

Baltimore's Digital Transformation

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BALTIMORE CITY OFFICE OF INFORMATION & TECHNOLOGY

Baltimore's Tech Landscape

#3

Opportunity for Women in Tech
(Smart Asset 2017 & 2018)

#10

Fastest Growing Tech Markets
(ZipRecruiter 2017)

#12

**America's Leading High-Tech
Metro Areas**
(Cushman & Wakefield 2016)

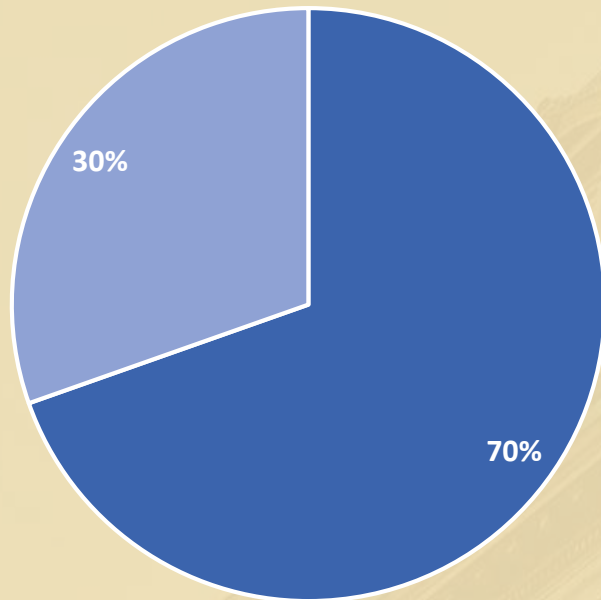
Top 10

Coolest US Cities to Visit
(Forbes Magazine 2018)



Baltimore Challenges

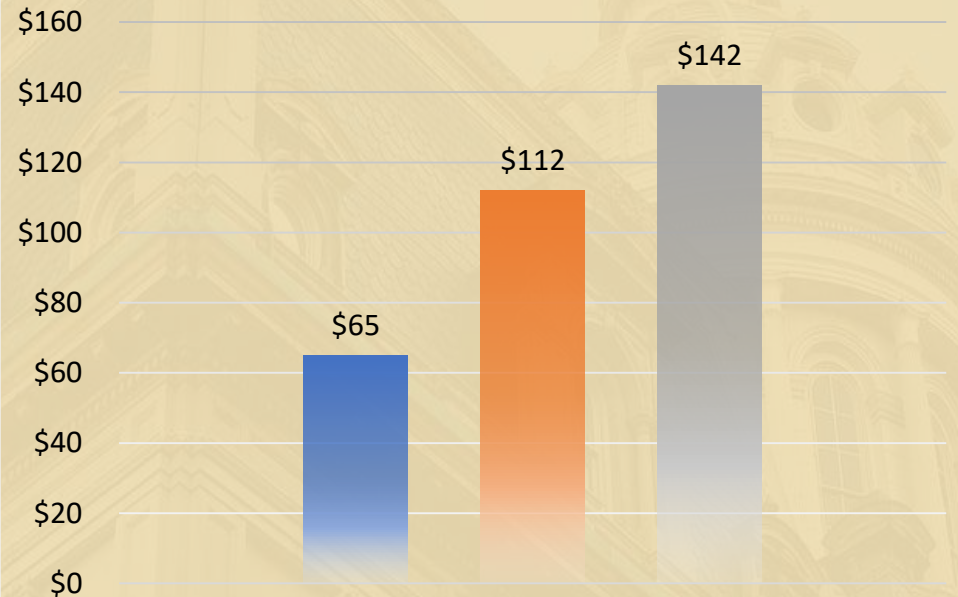
DIGITAL EQUITY



2013 American Community Survey

■ With Internet ■ Without Internet

FINANCIAL IMPACT



SLG Spending on IT

■ Baltimore City ■ Industry Standard
■ Proposed Future State



An IT Plan with the Community



ECONOMIC DEVELOPMENT
AND JOBS

PUBLIC SAFETY

QUALITY OF LIFE



EDUCATION AND
YOUTH ENGAGEMENT

ACCOUNTABILITY
AND TRANSPARENCY



Current State:
Baltimore City
Information
Technology



Decentralized IT Operations

No standard City-wide IT policies
and practices

IT Budget

City of Baltimore invests proportionally
less on IT than most of its peers

IT Staffing

City has less than half staff needed
to properly support IT functions

Change the IT Culture and
Improve
Customer Service



One IT Enterprise

Centralize various IT operations and functions to
reduce cost, improve efficiency and streamline
operations

