

# Department of Innovation & Information Technology (DoIIT) Proposal



## Division of ITS Mission Statement

To promote, develop, enhance, and substantiate the City of Cleveland's government services and community programs through effective use of technology, information systems, digital & mobility devices, and modern, innovative industry solutions.

## Department of Finance Mission Statement

To responsibly steward the financial operations of the City in support of the reliable, efficient, and effective delivery of City services and meet the evolving needs of all members of our community by providing transparent, efficient, and innovative financial services consistent with generally accepted accounting principles and applicable laws.



## Why is it beneficial for ITS to separate from Finance?

*ITs job is to focus on developing and maintaining solutions to enhance systems and processes Citywide. Finance's job is to control costs citywide. These two jobs are sometimes at odds with one another.*

- ★ **Elevates IT** - This separation supports ITS expanding its footprint enterprise-wide across all departments/divisions, not just Finance.
- ★ **Solution focused** - Allows ITS to focus on solutions that create value, not just cost cutting.
- ★ **Breaks down siloes** - As a Division within Finance, IT currently struggles to share data and executive insights at the Cabinet level. IT is often left out of executive meetings due to its position as a Division.



# Why is Urban Analytics and Innovation part of this new department?

## ★ Urban AI Innovation & Process Improvement

- Cross-Functional Teams: Increases collaboration with IT implementers during the process re-engineering
- Shared Goals: Aligns the objectives of performance improvement with broader IT goals, such as improving system functionality.

## ★ Urban AI Open Data & Analytics

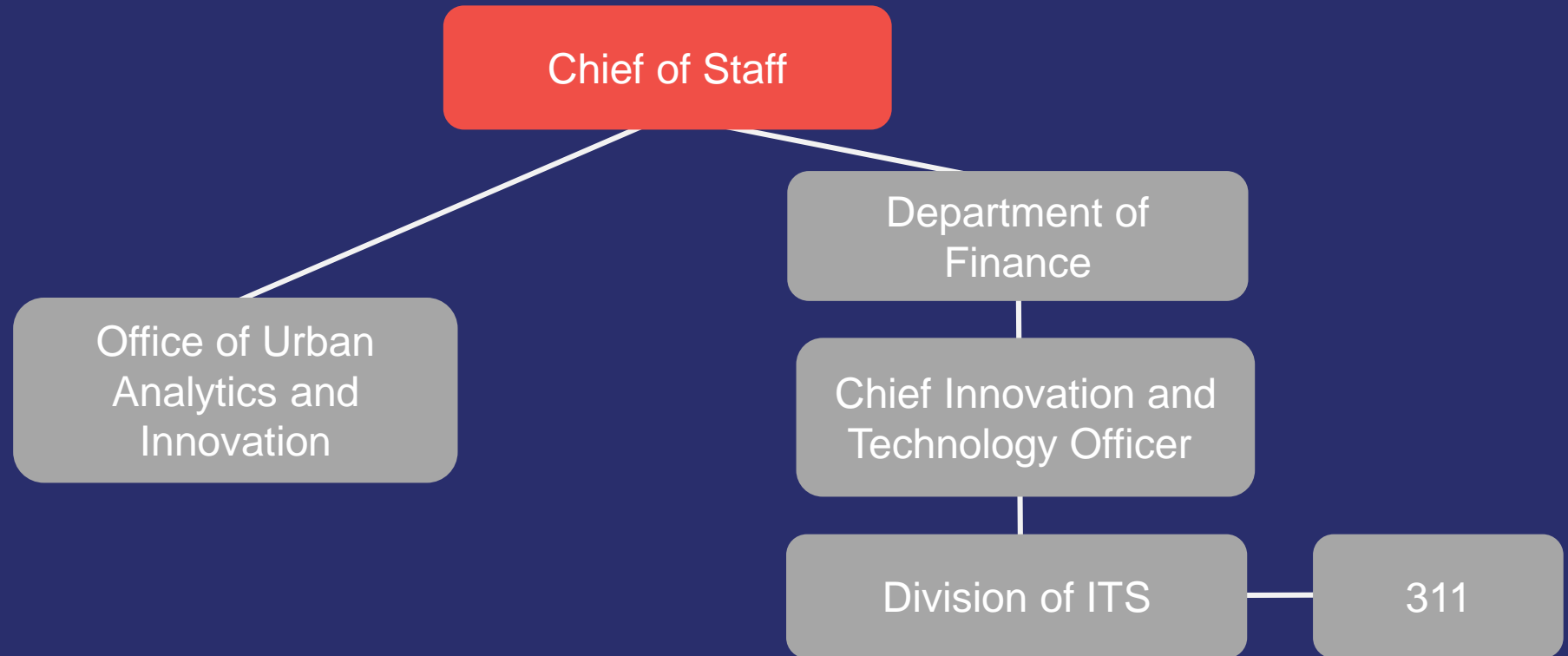
- Data Security: both Urban AI and ITS should share one data governance and publication process, ensuring that sensitive data is protected.

