SMART CITY ROADMAP UPDATE (d) 1.

Rajani Nair, Smart City Manager

February 7, 2019

TODAY'S KEY OBJECTIVES

1. Understand the purpose of the roadmap
   - Promote Collaboration
   - Understand needs
   - Manage for success

2. Understand, agree and commit to the high priority big rock projects and process and projects for small wonders

3. Understand, agree and commit to future status reporting for Civic Innovation and Smart Cities and Service Improvements Committee

AGENDA

1. Key Objectives
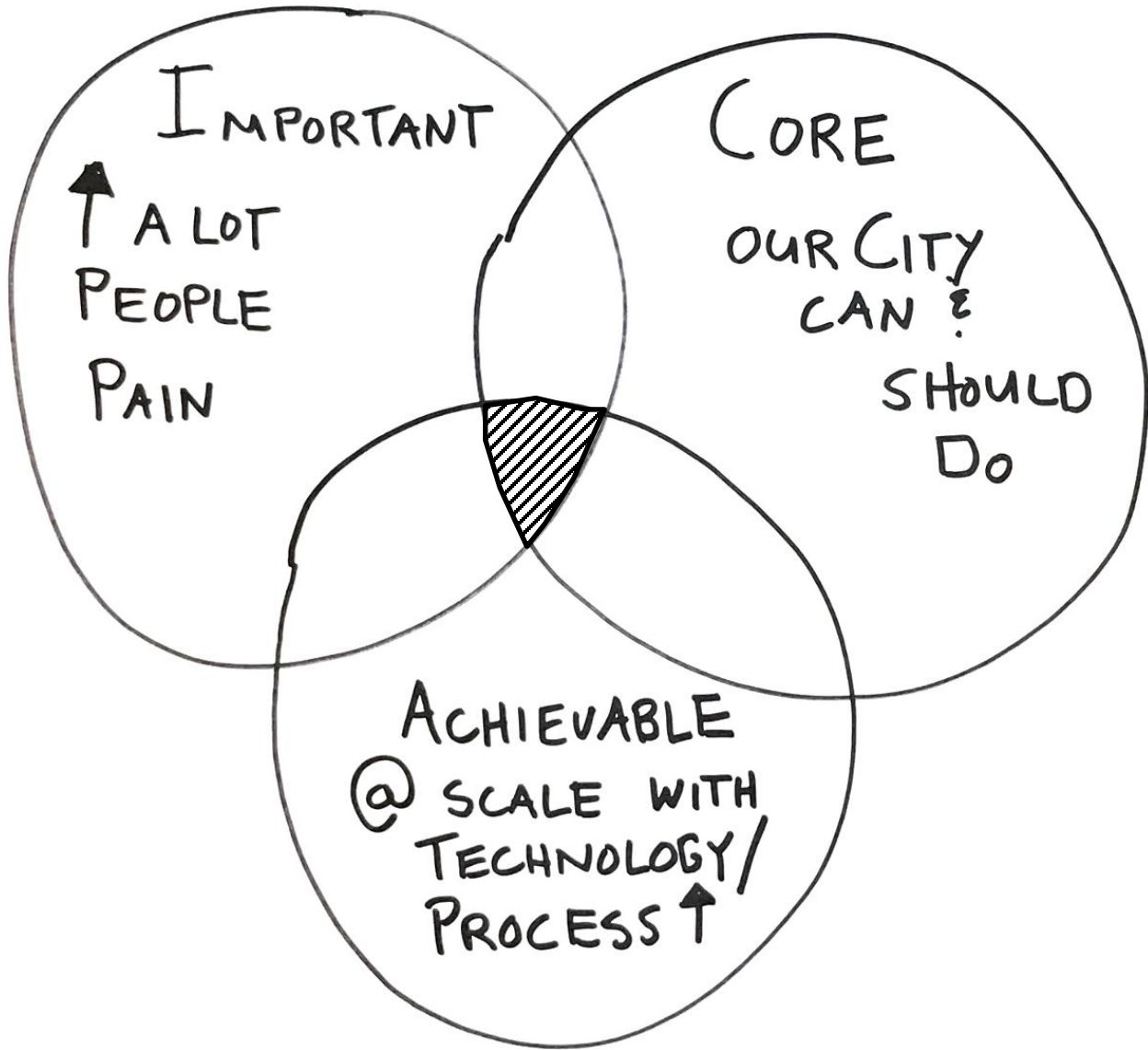
2. Smart City Roadmap 2.0:
   - Smart City Roadmap 2.0 Background
   - IT Roadmap Recap
   - Update on High Priority Big Rocks Projects
   - Update on Small Wonders Pipeline and Projects

