Lisa Kent, Chief Information Officer
Houston IT Services Dept.

TECHNOLOGY UPDATE

FEBRUARY 4, 2021

AGENDA

- Brief strategy review for new council members - where are we headed?
- Progress since "Telecommuting Update" in April 2020
  - PC Upgrades, Jabra mic/speakers, Surface Hubs
  - Teams Adoptions campaigns and Teams Super Users
  - Microsoft case study about how quickly COH adopted the products
- Other enhancements to further improve user experience
  - Network and internet enhancements

TECHNOLOGY STRATEGIC PRIORITIES

⚙⚙ Improve **CITIZEN ACCESS** to City Services	Engage citizens through connected mobile and digital experiences to increase satisfaction and participation.
👥 Inspire and Empower **EMPLOYEES**	Inspire and empower employees to do their best work by aligning their skills to the strategy and leveraging the power of mobility and collaboration.
📈 Optimize **GOVERNMENT OPERATIONS**	Optimize government operations to ensure security, reliability, resiliency, cost, and operating efficiencies
⤳ Improve **DATA-DRIVEN** Decision Making	Improve data-driven decision making through better data access across City departments to produce actionable analysis, better decision making, and transparency to citizens.

| STRATEGIC PRIORITIES	GOALS
Improve CITIZEN ACCESS to City Services	**Goal 3:** Leverage COH assets & capabilities to reduce or eliminate operating expenses, increase the City's competitiveness, and enhance citizen experience. (Go digital, Go mobile, leverage tech & innovation partnerships, reduce costly maintenance & reinvest in the City's digital strategy)
Inspire and Empower EMPLOYEES	**Goal 5:** Recruit & develop a top-tiered workforce to foster the city's use of innovative and leading edge solutions. (Technical competency; customer experience mindset; creative learning & research opportunities; innovation through prototyping and next gen tools; team collaboration tools)
Optimize GOVERNMENT OPERATIONS	**Goal 1:** Build next generation IT foundation and capabilities to enhance mobility, collaboration, capacity, and agility (infrastructure capacity & resiliency; cloud first where it makes business sense; applications platforms are modern, web-based and scalable)
	Goal 2: Security & risk management controls align with the City's risk tolerance (4-yr plan; citizen & employee identity; citizen privacy)
	Goal 3: Leverage COH assets & capabilities to reduce or eliminate operating expenses, increase the City's competitiveness, and enhance citizen experience. (Go digital, Go mobile, leverage tech & innovation partnerships)
Improve DATA-DRIVEN Decision Making	**Goal 4:** Leverage data & analytics to extract timely and actionable insights to inform and enhance citizen experience and city operations.

TODAY'S FOCUS = PROGRESS TOWARD ENABLING DIGITAL, MOBILE EMPLOYEE WORKFORCE
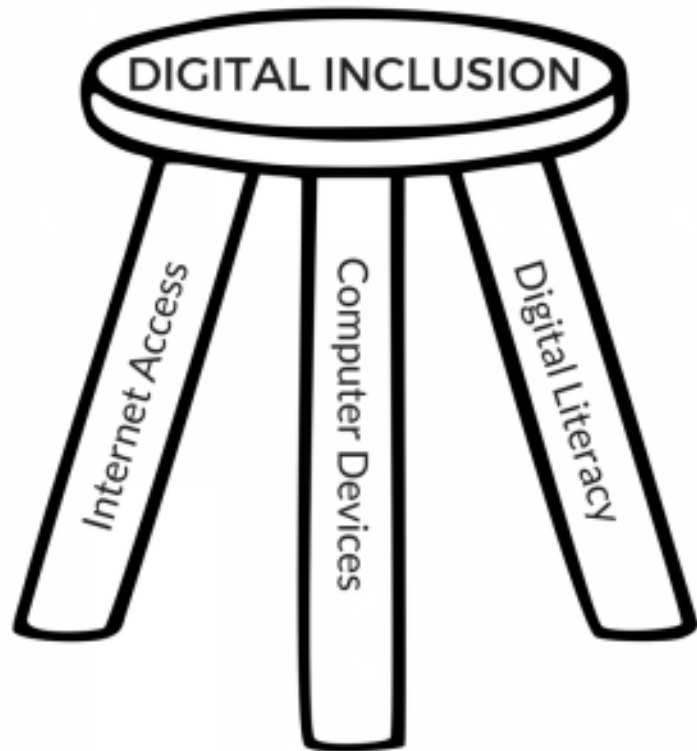
Much like our discussions about digital inclusion and equity for our citizens, our employees have similar needs:

1. Computers & software tools to do their jobs remotely and "on the move"

2. Skillsets to USE those tools effectively

3. Adequate network and internet bandwidth wherever they're working

PROGRESS… AND STILL FARTHER TO GO

- Office 365 – successful migration in FY17!
- LOTS of end user computers still WAY behind
  - **FY20: 720** PCs replaced with PC Refresh project
  - **FY21: 1,786** PCs purchased and deployed by **CARES ACT** funded project as of next week (Feb-12)
  - **FY21/22: 929** PCs scheduled to be replaced with PC Refresh project
- NEW devices to help users with virtual meetings
  - 3,617 Jabra Bluetooth speakers distributed
  - 66 Surface Hubs, including for council member offices and key conference rooms in multiple departments

