embracing the federal Open Government Initiative.

In this 2012 annual report, you'll find out about the City's IT governance framework, how we've made data more accessible to the public through the Web, and how – with technology – we've made government more efficient and customer-friendly.

Our organization strives to be the best-managed in the country. IT services helps us realize that vision.



Marc A. Ott  
City Manager



# LETTER FROM THE CIO



May 2013

Welcome to the first City of Austin Information Technology Annual Report. This report highlights the 2012 achievements of Austin's municipal Information Technology (IT) professionals, from headline-grabbing innovations to day-to-day reliable efficiencies that make Austin among the best managed cities in the nation.

Austin's Imagine Austin Comprehensive Plan – inspired and developed by our residents – will require innovative new City services and improved existing services. Technology will enable us to deliver this exciting future and IT will be at the forefront.

A key success factor in meeting Imagine Austin's expectations is a multi-year effort to establish IT governance – a best managed business process that engages the City's business and IT leaders to partner and define priorities for investment and work. We have also engaged the region's technology agencies and established the Central Texas Regional CIO group, which has begun to develop common standards for technologies that go into vehicles and regional cyber security. This group also encourages collaborative purchase practices to lower costs and accelerate acquisition of new technology.

The center of the City's IT governance strategy is to leverage scale through collaboration. City technology must simultaneously serve the very specific needs of our departments while integrating across the whole organization.

In 2012 we did just that – from launching AustinTexas.gov to implementing a new Citywide billing system. In the past year we have governed, led and provided the tools our employees need to fulfill the Imagine Austin plan and continue making Austin one of the best managed cities in the nation.

See for yourself! Thanks for taking the time to review this report, and please don't hesitate to let me know what we need to do in 2013.

Sincerely,

A handwritten signature in black ink that reads "Stephen A. Elkins". The signature is written in a cursive, flowing style.

Stephen Elkins, PMP  
City of Austin Chief Information Officer

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V I S I O N

We want Austin to be the most livable city in the country.

M I S S I O N

To be the best-managed city in the country.

PRIDE



**P**UBLIC SERVICE & ENGAGEMENT

We will partner with one another and with our community to provide the best service possible.

**R**ESPONSIBILITY & ACCOUNTABILITY

We take responsibility for achieving results and hold ourselves accountable for our actions.

**I**NNOVATION & SUSTAINABILITY

We actively seek out good ideas that have a lasting, positive impact on our work, our community and our environment.

**D**IVERSITY & INCLUSION

We recognize and respect a variety of perspectives, experiences and approaches that will help us achieve our organizational goals.

**E**THICS & INTEGRITY

Our actions will maintain the trust and confidence of the public and the organization.





# WHO WE ARE

## City of Austin Information Technology Mission Statement

We provide information technology services that meet the diverse needs of our customers and build strong partnerships through thought leadership, collaboration and best practices in IT service management.

## Our Purpose

We deliver best-managed IT solutions that provide essential technology services to our customers through innovation and collaboration. We are committed to innovation, collaboration and open government, improving and sustaining residents' quality of life in the most livable city in the nation.

## Values We Share

PRIDE reflects all City employees core values of public service and how we relate to our customers and each other. It is a statement of our collective vision and values. Our municipal organization's success is attributable to the hard work, thoughtfulness and passion of our Council, City employees and Austinites themselves.

- ◆ Public Service & Engagement
- ◆ Responsibility & Accountability
- ◆ Innovation & Sustainability
- ◆ Diversity & Inclusion
- ◆ Ethics & Integrity

## Imagine Austin Comprehensive Plan

Austin's comprehensive plan provides a framework to achieve the vision our community wants for its future. Austinites actively collaborated to shape the plan to define where Austin is today and where the community wants it to go.

The plan's policies and actions express six core guiding principles to make the plan a reality:

- ◆ Grow as a compact and connected city.
- ◆ Integrate nature into the city.
- ◆ Provide paths to prosperity for all.
- ◆ Develop as an affordable and healthy community.
- ◆ Sustainably manage water, energy and our environmental resources.
- ◆ Think creatively and work together.