Human Capital Investment

Improve training and IT professional staffing levels

Governance & Administration

Establish a structure that promotes cross-agency
collaboration, strategic alignment, and continuous
change for IT initiatives

DevOps

Integrate software development to strengthen
enterprise IT operations and service delivery

Support and Secure
Critical IT Operations
and Infrastructure



Cloud Services

Utilize cloud services to rapidly deploy platforms
and software without the need to build
physical infrastructure

Data Telecommunications

Invest in next-generation network infrastructure
to connect the City with high-volume,
high-velocity data communications

Enterprise Resource Planning (ERP) modernization

Procure a modern and integrated system to
streamline the complexities of the ERP landscape

Build IT Partnerships and
Increase Community
Engagement Around Technology



Data and Analytics Hub

Expand the City's capacity to combine data residing in
different sources and provide users with the ability
to access, use, and benefit from the data

IOT-Enabled Smart City

Deploy new technology that improves the quality
of life and service delivery for all city residents,
businesses and visitors

Baltimore Tech Center

Create a space for people to view and
experience immersive technology environments

P3 Partnerships

Partner with external stakeholders to leverage
technology resources for the betterment of all city
residents and businesses

VISION

Over the next decade engage all City
departments, businesses and citizens to design,
build and implement technology that creates
a safe, thriving and smart city.



The Baltimore City Office of Information &
Technology will provide sustainable infrastructure
and technology to support and enhance City
departments, communities, businesses, and
mayoral goals.