3. Build Capacity – Powered by People

4. Project Reporting
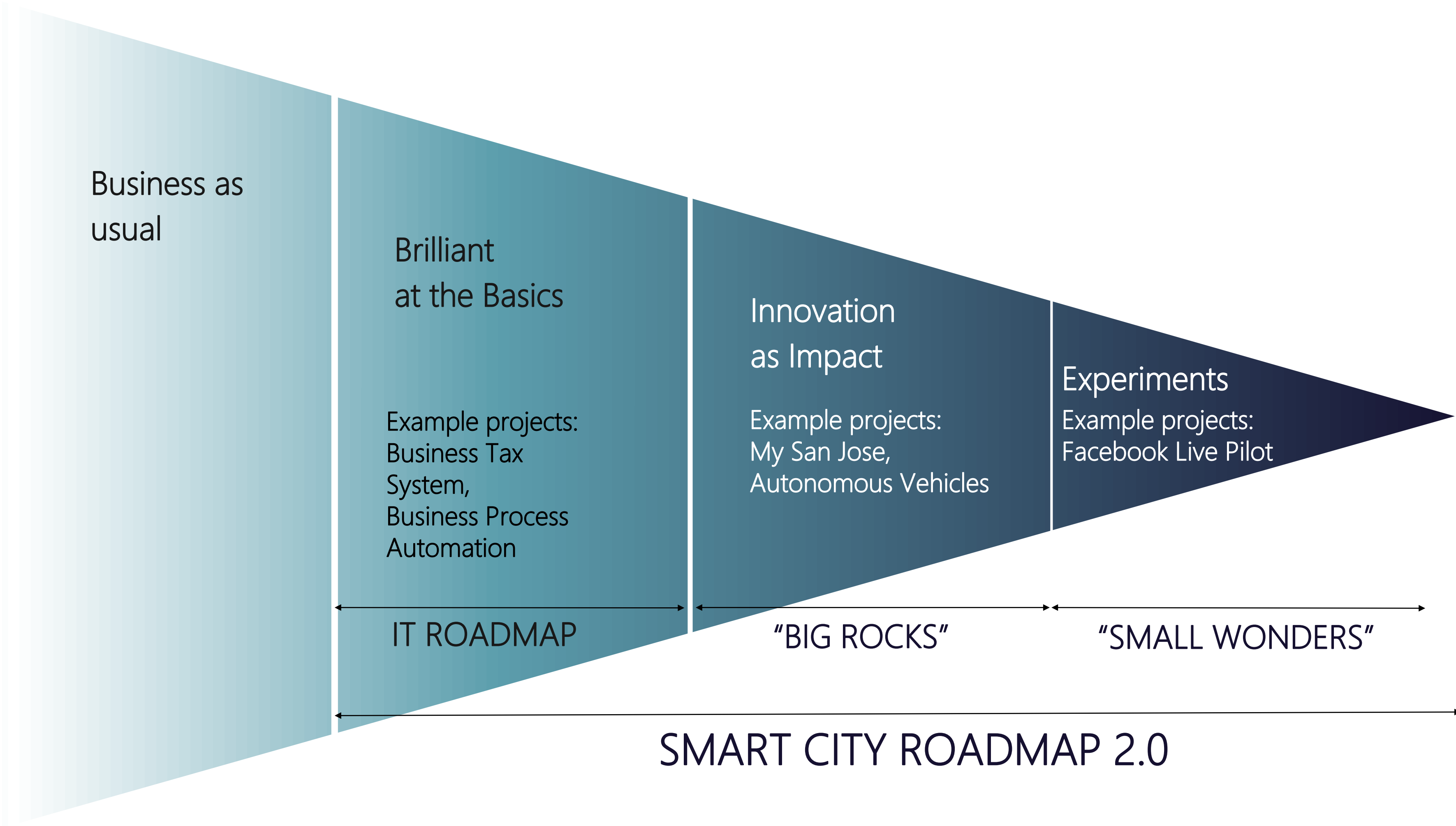
SMART CITY ROADMAP 2.0 BACKGROUND

WHAT WE WORK ON

INNOVATION ROADMAP 1.0 (2017)