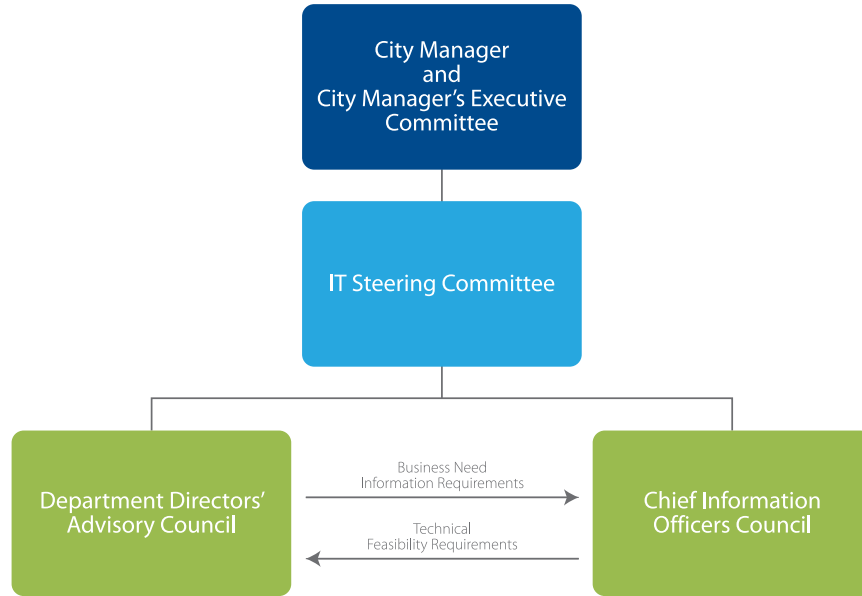
In our quest to become the best-managed city in the country, our IT principles are unified with the City's comprehensive plan to serve our growing and diverse community.

For more information about Austin's comprehensive plan, visit: [ImagineAustin.net](http://ImagineAustin.net)

# IT Governance

Supporting the City of Austin’s mission, our IT governance framework establishes a transparent, informed and effective decision-making process for managing the demand and supply of best-managed IT services while encouraging sponsor and stakeholder engagement.

## Structure



### Information Technology Steering Committee (ITSC)

Established by the City Manager, the ITSC defines priorities, resolves conflicts and selects technology investments. Chaired by an Assistant City Manager, voting members include another member of the City Manager’s Executive Committee, the City’s Chief Financial Officer and the Budget Director. Along with voting members, the Chair of the Department Directors’ Advisory Council and the Chief Information Officer serve as non-voting advisors. The ITSC leads IT Governance and reports to the City Manager and the City Manager’s Executive Committee.

### Department Directors’ Advisory Council (DDAC)

The DDAC manages demand for IT services by recommending and prioritizing IT investments and business needs for the ITSC. DDAC members represent each of the City’s major service areas: Austin Energy, Community Services, Development Services, Financial and Administrative Services, Infrastructure Services, Management Services and Public Safety.

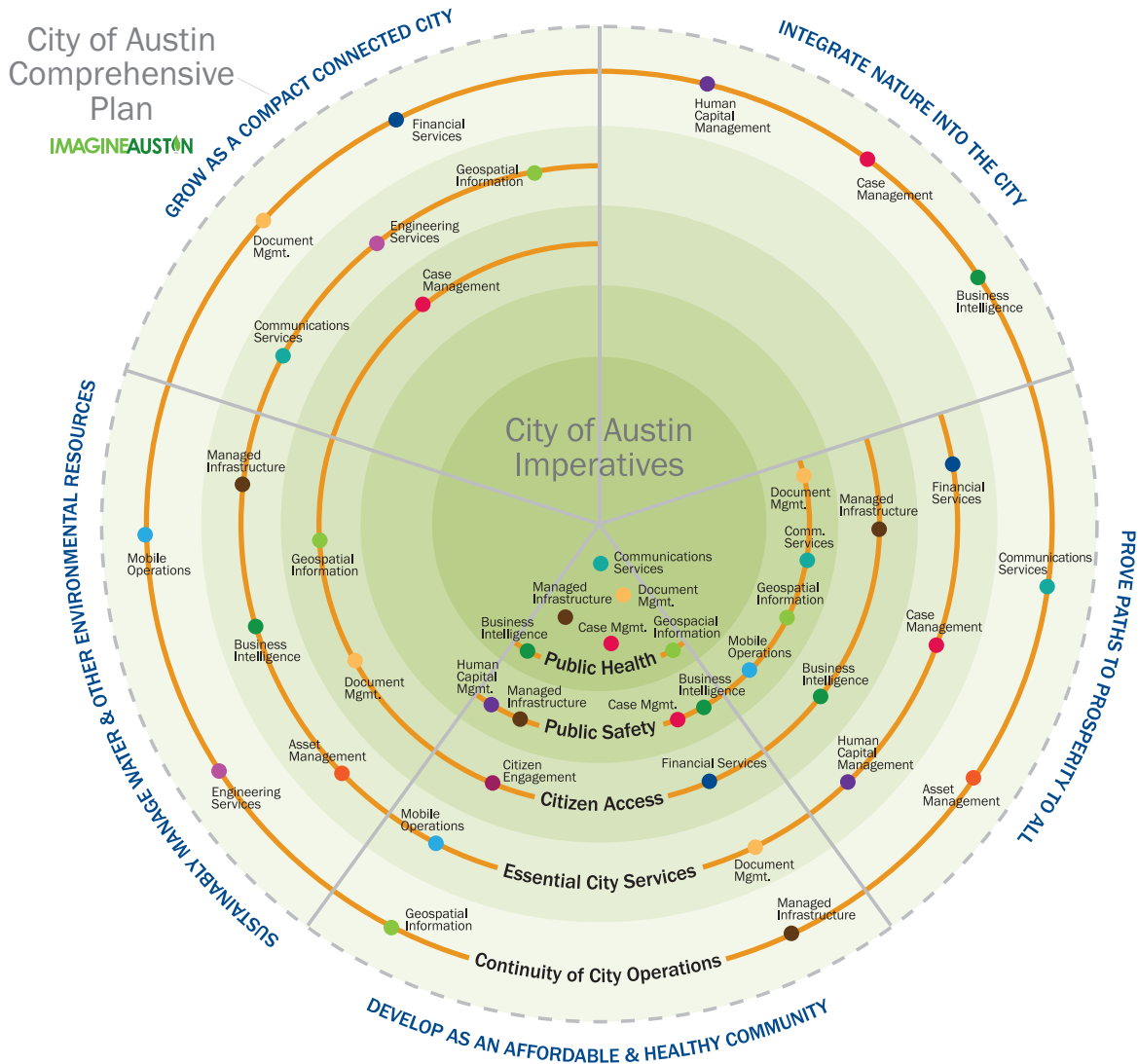
### Chief Information Officers Council (CIOC)