## ★ Urban AI Data Platform & Engineering

- Infrastructure Support: IT can provide the necessary infrastructure, tools, and platforms for data storage and processing.
- Data Integration: Seamless integration with existing systems ensures that data from various sources is easily accessible for analysis

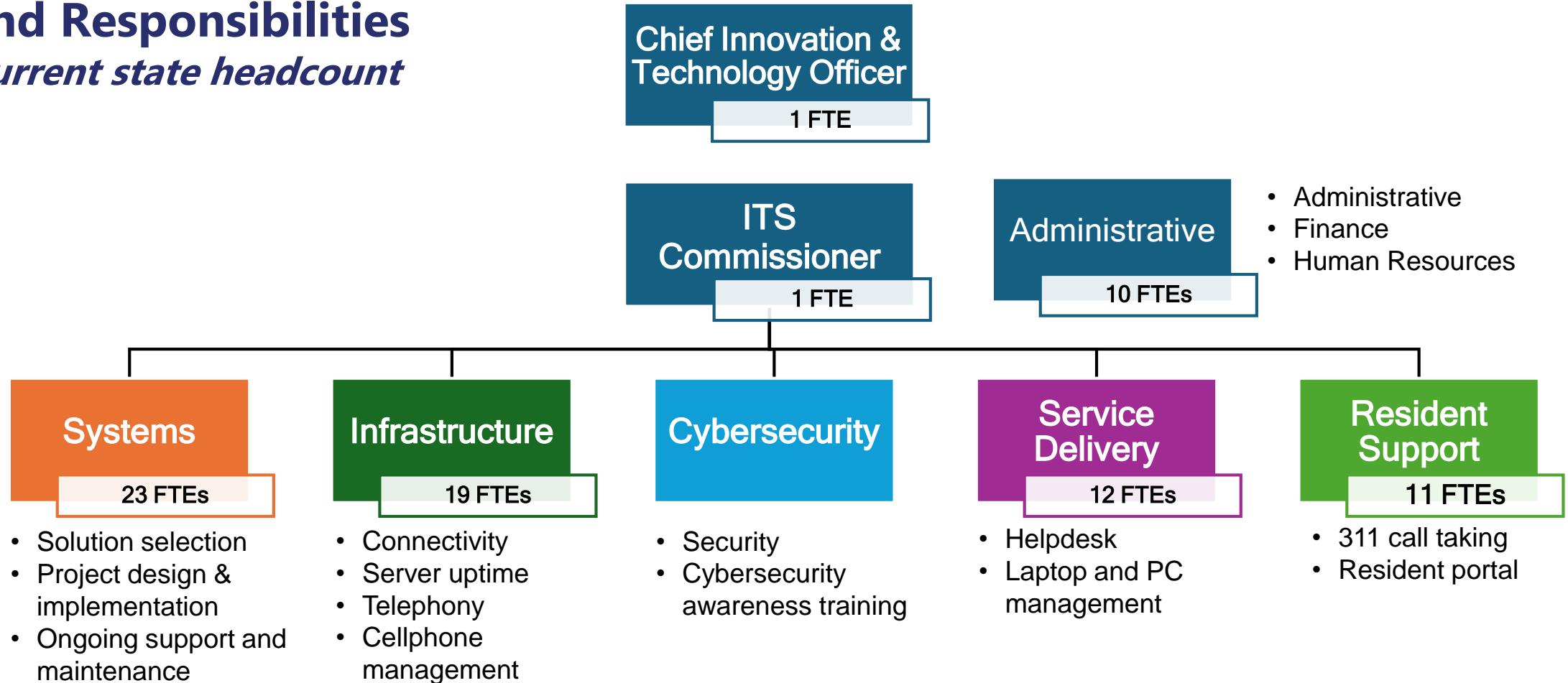


# Current Structure

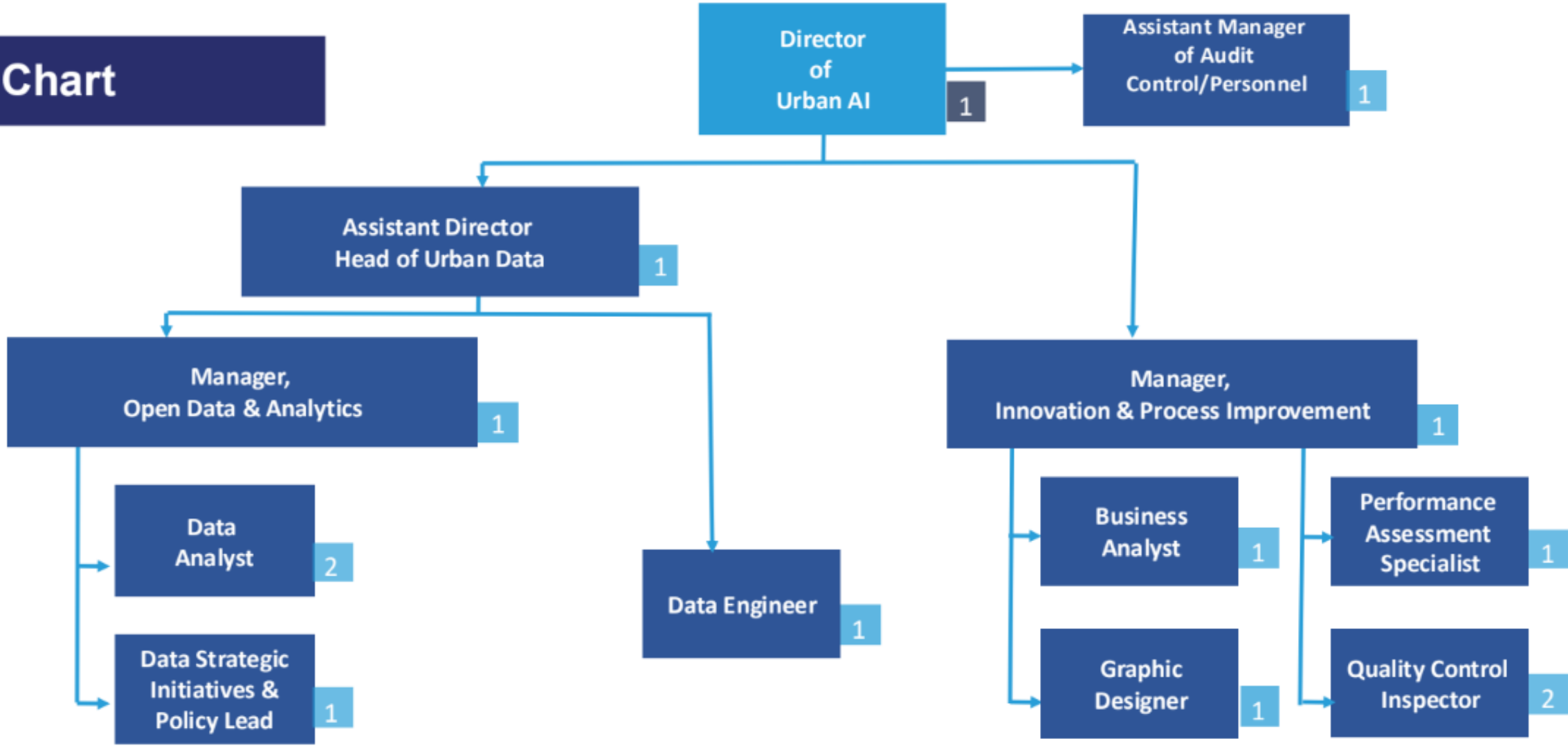


# ITS Overview and Responsibilities

*Current state headcount*



# Org Chart



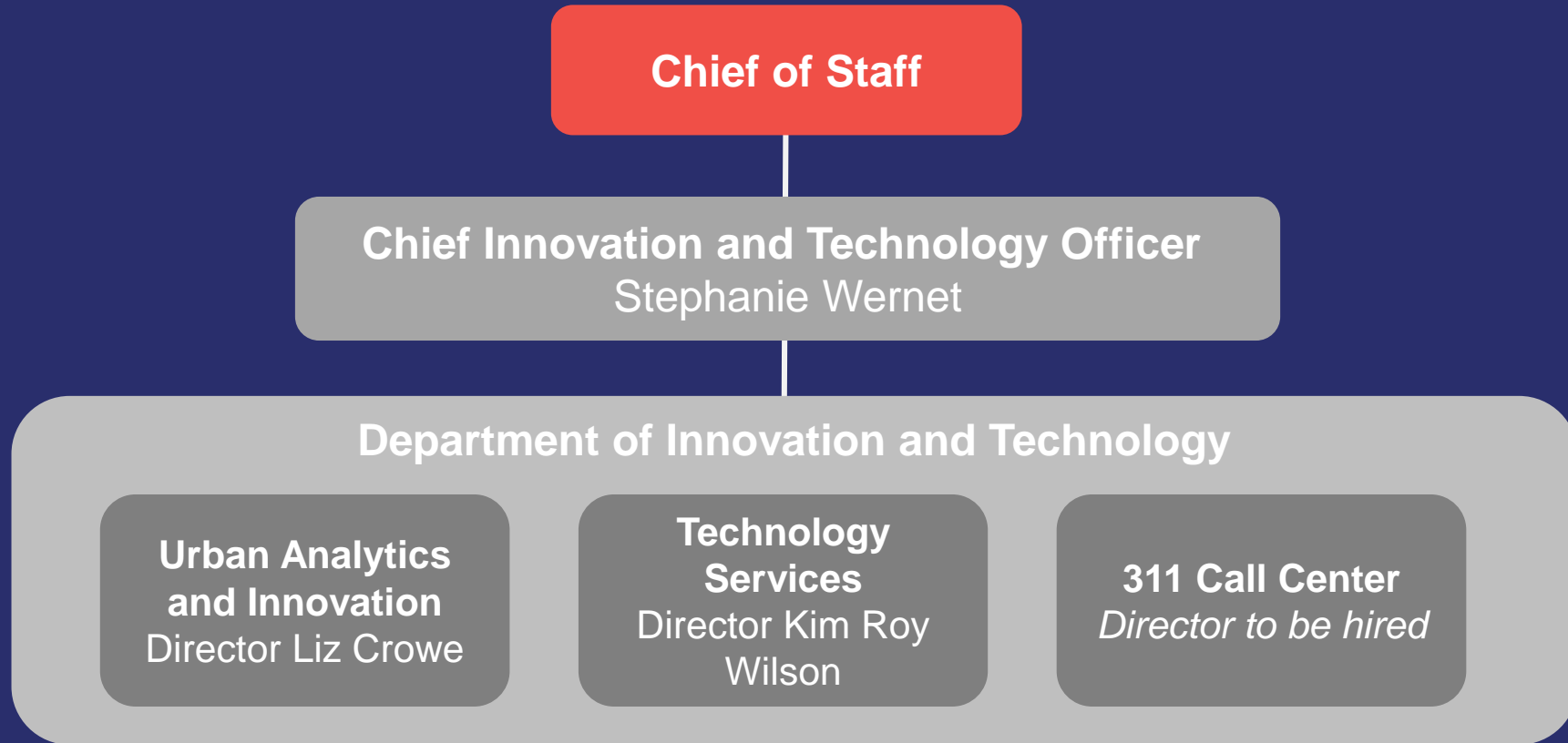
*Proposed*

# Department of Innovation & Technology





# New Structure



# FAQs

- ***Is the creation of this new Department budget neutral?***
  - Yes. Separating IT from Finance and adding Urban AI will not cause additional costs.