	Non-Negotiable Citywide Implementation	Highly Desirable Strategic Investments	Desirable Dept Investments	Demonstration Projects	Emerging Projects
Process Improvement	Talent Recruitment Initiative	Development Services			
Digital Front Door	My San Jose	Website Redesign			
Smart City Infrastructure	Digital Inclusion & Broadband Strategy	LED streetlights/ anyCOMM pilot	IoT Strategy		
Demo Projects	Facebook Terragraph WiFi	Access Eastside	Silver Spring Networks	Demonstration Policy	
IT Brilliant at the Basics	Citywide Data Architecture	Business Process Automation	Business Tax System	Integrated Permitting System	
Transportation	Autonomous Vehicle RFI	Transportation Events Tracking	Radar Sensor Module Strategy	Vehicle Fleet Telematics	
Safe City	Safe City Strategy	Emergency Mgmt Tech/Data			
Innovation Support	Innovators Network				

PRIORITIZATION

SMART CITY ROADMAP 2.0 BACKGROUND
Evolving from innovation roadmap 1.0 to smart city roadmap 2.0

Business as usual

Brilliant
at the Basics

Example projects:
Business Tax
System,
Business Process
Automation

Innovation
as Impact

Example projects:
My San Jose,
Autonomous Vehicles

Experiments
Example projects:
Facebook Live Pilot

IT ROADMAP

"BIG ROCKS"

"SMALL WONDERS"

SMART CITY ROADMAP 2.0

SMART CITY ROADMAP 2.0 BACKGROUND
Connecting the Vision to Implementation

Smart City Vision (2016)
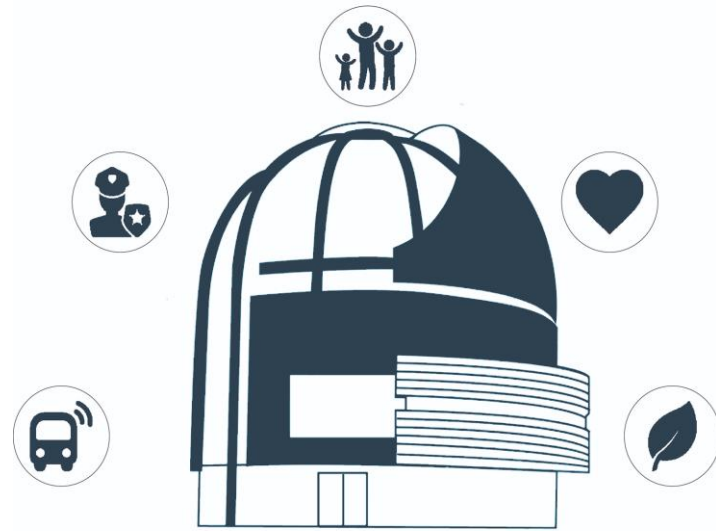
- Safe
- Inclusive
- User-Friendly
- Sustainable
- Demonstration

SMART CITY ROADMAP 2.0 BACKGROUND

Connecting the Vision to Implementation

Smart City Vision (2016)

- Safe
- Inclusive
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Themes for Smart City Roadmap Implementation (2018 - 2020)

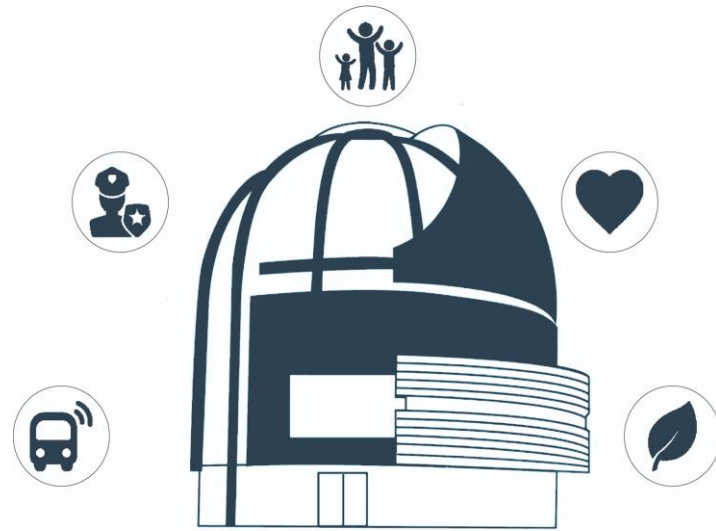| SMART INFRASTRUCTURE	USER-FRIENDLY GOVERNMENT	SMART MOBILITY	EQUITY
SAFE CITY	CLIMATE SMART	IT ROADMAP	

SMART CITY ROADMAP 2.0 BACKGROUND
Connecting the Vision to Implementation

Smart City Vision (2016)

- Safe
- Inclusive
- User-Friendly
- Sustainable
- Demonstration

Strategies Key:
Developed
In Process
Future

Themes and Strategies for Smart City Roadmap Implementation (2018 - 2020)