The CIOC manages the supply of IT services by recommending and prioritizing business application and infrastructure needs and coordinating collaboration between IT divisions. Chaired by the CIO, members include department CIOs and IT managers from Austin Convention Center, Austin Energy, Austin Public Library, Austin Water, Aviation, Communications and Technology Management, Financial and Administrative Services, Health and Human Services, Municipal Court and an annual rotating member who is a technology leader from the City’s General Fund departments. The City’s Enterprise Architect participates to improve the organizational efficiency, effectiveness and agility by supporting the delivery of business-aligned enterprise systems.



# WHAT WE DO

## Our Strategy



### Essential IT Capabilities

Document Management (EDIMS)	Geospatial Information	Asset Management (Maximo)	Financial Services (AIMS, eCOMBS, eCAPRIS)	Case Management (AMANDA, EPCR, Versadex)	Managed Infrastructure (PC, Network)
Human Capital Management (Banner)	Communications Services (VOIP, Radios, Video Conferencing)	Business Intelligence (MicroStrategy, Cognos)	Mobile Operations (AVL, DVV)	Engineering Services (AWU, PW)	Citizen Engagement (AustinGO, Online Payment)

IT Governance has identified the key business focuses of the City — Public Health, Public Safety, Citizen Access, Essential City Services and Continuity of Operations.

Information Technology's key strategy is to lower the cost of services by leveraging inter-organizational collaboration and efficiencies. Savings are then invested into innovation.

To learn more about the *City of Austin Information Technology Strategic Plan (2012-2017)*, visit:

[AustinTexas.gov/information-technology](http://AustinTexas.gov/information-technology)

## Essential IT Capabilities

IT Governance recommends the City focus its limited IT resources on essential applications and services – the “capabilities” that support business results.

- ◆ **Asset Management** - Tracking, maintaining and managing City assets to support their efficient and effective use.
- ◆ **Business Intelligence Management** - Identifying, analyzing, transforming and presenting information using business intelligence tools and techniques to support decision making.
- ◆ **Case Management** - Managing and coordinating information flow and provide development, public health, medical and legal case records to address customers’ issues.
- ◆ **Citizen Engagement** - Engaging and conducting political, social and financial business using websites, social networks and online payment systems to provide access, information and commerce to employees, residents and stakeholders.
- ◆ **Communications Management** - Providing radio, telephones, video conferencing and wireless technologies to deliver voice, video and data information to staff and residents.
- ◆ **Engineering Management** - Providing Public Works, Austin Water, Austin Energy and other business units with the tools to manage civil engineering and deliver safe and cost effective infrastructure to residents and visitors.
- ◆ **Financial Management** - Providing enterprise tools to gather, analyze, manage and communicate financial decisions to staff and citizens.
- ◆ **Geospatial Information Management** - Managing, analyzing and reporting location data for use by staff and residents.
- ◆ **Human Capital Management** - Supporting the ability to attract, select, train, assess and reward employees, while ensuring compliance with employment and labor laws.
- ◆ **Information Management** - Collecting and managing information from many sources and to distribute that information to audiences.
- ◆ **IT Infrastructure Management** - Establishing, operating and maintaining IT hardware, software, networks, service desks and security systems to provide data and information to staff and residents.
- ◆ **Mobile Operations Management** - Managing and performing information technology functions using mobile devices.
- ◆ **Public Safety Management** - Delivering business and technology management services to support code compliance, court, emergency medical services, fire, homeland security, emergency management and police services to Austin and regional business partners.









# Collections in CC&B

Collections, Severance, Agencies and  
City Gifts

Sept 21  
Review  
to Do list  
Collections

12  
Days till  
E-FILE





# IT AT A GLANCE

## Austin Convention Center

[AustinConventionCenter.com](http://AustinConventionCenter.com)

Within the event/hospitality industry, the Convention Center is renowned as being a leader in technology. The Center offers exclusive technical services to clients including wired and wireless (Wi-Fi) services; network support (including design and on-site support to assist clients during events); voice support (including analog and digital services); and digital signage services. In addition to providing services to external clients, the Center also provides support and service to about 240 employees who serve two event facilities and three garages, including Safety and Security which operates 24/7.