PLANNED ADDITIONAL REPLACEMENTS FOR FY21 = 929 DEVICES

- 2 PCs from 2009
- 3 PCs from 2010
- 11 PCs from 2012
- 93 PCs from 2013
- 126 PCs from 2014
- 352 PCs from 2015
- 342 PCs from 2016

Ambrosia Williams (Microsoft)

Brittany Tates (HITS PMO)

Teams Training & Familiarization

- Weekly Teams Introduction training sessions (Wednesdays and Thursdays)
- Training completed **TODAY** with 26 members of City Council staff
- Links to web videos and training materials on Service Now portal
- Teams Intro
- Teams Demo

TEAMS ADOPTION CAMPAIGN #1

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SNAPSHOT FROM TTI PRESENTATION IN MARCH / APRIL 2020

City of Houston
Houston IT Services Department

From:	Lisa Kent, Chief Information Officer / Director
Date:	October 9, 2020
Subject:	Microsoft Teams Meeting Adoption Campaign

DocuSigned by: Lisa Kent — 44FF8FF8CCB7481...

The City's shift to remote and hybrid work has changed the way that departments communicate, meet, and hold live events. To assist employees in adapting to this new reality of telecommuting and social distancing, HITS leadership has launched a Microsoft Teams Meeting Training Campaign as part of the CARES Act (CRF) funded initiatives. Ingrid Jefferson will lead the effort, which will increase employees' familiarity, comfort, and adoption of the online Microsoft Teams meeting tools that are available for your use. Microsoft Teams includes the following features which can increase productivity, streamline communication, and facilitate online events:

1. Host both scheduled and impromptu online meetings
    1. Audio – dial-in options (now available for all meetings/all users)
    2. Video – virtually meeting face-to-face
    3. Content sharing
2. Host and join meeting and events from anywhere
    1. Computer with audio (headphones or speaker w/microphone)
    2. Mobile devices with Teams application installed
    3. Phone – dial-in from anywhere
    4. Teams enabled conference room devices like a Surface Hub
3. Hold online live events for up to 10,000 people
    1. Meetings
    2. Webinars
    3. Citywide events
    4. Include attendees from both inside and outside the organization

As part of the campaign, each department will need to identify two (2) to three (3) Teams Meeting Super Users, two (2) to three (3) Super User alternates and email their names to Ingrid.jefferson@houstontx.gov. I have outlined expectations of the Teams Meeting Super User below

Project Objectives:

1. Identify department super users

2. Provide training for super users

3. Establish ongoing support channel to enable departments to independently host or attend virtual meetings and live events

- In September the City of Houston was featured on Microsoft's Customer Success Stories

- Microsoft stated we were one of the fastest adopters of Teams in the country during the pandemic

NETWORK & INTERNET UPGRADES

✓ FY20:   completed upgrade of network core distribution components

❑ FY21/22: planned upgrade of network access layer network components

❑ FY21/22: planned upgrade of data and telecom circuits

Benefits of each phase: build a next generation network foundation that is more durable, resilient, and scalable for increasing network demand. These projects mitigate risk associated with end of life equipment, increase network capacity, and add features that enable us to better monitor and manage network traffic

