

INFORMATION TECHNOLOGY STRATEGIC PLAN

For the District of Columbia

2002-2004



Mayor's Message



The District of Columbia is a city in transition. Once a place where government didn't work and people packed their bags, it's becoming a city where government works for the people, and people and their families want to stay for life.

One of the most powerful engines we have to drive our city's transformation is information technology (IT). That's why Congress passed legislation in 1998 creating the city's first cabinet-level technology office, the Office of the Chief Technology Officer (OCTO), to steer the District on a new course in IT. Under OCTO's guidance, we're making the long-term IT investments to move our city fully into the Internet Age and into the forefront of technology cities in the United States.

Our IT investments have already begun to pay off. We started with a huge challenge—fixing the Y2K bug. We met that challenge. When the clock struck midnight on January 1, 2000, the sounds across the city were the same sounds we hear every New Year's Eve—corks popping, couples kissing, folks singing Auld Lang Syne, and the silence of city systems running smoothly.

Now we're engaged in our real challenge—not just fixing the problems of the past, but also building the IT infrastructure of the future. That's what this plan is all

about. It's the blueprint for a new IT environment that's changing the way the District government works. We're putting the best tools of technology into the hands of every manager, every employee, and every resident. When this plan is completed, all basic business processes in the District will work, and will have state-of-the-art IT support. The old saying, "good enough for government work," will take on a new meaning—faster, better, more efficient.

Like the Y2K effort, our city's technology renaissance is a huge undertaking, with some formidable obstacles to overcome. But we're well on our way.

Although this plan covers 34 programs and 144 separate projects, it doesn't tell the whole story. These projects are just the ones we're conducting under OCTO management. In addition, agencies all across the city have launched major IT projects, guided by OCTO technical standards.

Many of the IT projects in this plan are already in place, and new projects are coming online every month. You can now call our citywide call center, (202) 727-1000, to ask for the city services you need. You can access the DC web portal, www.dc.gov, to get information, download forms, and submit service requests. You can go online to look up your property tax assessment or find recent sales prices of homes in your neighborhood. If you have a business, you can go straight to our Business Resource Center and handle your business lifecycle transactions online. You can file District tax returns and pay taxes electronically. You can download business forms, fill them out, and fax them back to the responsible agency. Whether you're a resident or a visitor, you can attend governmental meetings from the comfort of your home or office by watching cable Channel 16. You can even pay District parking tickets or renew your driver's license and vehicle registration on the Internet instead of visiting the Department of Motor Vehicles (DMV).

Our vision is that soon you'll be able to handle most transactions with the District government without leaving your home or office.

So, read on. I'm excited about this plan and proud of our current and planned investments in technology. I hope you are too. The best is yet to come.

Acknowledgement

The Chief Technology Officer thanks the agencies that provided information during the development of this strategic plan. Special thanks go to the executives and information technology representatives from the agencies, offices, and departments listed below whose time and commitment were essential to our agency information technology profiling process.

Aging, Office on

Chief Financial Officer, Office of the

Chief Medical Examiner, Office of the

Chief Technology Officer, Office of the

Commission on Mental Health Services

Consumer and Regulatory Affairs, Department of

Contracting and Procurement, Office of

Corporation Counsel, Office of the

Corrections, Department of

DC Lottery and Charitable Games Control Board

Emergency Management Agency

Employment Services, Department of

Fire and Emergency Medical Services

Health, Department of

Housing and Community Development,
Department of

Human Services, Department of

Mayor, Executive Office of the

*Mental Retardation and Developmental Disabilities
Administration*

Metropolitan Police Department

Motor Vehicles, Department of

Parks and Recreation, Department of

Personnel, Office of

Planning, Office of

Property Management, Office of

Public Library, District of Columbia

Public Schools, District of Columbia

Public Works, Department of

University of the District of Columbia

Water and Sewer Authority

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