### 2012 Facts & Figures

- ◆ Annual IT budget: \$2.9 million
- ◆ Approximately \$200,000 in technology-related cost savings
- ◆ 12 IT employees
- ◆ 460 supported devices, on average, for department employees
- ◆ 27 supported applications, for department employees
- ◆ More than 10,000 supported desktops, devices and applications related to event needs.  
This includes clients, exhibitors and attendees
- ◆ 923 responded Help Desk calls related to employee needs
- ◆ 1,000 responded Help Desk calls related to event needs
- ◆ 54.7% of Help Desk calls resolved within 24 hours related to employees needs
- ◆ 100% of Help Desk calls resolved within 24 hours related to event needs
- ◆ 15 managed IT projects, not including events
- ◆ Seven technology-related supported City task forces, boards and commissions

## Austin Energy

[AustinEnergy.com](http://AustinEnergy.com)

Austin Energy (AE) Information Technology professionals support the energy network needs of the 8th largest community-owned electric utility in the United States serving more than 420,000 customers. The electric utility's technology needs extend across the state of Texas in support of alternative energy capabilities.

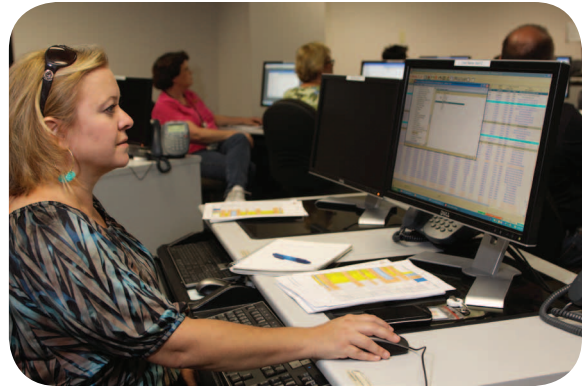


The AE IT organization supports AE's mission to "deliver clean, affordable, reliable energy and excellent customer service." The organization is structured into six divisions and one workgroup; Business & Quality Management, Customer Service, Enterprise Applications, Engineering & Architecture, Operations, Project Management and Enterprise Information Security. These teams provide technology services that range from technology design through the optimization of today's emerging technology.

### 2012 Facts & Figures

- ◆ Annual IT budget: \$37 million
- ◆ 145 IT employees

- ◆ 2,035,486 annual unique visitors on AE's website
- ◆ 1,400 supported desk phones
- ◆ 109 supported pool mobile phones
- ◆ 130 supported mobile tough books
- ◆ 2,310 supported desktops and laptops
- ◆ 282 supported applications
- ◆ 32,078 responded Help Desk calls
- ◆ 60.6% Help Desk calls resolved within 24 hours
- ◆ 1.1% responded after-hours Help Desk calls
- ◆ 24 managed IT projects
- ◆ 11 public datasets on Austin's Open Data Portal, Data.AustinTexas.gov
- ◆ Two supported City task forces, boards and commissions



## Austin Fire Department

[AustinFireDepartment.org](http://AustinFireDepartment.org)

The Austin Fire Department (AFD) Business Technology section supports 88 different business applications and modules that provide automation of processes within 20 lines of business. Radios, dispatch and mobile data computers in fire apparatus are managed by the AFD Communications unit which consists of eight sworn personnel, six of rank.



### 2012 Facts & Figures

- ◆ Annual IT budget: \$533,000
- ◆ 4,500 user-submitted Help Desk tickets, an average of 371 per month
- ◆ Three managed IT projects, plus numerous ongoing business process improvements

## Austin Municipal Court

[AustinTexas.gov/court](http://AustinTexas.gov/court)

The Austin Municipal Court (AMC) Information Systems section supports the judicial branch of the City of Austin with more than 160 employees in four divisions which include the Judiciary, Court Operations, Support Services and the Downtown Austin Community Court. For FY 2012, the AMC Information Systems division supported the servicing of more than 331,500 new cases.



### 2012 Facts & Figures

- ◆ Annual IT budget: \$692,128
- ◆ Seven IT employees
- ◆ 186,268 annual unique visitors on Municipal Court's website
- ◆ 6,851 user-submitted Help Desk tickets, an average of 571 per month
- ◆ 88.6% of Help Desk calls answered at time of call
- ◆ 1,470 public information requests
- ◆ 252 supported desktops and laptops
- ◆ Seven managed IT projects
- ◆ Second most viewed public dataset on Austin's Open Data Portal





## Austin Public Library

Library.AustinTexas.gov

The Austin Public Library (APL) Information Systems division is divided into two groups. Desktop Support is responsible for 23 physical locations and supports approximately 375 staff members and 1,100 computers. More than half of these computers are used by the public for personal web browsing and computing sessions — in 2012, visitors used more than 26 million minutes of public computer time. Programming Support is largely responsible for maintaining and improving systems such as the department's intranet, the public-facing website and online catalog.