    - Separately, IT will ask for 6 additional positions for 2025 that will be requested whether IT is a department or a division.
- ***Will any civil service protected positions be eliminated or created?***
  - No.
- ***How does this move benefit the residents of the City of Cleveland?***
  - Elevating IT and integrating Urban AI with IT will allow us to better serve the tech needs of resident-facing City departments, improving service delivery for residents across the board.
- ***What other Cities have Open Data Services in their IT departments?***
  - Chicago, Boston, Columbus, and more!



# 2025 Budget & Vacancy Request

	2025 budget (est)	2024 FTEs	2025 FTEs (est)	
ITS	\$24,598,916	66	72	← 1 helpdesk support 5 systems support
311	\$1,356,583	12	12	← 1 process engineer 1 systems support
Urban AI	\$1,929,959	14	16	
TOTAL	\$28,103,065	92	100	



# Department of IT - 2025 Priorities

- **Enhance 311 Resident Support** for more services, higher resident satisfaction
- **Complete Workday implementation** (HR)
- **Complete Motorola PremierOne** implementation (Safety)
- **Complete Accela** expansion (Integrated Development)
- **Restructure Service Delivery** for better device management, staff satisfaction
- **Bid for laptops**, multifunctions working with Print Shop
- **Implement Microsoft Office365** citywide training program (SharePoint, Teams, OneDrive)
- **Launch AI program** (governance, policies, high-value use cases)
- **Continue Innovation and Process Improvements** (staff training, Innovation Accelerator)
- **Continue with Open Data** and become What Works Cities Certified
- Formalize, scale, and establish governance for **data warehouse**