SMART INFRASTRUCTURE

Broadband Strategy

IoT Strategy

Unmanned Aerial Vehicle and Systems (UAV/UAS) and Robotics Strategy

USER-FRIENDLY GOVERNMENT

Open Data Environment strategy

Digital Service Strategy

Privacy Strategy

Data Strategy

Procurement Strategy

SMART MOBILITY

Autonomous Vehicles Strategy

Emerging Mobility Strategy

EQUITY

Digital Inclusion Strategy

Community Wi-Fi strategy

Incubator Strategy

Homelessness

SAFE CITY

Emergency Management Roadmap

Safe City Strategy

CLIMATE SMART

Climate Smart Plan

My San Jose 2.0

EV strategy

IT ROADMAP

Rebuild IT Team

Secure City

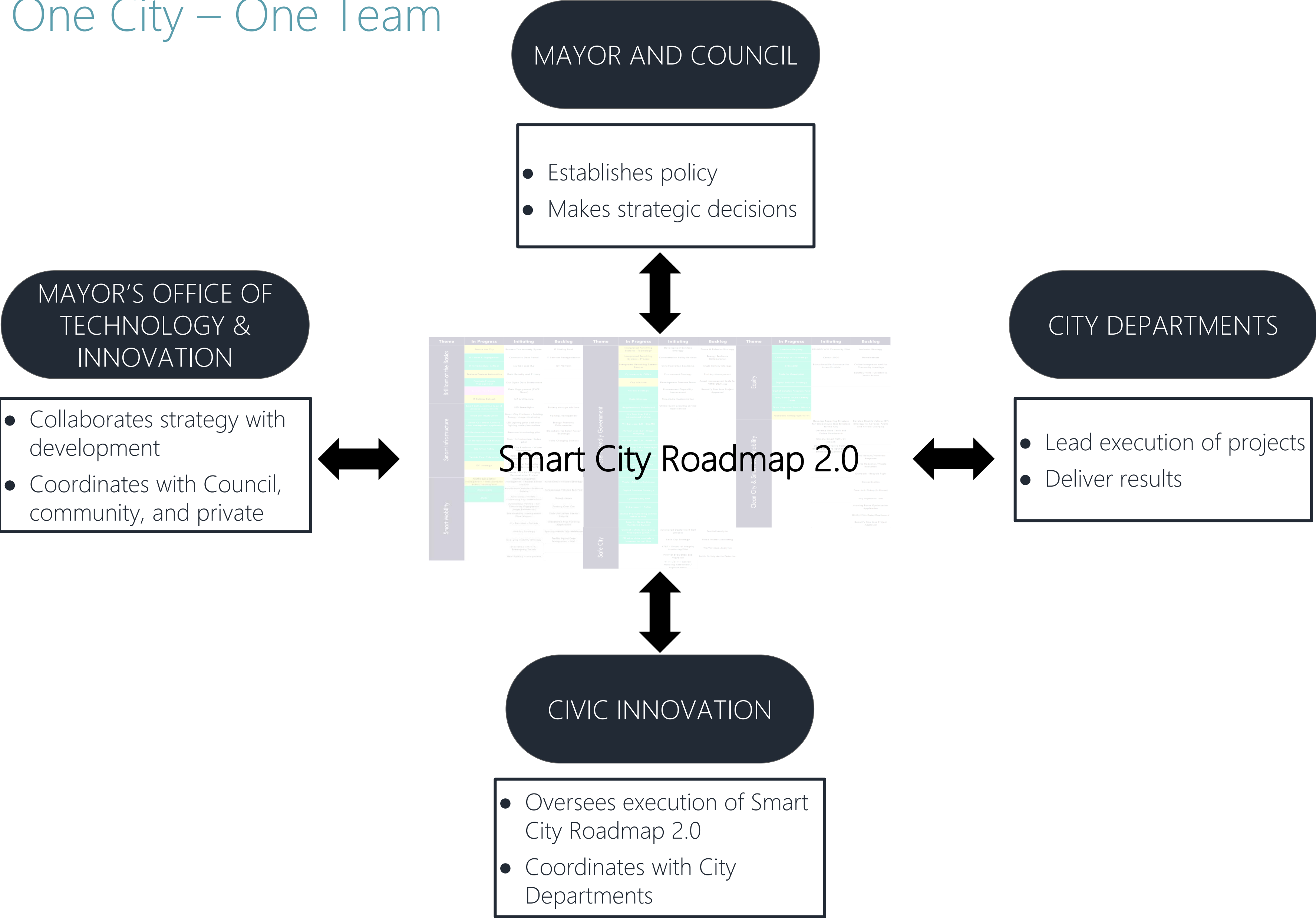Re-platform to Modern

Execute and Sustain

Special Priority Initiatives

SMART CITY ROADMAP 2.0 BACKGROUND

- There is a lot of innovation already happening in the City!