### 2012 Facts & Figures

- ◆ Annual IT budget: \$1.6 million
- ◆ 12 IT employees
- ◆ Approximately 25 million annual pageviews on APL's website
- ◆ 450 supported telephones
- ◆ 270,000 Wi-Fi sessions
- ◆ 819,457 sessions (26,094,605 minutes) used by customers on public workstations
- ◆ 80% increase of digital material circulation
- ◆ 640 supported desktops for use by the public
- ◆ 530 supported desktops for use by Library staff
- ◆ 3,652 responded Help Desk calls
- ◆ 77 digital marketing content pieces delivered
- ◆ More than 100 digital marketing nodes supported
- ◆ 81 managed IT projects (47 completed in 2012)
- ◆ 23 supported self-checkout machines
- ◆ 935,874 materials checked out using self-checkout machines
- ◆ One supported City commission (Library Commission)





## Austin/Travis County Health & Human Services

[AustinTexas.gov/health](http://AustinTexas.gov/health)

The City of Austin Health and Human Services (HHS) Information Systems Office supports information technology infrastructure for key public health services such as Community Services, Disease Prevention and Health Promotion, Environmental Health Services and Maternal, Child and Adolescent Health. These services include 51 community programs that use many specialized information technology systems hosted internally and through strategic partnerships.

### 2012 Facts & Figures

- ◆ Annual IT budget: \$1.4 million
- ◆ 11 IT employees
- ◆ 66,350 annual unique visitors on the Austin/Travis County HHS website
- ◆ 959 supported desk/mobile telephones and mobile devices
- ◆ 600 supported desktops and 60 supported applications
- ◆ 5,200 responded Help Desk calls
- ◆ 50% Help Desk calls resolved within 24 hours
- ◆ 2% of responded after-hours Help Desk calls
- ◆ Eight managed IT projects
- ◆ Six public data sets on Austin's Open Data Portal
- ◆ Four supported City task forces, boards and commissions

## Austin Water

[AustinWater.org](http://AustinWater.org)



Austin Water Information Technology Services division consists of three work groups: Application Support Services, GIS Support Services and Technical Infrastructure Support. The division supports the business technology needs of the entire utility.

### 2012 Facts & Figures

- ◆ Annual IT budget: \$5.3 million
- ◆ 38 IT employees
- ◆ 94,548 unique visitors on Austin Water's website
- ◆ 1,200 supported desktops
- ◆ More than 40 supported applications
- ◆ Approximately 10 managed large-scale IT projects
- ◆ Nine public datasets on Austin's Open Data Portal
- ◆ Eight supported City task forces, boards and commission



## Aviation

abia.org

The City of Austin Aviation Department Information Systems (IS) division provides support for both the department's staff and Austin-Bergstrom International Airport (ABIA) tenants. Information Systems offers standard information technology services for employees, including day-to-day desktop and software support, such as new account creation, password resets, and software troubleshooting.

IS maintains an airport-wide network that allows tenants to communicate with their corporate systems and also maintains other critical systems, including the Flight Information Display System, the airport security system and ABIA's wireless network. IS provides technical standards, solutions and recommendations to department management and airport tenants, ensuring compliance with City and Federal technical policies, guidelines and directives.

### 2012 Facts & Figures

- ◆ Annual IT budget: \$4.6 million
- ◆ 18 IT employees
- ◆ 3,000 supported desk/mobile telephones and mobile devices
- ◆ 652 supported desktops
- ◆ 14,513 responded Help Desk calls
- ◆ 94% of Help Desk calls resolved within 24 hours
- ◆ Four public datasets on Austin's Open Data Portal

## Communications & Technology Management

[AustinTexas.gov/department/ctm](http://AustinTexas.gov/department/ctm)

Communications and Technology Management (CTM) is the City of Austin's principal information technology department and focuses on the delivery and operations of vital IT infrastructure network and telecommunications services, continuous service improvement and solutions to enable customer success.

To serve the needs of the community and the City, CTM works in partnership internally and with other department's IT groups to deliver and sustain technology solutions across the organization. CTM also teams up with regional partners to improve public safety communication throughout Central Texas.

### 2012 Facts & Figures

- ◆ Annual IT budget: \$64.6 million
- ◆ 298 IT employees
- ◆ 82,535 responded Service (Help) Desk requests
- ◆ 92% resolved Service Desk incidents within five business days
- ◆ 93% completed new functionality Service Desk requests within 10 business days
- ◆ 962 supported servers (operating on 301 physical systems)
- ◆ 14,740 supported user accounts
- ◆ 170 supported public datasets and views on Austin's Open Data Portal
- ◆ 23,014,961 pageviews per year on the City's website, [AustinTexas.gov](http://AustinTexas.gov)
- ◆ 4,167,315 unique visitors per year on [AustinTexas.gov](http://AustinTexas.gov)



Austin-Bergstrom  
International Airport

CITY OF AUSTIN



## Financial Services

[AustinTexas.gov/department/financial-services](http://AustinTexas.gov/department/financial-services)

The Financial Services Information Technology division develops and supports applications and tools to support financial information management and reporting requirements for the City of Austin.

