

# Bureau of Technology

INTRODUCTION TO THE B.O.T.



# What does the BOT do?



Operations



Applications



Project Management

# Summary of Operations

## IT Operations

- ▶ Infrastructure/Telecommunications: Plan and manage all County-wide telecommunications and network initiatives.
- ▶ Enterprise Solutions: Responsible for servers, file systems, workstations, systems management, email systems, help desk and field repair.
- ▶ Enterprise level print services.
- ▶ Business Continuity Office: incident management; plan, assess and manage system recovery point objectives.
- ▶ Enterprise data center infrastructure.

**Project Management Office:** Oversight office of all technology projects in the County including from all elected officials and offices under the President.

## Enterprise Application Services

- ▶ Development and enhancement of IT applications and websites for County departments and elected officials.
- ▶ Open Government: Management of [data.cookcountyl.gov](http://data.cookcountyl.gov), single open data site for Cook County government.
- ▶ Geographic Information Systems

**Business Office and Legal Counsel:** Bureau-level support for procurements, contracts, approvals, payments, Board actions.

# Strategy

## Modernization

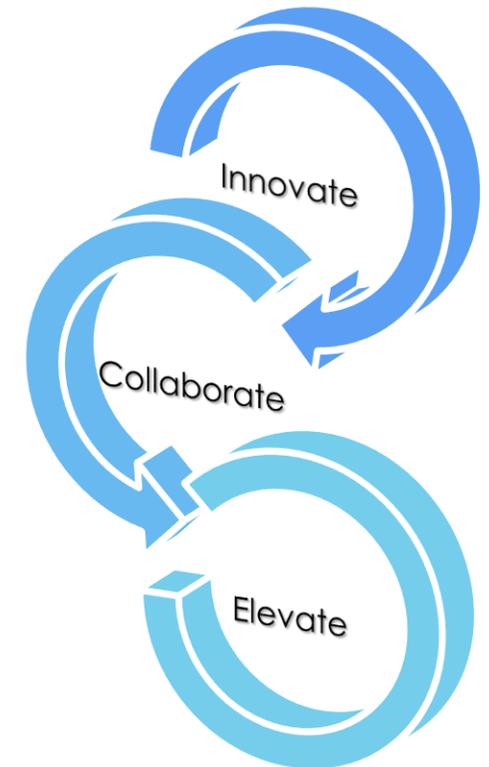
- Adopt New Technologies
- Security and Disaster Recovery
- High-Speed Broadband and Wi-Fi
- Hybrid Cloud Productivity Ecosystem

## Collaboration & Shared Services

- Prioritize Economies of Scale
- Unify disparate systems to find efficiencies and increase productivity
- Effective and Inclusive IT Governance

## Expanding Innovation

- Empower Citizens with Mobile Technology
- Open Data for to the Public
- Hire and Retain Experts and Innovators



# IT Principles



## Modernization

- **Cloud-First Policy:** Consider a "cloud-first" strategy for services or infrastructure where hosted services are a higher value.
- **Lifecycle Management Policy:** Retire legacy assets based on pre-identified technology lifecycle, shared services opportunities, and cost/benefit analysis.
- **Business Continuity and Disaster Recovery Policy:** Modernize datacenters and infrastructure, where doing so improves service or mitigates risk.
- **County-Wide Technology Standards & Information Governance**