- Prioritize projects

- Execute for success

Brilliant at the Basics

Theme	In Progress	Initiating	Backlog
	Secure the City	Business Tax Amnesty System	IT Sinking Fund
	IT Talent & Engagement	Community Data Portal	IT Services Reorganization
	IT Infrastructure Refresh	My San Jose 2.0	IoT Platform
	Business Process Automation	Data Security and Privacy	
	Products-Projects Management	City Open Data Environment	
	Business Tax System	Data Engagement (SVCF Grant)	
	IT Policies Refresh	IoT Architecture	

Smart Infrastructure

Theme	In Progress	Initiating	Backlog
	Small Cell permitting team & process improvements	LED Streetlights	Battery storage solutions
	Small cell deployment	Smart City Platform - Building Energy Usage Monitoring	Parking Management
	Small Cell street furniture asset managment application	LED Lighting pilot and smart lighting nodes/controllers	Energy Resilency Collaboration
	LED Replacement in Downtown	Structural Monitoring pilot	Blockchain for Solar Power Exchange
	IoT Reference Architecture	Smart Infrastructure Nodes pilot	Volta Charging Stations
	Dig Once Policy	Smart City Platform - Water Management	
	Vehicle Fleet Telematics	Vision Zero Intersection Monitoring Services Pilot	
	EV strategy	Vehicle Fleet Telematics - Verizon Comed/AWS	
		Senter Yard EV Charging Demonstration Project	

Smart Mobility

Theme	In Progress	Initiating	Backlog
	Traffic Congestion Management - Transportation Events Tracking and	Traffic Congestion Management - Radar Sensor Module	Autonomous Vehicles Strategy
	UrbanLogiq	Autonomous Vehicle - Network Safety	Autonomous Vehicles Bus/Ped
	CVEP	Autonomous Vehicle - Connecting key destinations	Smart Moves
		Autonomous Vehicle - AV Community Engagement (Knight Foundation)	Parking Cash Out
		Sustainability Management Plan (Airport)	Curb Utilitization Sensor Insight
		My San Jose - Pothole	Intergrated Trip Planning Application
		Mobility Strategy	Spacing Needs Trip Assistance
		Emerging Mobility Strategy	Traffic Signal Data Intergration - Intel
		Sinewaves with VTA - Preempting Transit	
		New Parking Management	

User-Friendly Government

Theme	In Progress	Initiating	Backlog
	Intergrated Permitting Systems - Technology	Development Services Strategy	Drone & Robotics Strategy
	Intergrated Permitting Systems - Process	Demonstration Policy Revision	Energy Resilency Collaboration
	Intergrated Permitting System - People	Civic Innovation Bootcamp	Engie Battery Storage
	Cybersecurity Office	Procurement Strategy	Parking Management
	City Website	Development Services Team	Assest management tools for PRNS O&M use
	Privacy Strategy	Procurement Capability Improvement	Beautify San Jose Project Approval
	Data Strategy	Timedocks Modernization	
	Neighborhood Dashboard	Online Event planning service ticket service	
	My San Jose 2.0 - Abandoned Vehicle		
	My San Jose 2.0 - Graffiti		
	My San Jose 2.0 - Illegal Dumping		
	My San Jose 2.0 - Pothole		
	My San Jose 2.0 - Streetlight Outage		
	My San Jose 2.0 - General Request		
	Facebook Live and Analytics		
	Digital Services Strategy		
	Cybersecurity RFP		
	Cybersecurity Policy		
	Online Event planning service ticket service		
	Security Queue Line Monitoring System		

Safe City

Theme	In Progress	Initiating	Backlog
	Central Vehicle Emergency Preemption (CVEP)	Automated Deployment Call process	Footfall Analytics
	FD using data analysis to improve turnout time	Safe City Strategy	Flood Water Monitoring
		AT&T - Structural Integrity Monitoring Pilot	Traffic video Analytics
		FirstNet Evaluation and Migration	Public Safety Audio Detection
		9-1-1/3-1-1 Contact Handling Assesment / Improvements	

Equity

Theme	In Progress	Initiating	Backlog
	Landlord Registry	ESUHSD Wifi Community Pilot	Incubator Strategy
	Community WiFi strategy	Census 2020	Homelessness
	STEM pilot	Educational Performance for Access Eastside	Online Interpretor tool for Community Meetings
	Tech for Good pilot		ESUHSD Wifi - Overfelt & Yerba Buena
	Digital Inclusion Strategy		
	Digital Inclusion Program Fund		
	Joint/School Issued Library Cards		
	Data Migration Tool - Library		
	Facebook Terragraph Wi-Fi		