The division is comprised of two IT staff groups under the Budget Office and Controller's Office and receives business analysis and Help Desk support from the Purchasing Office.

Financial Services IT supports widely used and award-winning City of Austin applications and systems such as our enterprise financial system (Advantage Financial), the capital projects and information system (eCapris), the operating budget management and performance measurement system (eCombs), the department's business intelligence platform (MicroStrategy), the Human Resources payroll and timekeeping system (Banner), the vendor management system (Vendor Connection) and the City's financial transparency tool (Austin Finance Online) which allows users to search and download financial and purchasing information.

The division also provides Help Desk support for the financial system, maintains the department's divisional intranet sites and provides desktop and network support to departmental employees.

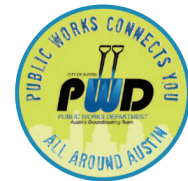
### 2012 Facts & Figures

- ◆ Annual IT Budget: \$4.2 million
- ◆ 23 IT employees
- ◆ 86,779 annual unique visitors on Austin Finance Online
- ◆ 191,747 annual visits on Austin Finance Online
- ◆ 1,199,285 annual pageviews on Austin Finance Online
- ◆ 10 supported desk/mobile telephones and mobile devices
- ◆ 134 supported desktops
- ◆ 17,827 responded Help Desk calls and emails
- ◆ Approximately 12 managed IT projects
- ◆ Two public datasets on Austin's Open Data Portal

## Public Works

[AustinTexas.gov/department/public-works](http://AustinTexas.gov/department/public-works)

The Public Works Department (PWD) Systems Engineering Office provides a spectrum of services to Austin Transportation and Public Works, ranging from Information Management to Systems Management to IT Initiative Management.



The group is divided into five functional teams: Information Management, IT Asset Management, Project Coordination, Systems Management and Business Intelligence.

### 2012 Facts & Figures

- ◆ Annual IT Budget: \$1.2 Million
- ◆ Nine IT employees
- ◆ More than 450 supported IT desktop and laptop users
- ◆ Approximately 15 managed IT initiatives



PARRERA INDUSTRIES

EXIT

EXIT

Fusion  
Korean Cuisine



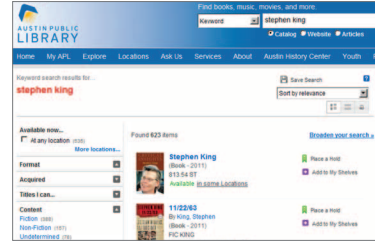
# 2012 ACHIEVEMENTS

Grow as a compact and connected city



## Austin Public Library

- ◆ **BiblioCommons Discovery Layer Project** (*best managed*)  
Transforms how users interact with physical and virtual items in the library's collection, improving user interaction by adding social functionality, increased usability and better search to the library's catalog, making it easier for customers to discover new items.
- ◆ **Austin History Center (AHC) Subject Listings Database** (*best managed*)  
Tracks thousands of textual and photographic files, providing a handy, subject-accessible reference source for researchers and staff.
- ◆ **Meeting Room Reservations** (*best managed*)  
Manages all meeting room reservations across all library locations via the APL's website for customers and staff.



## Aviation

- ◆ **Emergency Notification System** (*best managed*)  
Allows Aviation to communicate more effectively with business partners, not only in emergencies, but also for special events, system failure recovery and irregular operations.
- ◆ **TSA Checkpoint Information Display Monitors** (*best managed*)  
Provides passengers with useful information at airport checkpoints, helping them move efficiently through the security process.
- ◆ **Public Access Video Phone** (*best managed*)  
Improves accessibility for the hearing-impaired community.
- ◆ **Mobile Visitor Center** (*best managed*)  
Provides visitors with information about ground transportation availability, curbside services, incoming and departing flights, directions, Austin attractions and the Airport itself.

## Communications & Technology Management

- ◆ **Website Redesign (AustinTexas.gov) and Open Data Portal (Data.AustinTexas.gov)** (*best managed*)  
Improves resident access to needed information and educational resources and increases transparency and accountability for the entire City organization.



## Financial Services

- ◆ **Austin Finance Online and Vendor Connection Enhancements** *(best managed)*

Improves the user experience and provides additional financial information to residents, media, staff and interested parties.

Provide paths to prosperity for all



## Austin Convention Center

- ◆ **Online Ordering System**

Enhances experiences for Exhibit Services customers, who can now order services online for booths including electricity, internet and phones.