## Collaboration & Shared Services

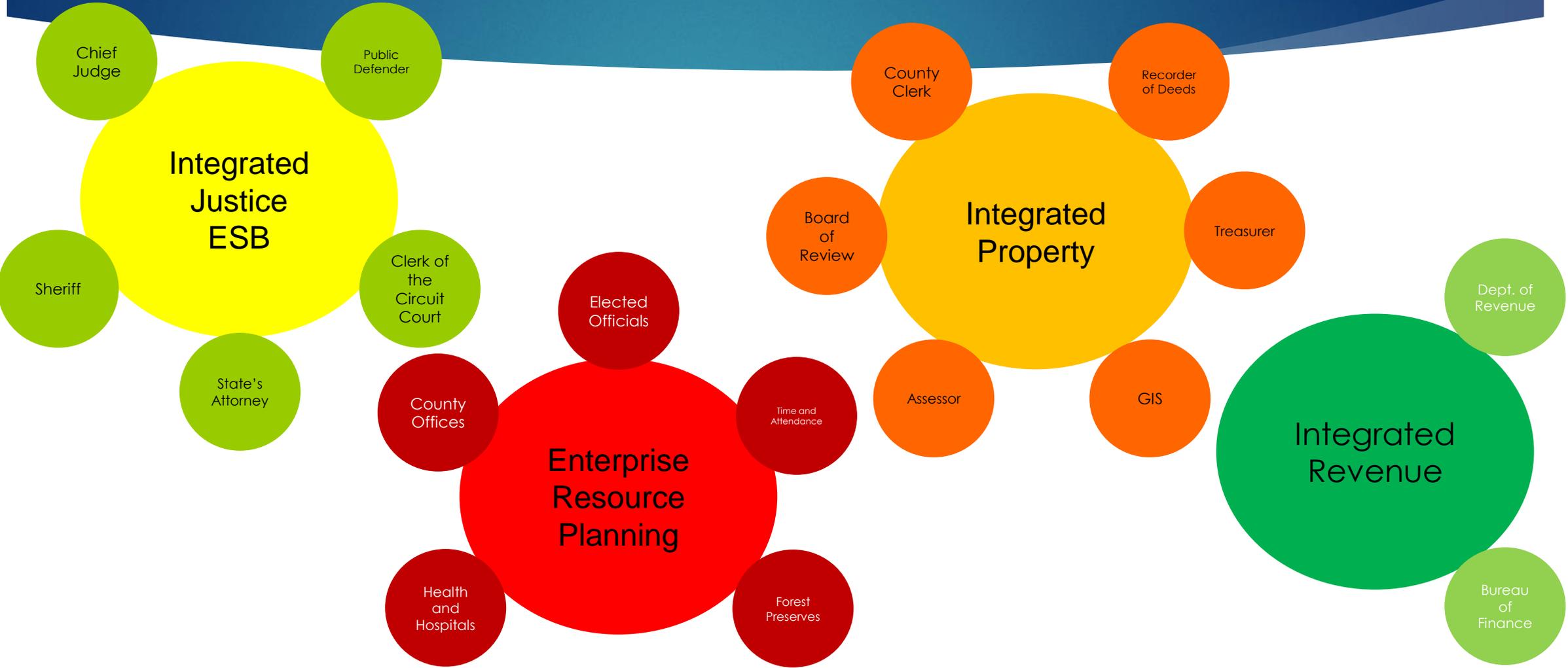
- **Shared-First Policy:** no new technology procurements where an existing solution already exists within the County.
- **Multiyear County-wide IT Strategy:** integrate IT Strategic Planning across the county to focus and improve County services.
- **Portfolio Management:** implement robust IT project portfolio management process to ensure adequate return on investment.
- **CIO Roundtable:** Communicate clearly, openly and in a timely fashion with all stakeholders.



## Innovation

- **Sustainability Policy:** Strive to Reuse before buy; buy before build. Assure sustainable maintenance according to lifecycle.
- **Operating Model:** Use performance measurements to track and improve operational management, as well as assuring that systems align to County performance measurement goals and objectives.
- **Open Data and Transparency:** Provide transparency through innovative applications.

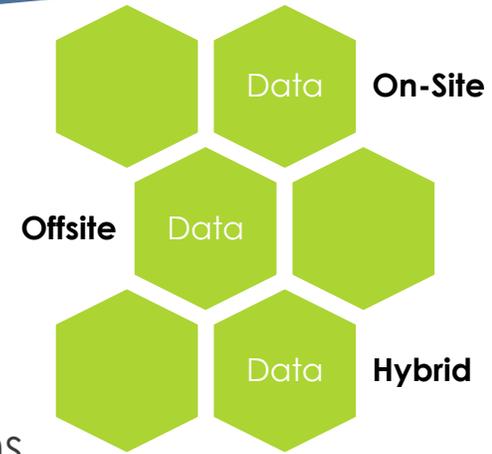
# The Big Four: Integrating Major Areas of County Government Under Unified Systems



# Hosting Strategy: Where the Data Lives

- Inventory of where County data resides to ensure it remains secure and recoverable
- Consider using the cloud first.
- Fewer County Data Centers with improved reliability and hosting services
- Shared Disaster Recovery center for internally hosted systems

- Server virtualization to increase efficiency and disaster recovery capability
- Broadband network speed to support video, document imaging, and cloud applications



Inventory

Regulations?

Security?

Cost?

Virtualize



# Trends