Clean City & Smart Sustainability

Theme	In Progress	Initiating	Backlog
		Develop Reporting Structure for Greenhouse Gas Emissions for the City	Develop Electric Vehicle (EV) Strategy to Advance Public and Private Charging
		Develop Data Tools and Online Dashboard	
		Climate Smart Pathway Model	
		Develop Innovative Policies and Programs to Spur Energy Efficiency in Commercial	
			Food Rescue/Homeless Response
			Source Reduction/Waste Reduction
			Outreach - Recycle Right
			Contamination
			Free Junk Pickup (In House)
			Fog Inspection Tool
			Mowing Route Optimization Application
			GHG/IWM Data/Dashboard
			Beautify San Jose Project Approval

Initial Draft

Legend:
- In Progress: On schedule, on-budget
- In-Progress: Minor Schedule or Budget Delay
- In-Progress: Major Schedule or Budget Delay
- Initiating
- Backlog

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SMART CITY ROADMAP 2.0 BACKGROUND
One City – One Team

MAYOR AND COUNCIL

- Establishes policy
- Makes strategic decisions

MAYOR'S OFFICE OF TECHNOLOGY & INNOVATION

- Collaborates strategy with development
- Coordinates with Council, community, and private

Smart City Roadmap 2.0

CITY DEPARTMENTS

- Lead execution of projects
- Deliver results

CIVIC INNOVATION

- Oversees execution of Smart City Roadmap 2.0
- Coordinates with City Departments

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QUESTIONS OR FEEDBACK?

AGENDA

1. Key Objectives

2. Smart City Roadmap 2.0:
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   - **IT Roadmap Recap**
   - Update on High Priority Big Rocks Projects
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3. Build Capacity – Powered by People

4. Project Reporting

IT ROADMAP - RECAP

REBUILD | SECURE | MODERNIZE | EXECUTE & SUSTAIN | SPECIAL INITIATIVES
Final Year of 2017-2019 Innovation and Technology Strategic Plan

ACTIVE PRIORITIES
- Cybersecurity Work Plan
- Business Process Platform and Solutions
- IT Infrastructure Refresh
- City Data Environment and Data Engagement
- My San Jose 1.x to 2.x
- Financials System Upgrade
- Business Tax Amnesty and then Business Tax System
- Audit Resolutions

IT PORTFOLIO MAP 2017-2019

(Updated: 12/2018)

	Active					**Done**				
Innovation Roadmap	Business Tax System	Integ Permit System	Open Data Environment	Business Tax Amnesty			IT Strategic Plan	My San Jose 1.X	Access Eastside 1	
	Facebook Terragraph	My San Jose 2.X	Data Portal and Stories	IoT Architecture			Transportat Data Story	IT Advisory Board	Open Data Architecture	
Team	Skills Plans					ERP Staffing	Proj Success 5% ↑ 79%	Engagement 8%ile ↑ 29%ile	Vacancy 36% ↑ 10%	Cust Sat 74% ↑ 96%
Secure / Reliable	Privacy, Data, and Use	Cybersecurity Policy		Emergency Mgmt Tech		Security Scanning	Cybersecur Team	Secondary Data Center	PCI Compliance	Cyber Intel Alliance
	Cybersecurity RFP	Security Training	Availability 99.1% ↗ 99.6%	New Emerg Ops Center			City Hall Wireless	Incident Response	Cloud Apps Architecture	Secure Processing
Modernize & Execute	Bus Process Automation	Financials Upgrade	Infrastructure Modernization	Identity Management		eSig Policy & Ordin	Prod-Project Management	HR Mgmt Upgrade	Talent Mgmt System	Payroll Upgrade
	Enterprise Content Mgmt	City Website Integrations	Smart Irrigation	Reprographic Management		Virtual PCs	Budget System	Treasury System	Revenue Mgmt System	Work Comp Sys/Vendor
				Modernization Fund		Mobile Collaborat	Microsoft Licensing	Utility Billing System	3-1-1/CRM System	Business Tax Registration
Audits	Technology Deployments	Mobile Devices	General Controls	External Financials						Call Handling Audit