- ◆ **1.4 GB Internet Bandwidth**

Enhances client, exhibitor and attendee experience to 1.4 GB, making the Austin Convention Center one of the leaders in the convention industry.

Develop as an affordable and healthy community



## Austin Fire Department

- ◆ **QlikView Business Discovery Program** *(best managed)*

Creates efficiencies and time savings and reduces response time for 911 calls.

## Austin Water

- ◆ **Customer Care and Billing (CC&B) and Asset Management Integration** *(best managed)*

Processes transactions and automatically sends them to asset management and vice versa, resulting in faster response times for customers and fewer errors.

Sustainably manage water, energy and our environmental resources



## Austin Convention Center

- ◆ **Technology Upgrades for Sustainability**

Replaces CPUs with lower wattage units and LCDs with more power-efficient LED monitors.



## Austin Energy

- ◆ **New Generation Technology Installation**

Saves energy through installation of new IT infrastructure, hardware, software and devices throughout the AE System Control Center.

- ◆ **Telepresence Installation**

Reduces need for travel by enhancing document monitors at five different work sites.

## Austin Water

- ◆ **Operations Web Map** (*best managed*)

Adds value and efficiency to mobile Pipeline Operations by providing field workers with GIS maps integrated with Asset Management as well as the City's Automated Vehicle Tracking system.

## Aviation

- ◆ **Virtual Environmental Sustainability Initiative** (*best managed*)

Virtualizes an additional 30% of servers and 20% of desktops and brings the Aviation enterprise virtual environment to a total of 90% servers and 35% desktops.

## Communications & Technology Management

- ◆ **Watershed Protection / EDIMS Implementation Project**

Provides a common platform for electronic document management, imaging and records management; replaces legacy document management systems and strategies and reinforces compliance with records retention requirements for residents, elected officials and City staff.

- ◆ **FloodPro Web App** (*best managed*)

Manages citizens' flood information requests, generates and delivers flood information, and provides downloadable flood models for the Watershed engineering community.





Think creatively and work together



## Austin Convention Center

- ◆ **Wireless Network Upgrade / Cisco Beta Code Project** *(best managed)*

Improves wireless network controllers to run the latest version of code and validates controllers through the Cisco Beta Code Project.

## Austin Energy

- ◆ **New Billing System Implementation**

Helps departments provide better billing assistance to customers.

## Austin Municipal Court

- ◆ **Auto Dialer Implementation**

Provides automated customer notification for court configurable call programs.

## Austin Public Library

- ◆ **Automated Record Creation Tool** *(best managed)*

Allows downloadable book titles to be searched for in library discovery tools, including the library's online catalog.

- ◆ **Google Appliance Implementation** *(best managed)*

Customizes and fine-tunes search results and suggestions on [Library.AustinTexas.gov](http://Library.AustinTexas.gov).

## Communications & Technology Management

- ◆ **City email for Boards and Commission members**

Increases transparency and public access to 400 City board and commission members.

- ◆ **IT Governance** (*best managed*)

Expands IT Governance's oversight and guidance role for the entire City organization through a City of Austin Information Technology Strategy and definition of essential IT capabilities and invests \$58.9 million in technology for FY 2013.

- ◆ **Innovation Team**

Taps staff energy and creativity to provide better services to City departments.

## Additional highlights and information



### Austin Convention Center

- ◆ **Vital Technology Improvements**

Reduces dependency on laptops in favor of more advanced mobile technology and improves customer satisfaction through new Flight Information Displays installed throughout the facility for event attendees.

- ◆ **Breeze Migration**

Migrates booking and event management software to a virtual machine.

### Austin Energy

- ◆ **Energy Network Security Posture Document** (*best managed*)

Deploys a foundational building block for the next generation cyber-security strategy.

- ◆ **OCC Portal Test Automation Process** (*best managed*)

Reduces production-based testing by 88 percent.

- ◆ **Upgrade to Power Outage Management System**

Enables AE control center dispatchers to manage customer outages more efficiently.

- ◆ **F1™ Network Infrastructure**

Allows for more robust access to technology needed to support track business operations.

- ◆ **AE Customer Care Conference Technology**

Showcases new-generation technology capabilities for an AE Customer Care centered conference.

- ◆ **CC&B Portal Rate Calculator**

Lowers customer anxiety related to rate changes.







- ◆ **ECC Decommissioning Technology Plan**  
Supports the decommissioning of the Energy Control Center.
- ◆ **AT&T Technology Upgrades**  
Accelerates the center's ability to assist customers.

## Austin Municipal Court

- ◆ **E-Citations Implementation**  
Allows for the automated transfer of citations between the Austin Police Department and the Austin Municipal Court. The project is scheduled to be completed in 2013.

## Austin Public Library

- ◆ **Employee Suggestion/Feedback App** *(best managed)*  
Improves Library employees' ability to submit and follow through on innovative suggestions.

