



COMMUNICATIONS
& TECHNOLOGY
MANAGEMENT

CTM Briefing to CTTC

Chris Stewart, Chief Information Officer

July 14, 2021

Organizational Updates

Deputy CIO Recruitment

- Public Safety – Apply by July 16th, 2021
- Enterprise Infrastructure – Apply by July 30th, 2021
- Enterprise Applications – Apply by August 7th, 2021

Strategic Direction

- Role of the Chief Information Officer
- Updated Vision and Mission
- New Governance Model



IT Security

Security Operations Manager Recruitment

- Candidate selection under way
- Will manage small team of operational IT Security Consultants

Cyber Security Strengthening and Awareness

- ISO completed 2021 InfoSec Security training for COA
- CTM addressing needs from ISO
- MFA and EDR
- Secure and safe backups



Infrastructure

Network

- Network modernization
- Critical node generators
- Cloud foundations for AWS and Azure

Audio Visual

- City Hall video switching upgrades
- Piloting video conferencing solutions

Security

- Log aggregation enhancements
- FTP migrations
- Identity Access Management
- Unified Endpoint Management

Telephony

- PBX to system-based telephony



Applications / PMO / BRM

Permitting

- Replacing the AB+C Portal with a modern platform and improved user design
- Major upgrade of Amanda Back Office

GIS

- ArcGIS Pro and Online to 2,500 users
- Geospatial Cloud Strategy
- Improving addressing customer journey
- Enriching enterprise street network

Asset Management

- Projects to implement or improve work order management in process for PARD, ACC, APL, WPD, and PWD

Project Management

- Manager recruitment

Business Relationship Mgmt

- Manager recruitment
- Addition of Safety BRM
- Focus on business value from CTM



Digital Services

Accessibility and Usability

- Partnership between CTM, CPIO, and the ADA Office
- Focus on making the COA website AA compliant per Web Content Accessibility Guidelines (WCAG)
- Translation as a Service RFP

Austintexas.gov

- Recently upgraded from Drupal 8 to 9 with nearly no service interruption
- Continue enhancing features, security and stability of the COA website

Online Services and Forms

- Audit and digitization of more than 700 PDF forms
- Reduce the need for residents to come in person to perform a City service

Digital Asset Management

- RFP for a cloud-based DAM platform that will securely store and serve digital assets in an organized and easily accessible manner
- This centralized approach will improve efficiencies and costs in creating, locating, and storing digital assets



Public Safety

Reimagination

- Working with APD and Police Monitor on decoupling efforts
- Supporting new departments and employee moves

Agency Solutions

- Computer Aided Dispatch RFI
- Records Management System RFP
- CAD to CAD for AFD to Williamson County for enhanced mutual aid

Accomplishments

- EDR for 6,600 devices
- Technicenter APD network upgrade
- Major CAD upgrade
- Major RMS upgrade
- Working towards full radio encryption for all agencies





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Thank you

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