IT STRATEGIC PLAN STATUS UPDATE IN MARCH 2019

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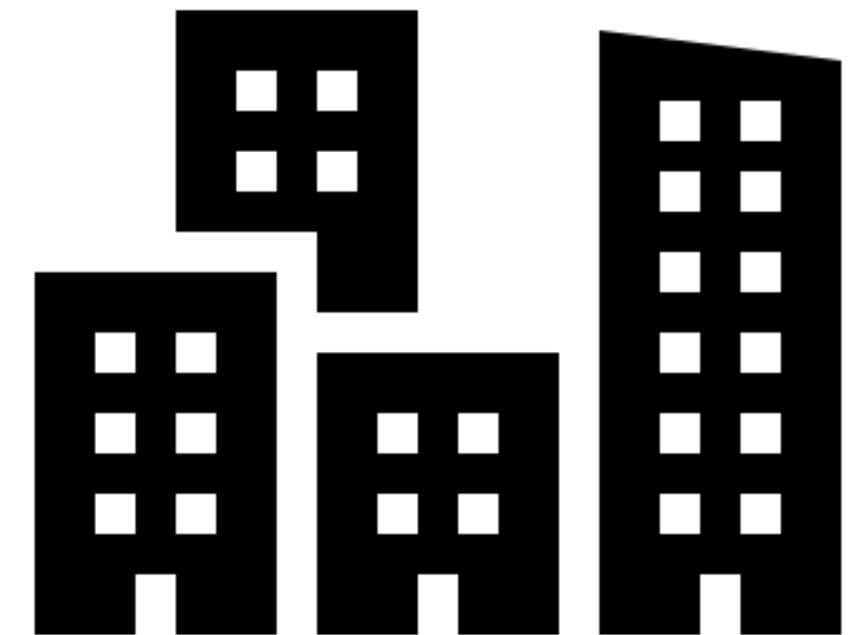# IT ROADMAP RECAP

Brilliant at
the Basics

Win Our
Races

Change
the Game

=

City as a
Platform

ELIMINATE TECH DEBT.
ENABLE THE DEPARTMENTS AND TEAMS.

QUESTIONS OR FEEDBACK?

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STATUS UPDATE ON HIGH PRIORITY BIG ROCKS PROJECTS

Three criteria used for prioritization

IMPACT	RISK	DIFFICULTY/EASE TO IMPLEMENT
• Community benefit • Operations improvement • Efficiency/effectiveness	• Opportunity cost • Scalability	• Complexity • Trailblazers
HIGH MEDIUM LOW	HIGH MEDIUM LOW	HIGH MEDIUM LOW

- A high rating on all three resulted in an overall High project rating
- High overall rating = projects prioritized for reporting to committee

HIGH PRIORITY BIG ROCKS PROJECTS

Theme	In Progress	Initiating	Theme	In Progress	Initiating	Theme	In Progress	Initiating
IT Roadmap	IT Staff Skill-Up & Engagement		User-Friendly Government	Integrated Permitting Systems	Development Services Transformation	Equity	Community Wi-Fi Strategy	Dahlia (Affordable Housing Availability)
	Products Management-Projects Execution			Digital Services Strategy	Procurement Capability Improvement		Digital Inclusion Strategy	AT&T Tech for Good Pilot (Digital Literacy/Seniors)
	Advanced Cybersecurity Products and Services RFP			My San Jose 2.0	Procurement Strategy		Digital Inclusion Program Fund	Verizon STEM (Digital Literacy/ Students)
	Cybersecurity Policy			City Website			Rent Registry (Apartment Rent Ordinance)	
	Cybersecurity Work Plan			Master Address Database Integration (Phase 2)			Data Migration Tool - Library	
	IT Infrastructure Modernization			Data Strategy			Joint/School Issued Library Cards	
	Community Engagement through Data			Start up in Residence (STIR) program				
	City Open Data Environment			Privacy Strategy				
	Business Tax System							
	Business Tax Amnesty Solution							

Theme	In Progress	Initiating	Theme	In Progress	Initiating	Theme	In Progress	Initiating
Smart Infrastructure	Small Cell Permitting and Process Improvements	Smart City Platform - Building Energy Usage Monitoring	Safe City	Fire Department Business Intelligence	Safe City Strategy	Climate Smart	Develop Reporting Structure for Greenhouse Gas Emissions for the City	
	Small cell Deployment	Irrigation Sensor Connectivity - CalSense		Fire Station Alerting System	Dual Network Connectivity of Fire Apparatus(Coverage)		Develop Data Tools and Online Dashboard - Phase 1	
	Facebook Terragraph Wi-Fi	Smart Digital Infrastructure Nodes pilot		Silicon Valley Regional Communication System (SVRCS)	Police Department Business Intelligence		Roadmap to Eliminate Natural Gas in Residential Housing (Bloomberg)	
	IoT Reference Architecture	Vehicle Fleet Telematics - Verizon Connect - Phase 2		FirstNet Evaluation and Migration	Smart Digital Infrastructure Nodes - ATT pilot		EV strategy	
		AT&T Community Wifi at Community Centers with Parks			Fusion/Data Collection Center			
		Macro Towers Deployment			Text to 911 (Sub Project to Next Gen 911)			
Smart Mobility	Transportation Events Tracking and Management (E-tracker)	Verizon Traffic Data Service Pilot			EOC Damage Assessment GIS tools and capabilities			
		Autonomous Vehicle - Connecting Key Destinations			Vision Zero Intersection Safety Analytics Pilot			
		Emerging Mobility Strategy						

QUESTIONS OR FEEDBACK?