## Austin Water

- ◆ **Commvault Data Backup and Archiving** *(best managed)*  
Provides AWU with current state technology as it relates to data archiving, data de-duplication, legal hold of documents and full backup of all utility systems with advanced search capabilities.
- ◆ **Enhanced Business Intelligence with Cognos**  
Allows business users immediate access to data necessary for fulfilling customer requests such as open record requests, resulting in better decision making and performance measure monitoring.
- ◆ **NetMotion® Wireless**  
Improves productivity and connectivity for the mobile workforce.

## Communications & Technology Management

- ◆ **Technology Service Response**  
Ensures customer satisfaction through effective customer response rate, resolving 92% of routine incidents within five business days and completing 93% of new functionality requests within 10 business days.
- ◆ **PC Lifecycle Management Program**  
Allows employees to benefit from an updated desktop productivity suite by deploying 8,195 Microsoft Office 2010 clients and 1,350 new PCs.
- ◆ **EMS Data Center Retirement**  
Reduces support costs and improves availability of existing infrastructure at the Combined Transportation, Emergency and Communications Center.



- ◆ **Infrastructure Lifecycle Upgrades**

Extends the City's reach to more than 55 remote locations and more than 750 vendors and employees and improves infrastructure for 12 Austin Police Department locations.

- ◆ **Digital Vehicular Video Installation and Storage**

Improves transparency and law enforcement efforts for users of more than 600 vehicles at all Police patrol substations and Travis County attorneys and district attorneys.

- ◆ **Human Resources Enterprise Architecture** *(best managed)*

Maps HR processes to support wider standardization and improvements to the delivery of services to City staff. This will also support the future selection and speed implementation of a citywide Human Capital Management system to better administer and manage the City's human resources.

## Financial Services

- ◆ **Advantage Financial and Oracle Upgrades** *(best managed)*

Upgrades the City of Austin's enterprise financial system, improving accountability across the organization and minimizing expenses.

- ◆ **eCapris Upgrade and Feature Enhancements** *(best managed)*

Increases financial efficiency and transparency and provides additional functionality for the system that manages the City's Capital Improvement Programs.

- ◆ **MicroStrategy for eCapris** (*best managed*)  
Provides considerable efficiency improvements and increases transparency of operations to the public.
- ◆ **Anti-Lobbying Report** (*best managed*)  
Increases public access to information related to enforcement of the anti-lobbying ordinance.

## Public Works

- ◆ **Electronic Timekeeping**  
Reduces overhead and provides process and system controls to better enforce City Time and Attendance Policies through elimination of paper timesheets for both Austin Transportation and Public Works departments.
- ◆ **Computer Learning Labs**  
Improves employee training opportunities, reduces the amount of time needed for traditional classes and allows for more flexible training plans.
- ◆ **Mobile Solution for Capital Construction Inspection**  
Provides enhanced laptops to the City's Capital Construction Inspection teams, increasing efficiency by almost 20 percent.
- ◆ **Phase 1 of the Telework Initiative**  
Provides more meeting and collaborative spaces and improves employees' quality of life.
- ◆ **IMPACT Project**  
Advances a "dig-once" approach through a web-enabled mapping application for coordinating Capital Improvement Program projects, infrastructure maintenance operations, special event management, Right-of-Way (ROW) activities and urban planning efforts, ultimately saving financial and staff resources, reducing impacts on traffic and minimizing disturbances to neighborhoods.





# AWARDS AND RANKINGS

## Austin Convention Center

- ◆ Honorable Mention in the Mobile Device Management (MDM) category (AirWatch MDM deployment), 2012 Mobilizer Awards, *Mobile Enterprise* magazine

## Communications & Technology Management

- ◆ Best Website for a Texas City Over 100,000 (AustinTexas.gov), 2012 TAMI Awards, Texas Association of Municipal Information Officers (TAMIO)
- ◆ Fifth place in the City Portal category (AustinTexas.gov), 2012 Best of the Web Awards, Center for Digital Government
- ◆ Green IT Award (Green IT Program), 2012 Best of Texas Awards, Center for Digital Government
- ◆ Critics pick in the Media category from the Austin Chronicle's 2012 Best of Austin for ATXGrandPrix.org.
- ◆ Best Application Serving an Agency's Business Needs (Flood Early Warning System), 2012 Best of Texas Awards, Center for Digital Government
- ◆ Digital Government Achievement Award (DGAA) in the Government Internal category (Flood Early Warning System), Center for Digital Government



## Financial Services

- ◆ Award for Excellence in the eGovernment and Technology category (Austin Finance Online), 2012 Awards for Excellence in Government Finance, Government Financial Officer's Association (GFOA) of the United States and Canada
- ◆ Gold Certificate level membership for the third consecutive year (Austin Finance Online), Texas State Comptroller's Leadership Circle
- ◆ Honorable Mention for IT achievement (Austin Finance Online), 2012 GCN Awards, *Government Computing News (GCN)* magazine

The annual report is available as a limited print edition and online at: [AustinTexas.gov/information-technology](https://www.austintexas.gov/information-technology)

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