

# Information Technology Vision

## INFORMATION TECHNOLOGY VISION

One of the District's most important goals is becoming a city of access, where every person who lives, works, visits, or does business in DC can readily obtain government services or information. In a true city of access, all government processes work, and all government systems function reliably and efficiently. People communicate easily with their government and get things done from the comfort of their desktops or homes.

Information technology (IT) is the backbone of this effort. A well planned and constructed IT infrastructure allows the DC government to work faster, better, and more efficiently, thereby fulfilling another goal—a high level of customer service.

Ultimately, the District will be able to use technology to engage residents in civic decision making, build the economy, foster regional cooperation, ensure high quality public safety, educational and economic opportunities for residents, businesses, and visitors, and to turn the nation's capital into the nation's greatest city.

*“One of the most powerful engines we have to drive our city's transformation is information technology.”*

Anthony A. Williams  
Mayor

## DISTRICT OF COLUMBIA IT PRODUCT STANDARDS

*“We want to give every resident, every business, and every government employee the technological keys to the city.”*

Suzanne Peck  
Chief Technology Officer

The District's information technology infrastructure is being built by DC agencies working together to uphold product and other IT standards and ensure government systems are compatible. The District's IT environment must be flexible enough to allow the very best new technology to be integrated into the system, and scalable enough to leverage advanced technology systems District-wide.

The *Professional's Guide to Information Technology Product Standards* lists the District's standards for hardware and software and provides supporting information, including details about each standard and a glossary of terms. IT representatives and procurement officers can refer to this guide to make decisions about purchases that will help them meet the business goals of their agency and enterprise.

Each year the Office of the Chief Technology Officer (OCTO) updates the guide with new product standards set by the District's Technology Review Board (TRB). These product standards help the District in many ways. They:

- ❑ Reduce acquisition costs by leveraging the District's buying power, including the negotiation of volume discounts
- ❑ Reduce support costs by allowing the District to leverage its technical staff (fewer products mean fewer technologies and lower training costs)
- ❑ Reduce the complexity of the District's infrastructure, thereby generating numerous advantages including easier systems integration, easier upgrade paths for new product versions, and higher reliability
- ❑ Increase the interoperability of systems—from the ability of users to easily share documents to the ability of entire systems to easily share data

## TECHNOLOGY REVIEW BOARD

The Technology Review Board (TRB) sets standards with an eye toward business requirements and benefits, and avoids the selection of technology for technology's sake. Standards must benefit the District as a whole. Individual agency requirements are taken into account, but the board considers the impact on the entire District before endorsing any product. The TRB must weigh a proposed standard's advantages for the District against its impact on the agencies.

The District developed the TRB with participants from various OCTO departments and from the agency Chief Information Officer (CIO) ranks. The TRB is charged with the selection of technology product standards and operates under the guidance of the Chief Technology Officer. The board's role is to drive the selection of technology standards quickly and succinctly. In general, the TRB formulates individual plans for each standard request. The process may be as simple as an informal review of the request to full-blown product evaluation and selection. In any case, the TRB will ensure that the right group of people is convened to make the selection, and that the agencies are kept informed of the progress.

The TRB is also proactive in the selection of standards. The board regularly reviews the existing standards and determines whether updates are required and whether new standards are needed. The TRB performs a complete review of the standards at least once a year; the standards are updated at that time on the OCTO intranet site at [octo.in.dc.gov](http://octo.in.dc.gov). The OCTO intranet site will therefore be the authoritative repository for the most current standards.