MISSION






Communities


Businesses &
Non-Profits


Philanthropists


Universities &
Colleges

BALTIMORE
MARYLAND

Data & Analytics Strategy



Data Inventory

2018 Open Data Report Progress

October 18, 2018

26 Agencies/Divisions with datasets on Open Baltimore

35 City & Quasi-agencies (Mayor's Cabinet)

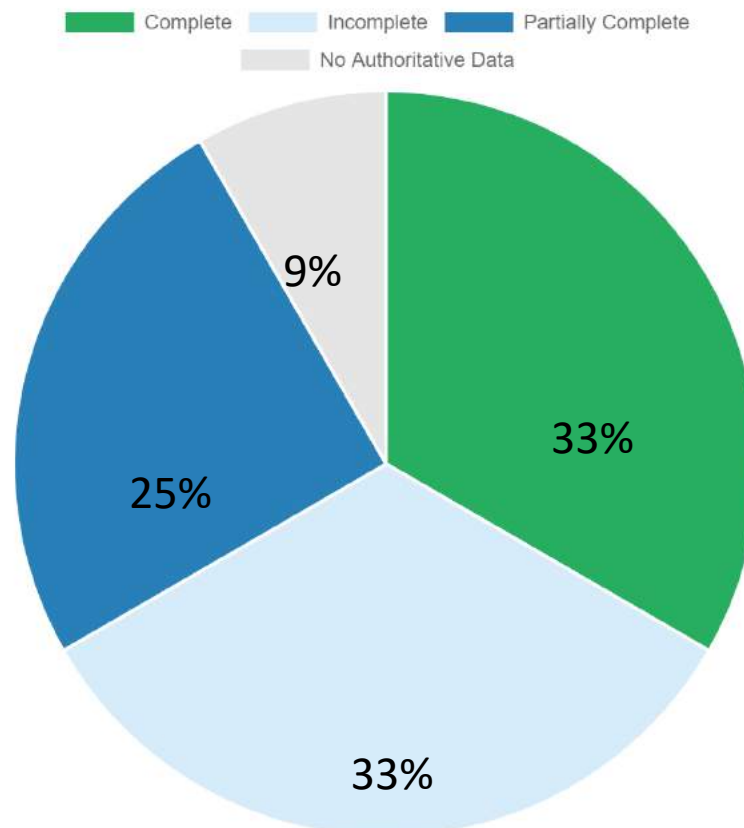
23 Agencies/Divisions engaged

24 Open Data Coordinators (ODC)

7 Inventories Complete

0 Publishing Plans Complete

Data Inventory Progress





Sign In

Welcome to Open Baltimore

Search



City Government



City Services



Housing & Development



Crime



Culture & Arts



Financial



Geographic



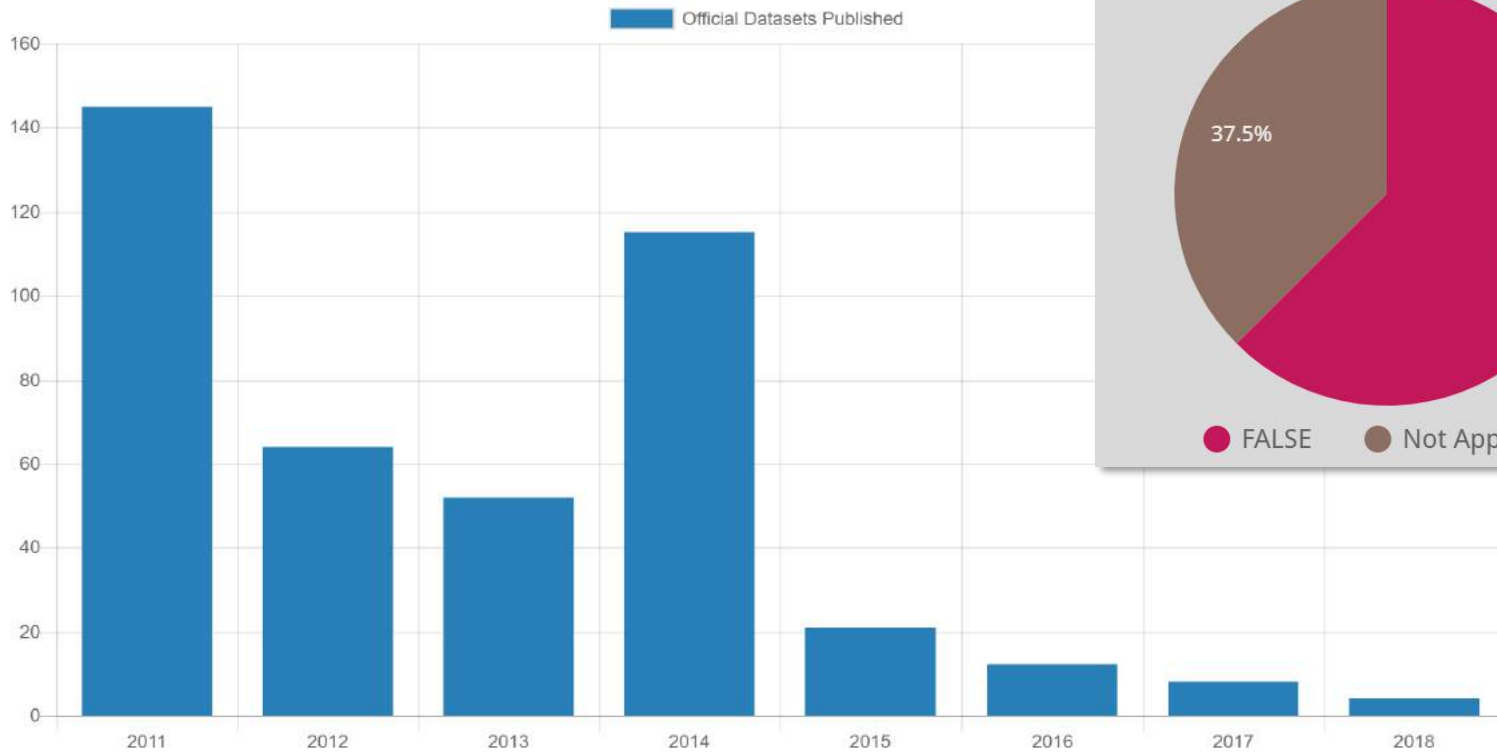
Health



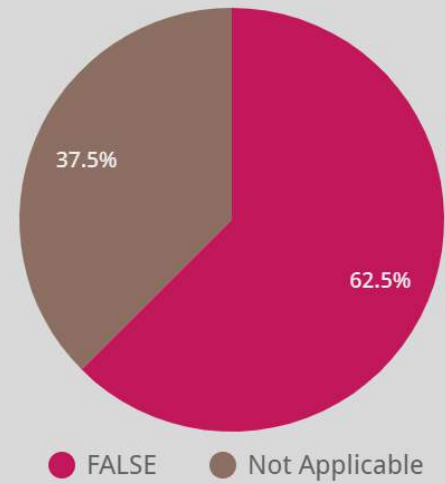