CONCEPT DIAGRAM
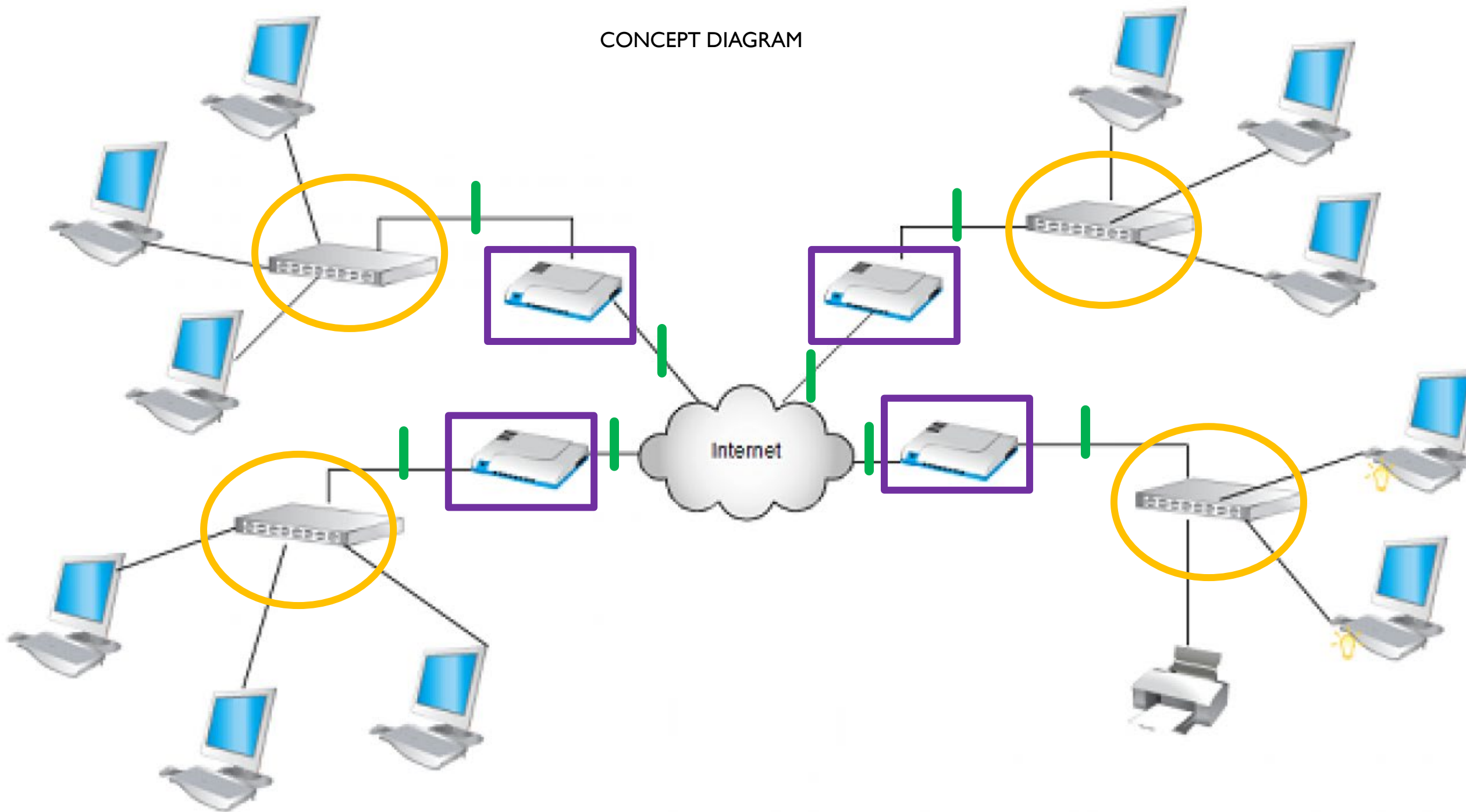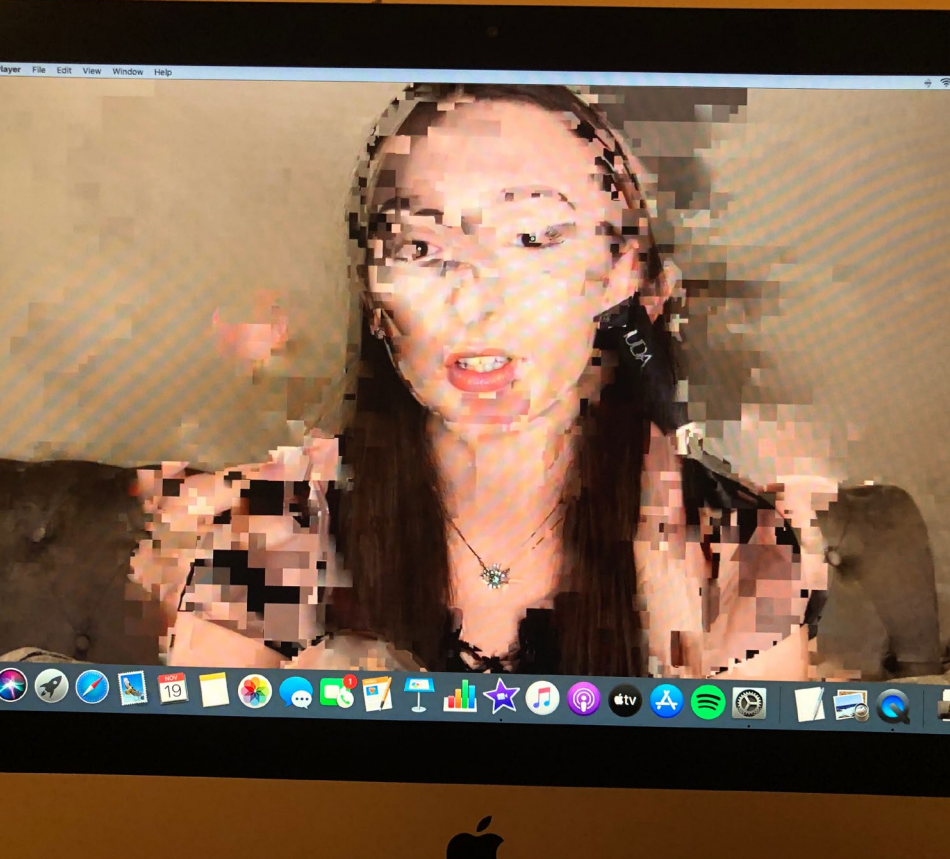
ATTENTION

Due to poor bandwidth conditions,
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SOON…. NO MORE OF THIS!

QUESTIONS?