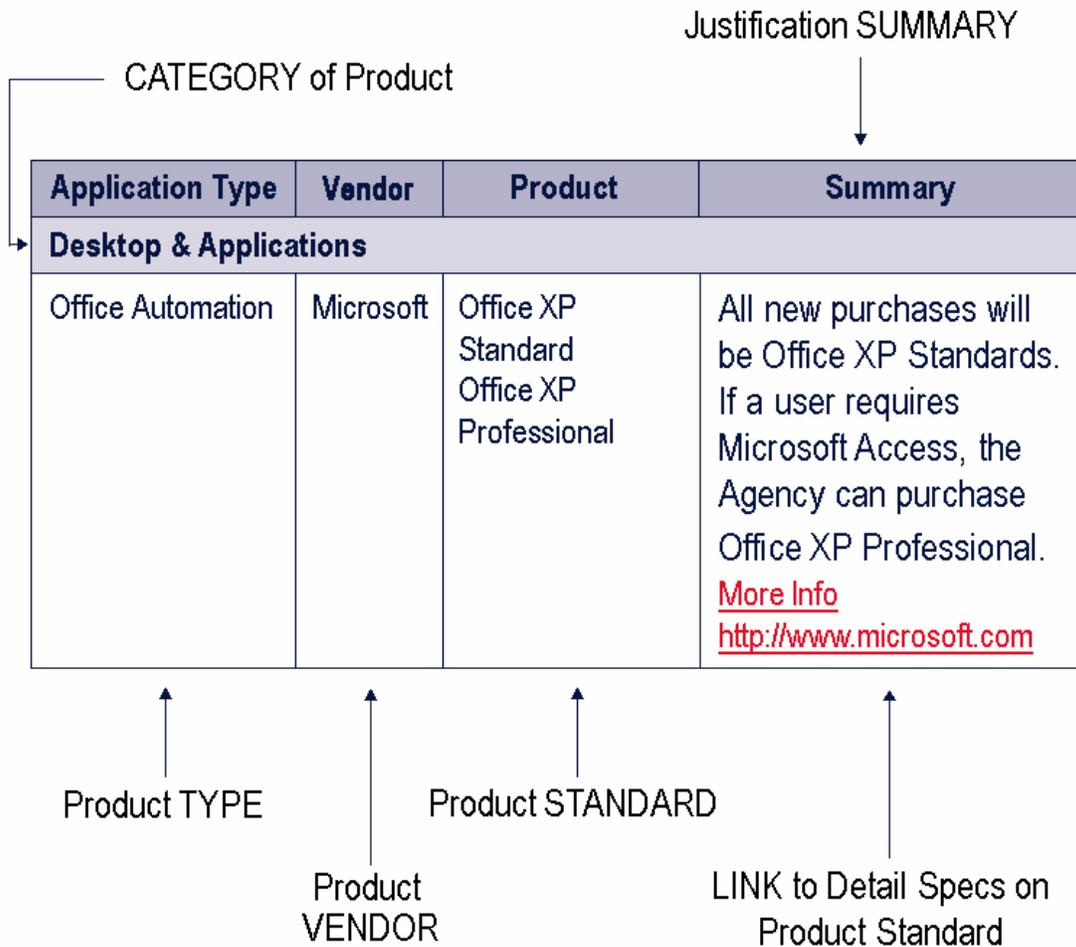
The participation of agency CIOs is a critical part of this process. The CIOs help OCTO understand the implication of the product standards at the agency level and help formulate realistic migration plans. OCTO cannot and should not select standards without agency participation. The CIOs help OCTO balance the District's goals and the implications to the agencies. CIOs are selected for the board each year based upon their desire and ability to participate in the TRB.

The CIO participants must agree to support the board by reviewing standards, providing input, and assisting with research. The amount of time they must commit is kept to a minimum, but the selection of standards tends to be time critical. The CIOs on the board must be willing to quickly respond to requests.

## HOW TO USE THIS GUIDE

This guide includes information on the implementation of product standards. It discusses legacy products in detail, including how and when the agencies should migrate to the new standard. The guide also addresses the expected life of the standard and, if appropriate, what users can expect when the lifecycle of the current product ends.

The idea is to provide detailed information on each standard, so agencies can plan their migration paths and budget requirements. Each standard consists of three parts: (1) the product category; (2) the product type and its use; and (3) the rationale for its selection as a standard.



Users who wish to purchase a piece of hardware or software not listed in the guide should contact OCTO before proceeding. To request a new standard, send an email to [trb@dc.gov](mailto:trb@dc.gov). You will receive a response within 48 hours acknowledging the request. If the product is considered *niche* and does not warrant standardization, you will be given the go ahead to purchase the product. If there is already a standard in that category, you will be advised which product to purchase. If there is no standard product in the category but one is required, the TRB will develop a standard.

