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News from NYC Information Technology & Telecommunications (DoITT)

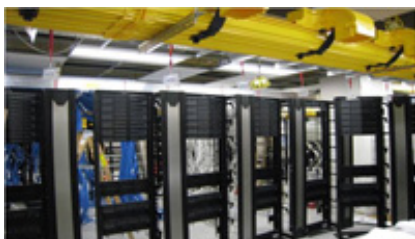
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CITIServ UPDATE

CITIServ SWAT Teams Complete Data Center Assessments at 40 Rector Street



Before migrating agencies into DoITT's shared services environment, a data center assessment of an agency's existing IT environment is essential to developing a migration strategy and timeline. Currently, the CITIServ program has three SWAT teams conducting assessments and has recently completed those for agencies located at 40 Rector Street, including the Office of Administrative Trials & Hearings, the City Commission on Human Rights, the Office of Collective Bargaining and the Office of Labor Relations. The goal of the assessment is to document the agency's current state

environment by collaborating with agency partners and capturing an inventory of all fixed assets and applications and to provide recommendations for the mapping of the agency's infrastructure to DoITT's Service Offerings.

At the 40 Rector Street agencies, CITIServ launched its assessment in September and began by reviewing IT assets and applications with the input of agency stakeholders. The CITIServ team also assessed the agencies' facilities footprint and storage utilization and looked at the resources necessary to support the agency's infrastructure environment, including both financial and labor requirements. Now, the CITIServ teams will review its migration recommendations with agency leadership and DoITT service owners to plan the migration.

Read more about the CITIServ strategy on [DoITT's website](#).

MAYOR BLOOMBERG LAUNCHES NYC BIGAPPS 3.0 AND NEW NYC OPEN DATA PLATFORM

More Than 60 City Agencies, Commissions, and Business Improvement Districts Will Provide Nearly 750 Data Sets, Including More than 230 New Sets



The City's third annual contest for software developers and members of the public to create Web or mobile applications using official City data is now underway.

[NYC BigApps 3.0](#) is supported by the [NYC Open Data](#) portal, which centrally houses hundreds of datasets produced by City agencies and other City organizations and features a series of new tools to improve usability. Launched in conjunction with the competition and managed by DoITT, NYC Open Data provides datasets in a variety of machine-readable formats and as application programming interfaces (APIs) for direct connectivity to data feeds; enhanced browsing and search capabilities; visualization tools such as maps, charts and graphs; and discussion forums for user feedback and suggestions.

[Visit NYC Open Data](#)

[Visit BigApps 3.0](#)

[Read the press release](#)

In the News: [Technical Lead of NYC BigApps Breaks Down the City's New API](#)

CITY OF NEW YORK AND DOITT STAFF RECOGNIZED IN 2011 BEST OF NEW YORK AWARDS



Top public-sector IT professionals and projects in New York State were recognized at the GTC East: New York Digital Government Summit. These individuals and groups exemplify innovation and the application of best practices. DoITT's Associate Commissioner for Wireless Technologies, Steve Harte, received the *Excellence in Project Management Award* and DoITT's collaboration with the Fire Department of New York on Land Mobile Radio Internet Protocol received *Most Innovative Use of Technology*.

The Land Mobile Radio Internet Protocol System bridges the gap between traditional radio and advanced broadband communications. As a result, Fire Department personnel have, at the Fire Department Operations Center and/or en route to the scene of an incident, the ability to monitor vital radio transmissions in real-time—improving firefighter safety, situational awareness, and command and control capability.

This award-winning system is itself made possible by two citywide public safety networks built by DoITT in the years since September 11, 2001: the New York City Wireless Network (NYCWiN) and Citywide Radio Network (CRN). NYCWiN is a fully-interoperable broadband network that provides agencies real-time access to high-speed data, video, and emergency voice communications throughout the five boroughs. CRN, used for FDNY dispatch and non-dispatch voice communications, provides added coverage and expanded capacity, as well as enhanced citywide interoperability.

[Read the press release](#)

[Read the article in Government Technology Magazine](#)

In the News: [NYCWiN cited in new report on wireless sustainability](#)

DOITT PARTICIPATES IN NATIONAL CUSTOMER SERVICE WEEK



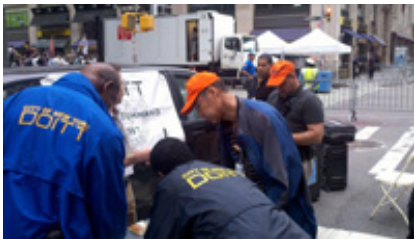
Each year, a week in October is dedicated to honoring customer service staff across the country, and the City of New York took time to celebrate and recognize the hard work of its employees. DoITT staff organized events and activities across DoITT locations, including potlucks, daily trivia, games and cubicle decorating. Customer service success stories were also highlighted from many DoITT teams.

The Mayor's Office of Operations also recognized Mitch Nierenberg from the Network Operations team as DoITT's Customer Service Representative. Mitch has demonstrated dedication to providing prompt and courteous customer service to partner agencies, even under challenging conditions and unforeseen obstacles to a project.

Congratulations, Mitch, and thank you to all staff for your hard work, dedication and exemplary customer service.

For more on the City's Customer Service efforts, visit the [Customer Service Performance Reporting tool](#).

DOITT STAFF SUPPORT SEPTEMBER 11TH COMMEMORATION



As 15,000 attendees joined in lower Manhattan to commemorate the tenth anniversary of the September 11th attacks, more than 200 DoITT staff members provided targeted support throughout the day. Some volunteered to coordinate families and press, and others coordinated radio operations and network support, including setting up dial-up, fiber and TV circuits and provisioning more than 200 radios for the memorial event team. With the eyes of the world upon on New York City, thank you to all the DoITT staff that helped make this special occasion run as smoothly as possible.

See photos from DoITT staff at the [September 11th Commemoration](#)

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