

BOARD/COMMISSION RECOMMENDATION

AUSTIN COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION

RECOMMENDATION NUMBER: 20130612-010

BUDGET RECOMMENDATION

BE IT RESOLVED BY THE COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION:

That the City of Austin should allocate staff and funding resources to implement the following civic technology projects.

Issue Management System - An Internet-based system that residents can use to initiate problem or support cases relating to online services such as the city website and data portal. A user should be able to open a case, receive a "ticket", track status of the ticket, and communicate with the support analyst on problem resolution. The system should also allow the public to get reports on incident and response activity. An open ticket system should be considered, where the public can view and comment on prior incident cases.

Open Data Dashboard - A facility that reports on the contents of the open data portal, as well as trends in provisioned datasets. The portal should indicate which departments are furnishing data, distinguish between historical and current datasets, provide some indication of data quality (e.g. high quality, complete, timely, etc.).

Open Data Administrator - Dedicated personnel to provide technical support for the open data portal. Tasks would include:

- responding to data quality or support issues raised by residents
- assist city departments with the process of publishing data
- designing and implementing data integrations and other processes to automate the updating of "current snapshot" datasets
- assist in the development of tools that utilize the open data portal and its APIs
- coordinate with other local and regional government entities to support use and release of additional datasets

Civic Software Hosting Platform - Develop a platform and roadmap to allow the incubation, deployment and ongoing hosting of network-based civic applications. The platform should allow for levels of non-employee access, in a way that preserves security and assurance of city systems.

Date of Approval: June 12, 2013

Record of Vote: Unanimously approved by the Austin Community Technology and Telecommunications Commission on a 6-0 vote.

ATTEST:



Jane Reina, Staff Liaison
Telecommunications and Regulatory Affairs
City of Austin