Open Baltimore

Publishing Progress

421 published datasets



Currency of Datasets

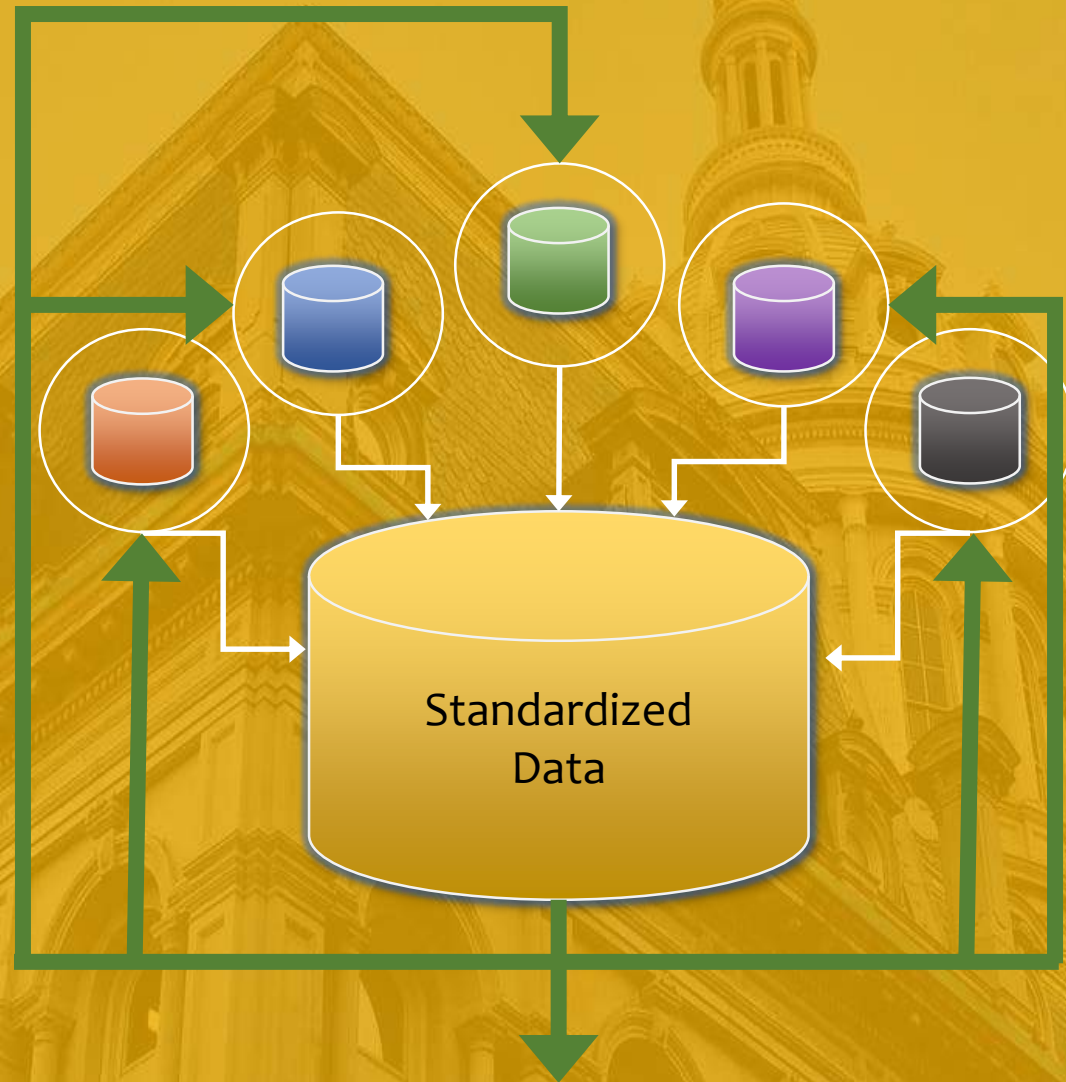


Data Practices & Resources

Why, when,
how, & what

data is

collected,
generated, &
shared



Progression of Data Analytics

What should I do about it?
(prescriptive analytics)

AI

deep learning

What will happen?
(predictive analytics)

forecasting

regression ML

Why did it happen?
(statistical inference)

analysis

Parametric / non-parametric
testing

What happened?
(descriptive statistics)

metrics

KPIs

data viz

sensors

surveys

APIs

databases

ETL / data pipelines

administrative
data





Development

Support

Capacity Building

Skill

Coaching

Learn

Teaching

Knowledge

Thank you!