ANY PROJECTS NEED TO BE ADDED/REMOVED
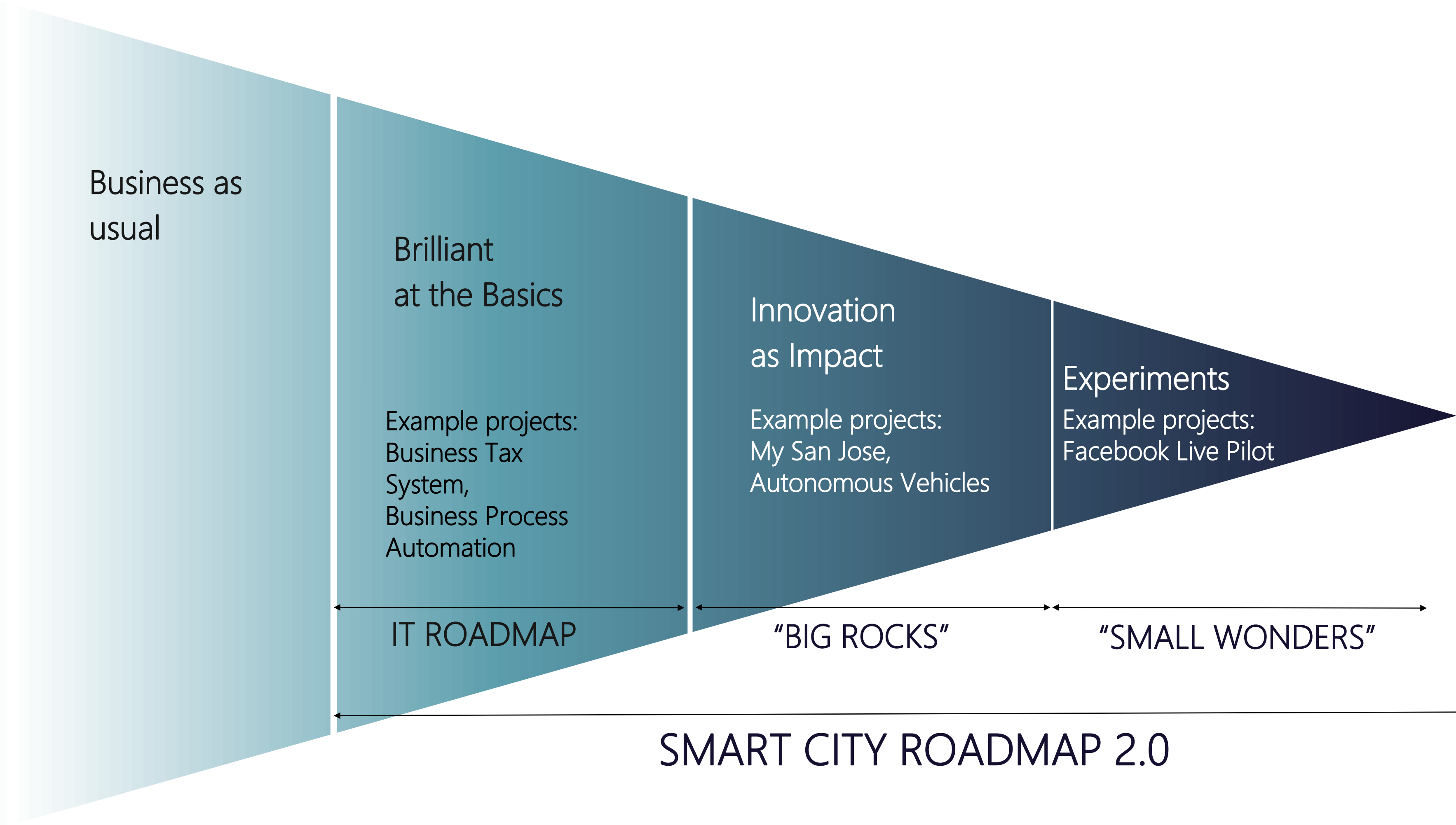FROM FUTURE REPORTING?

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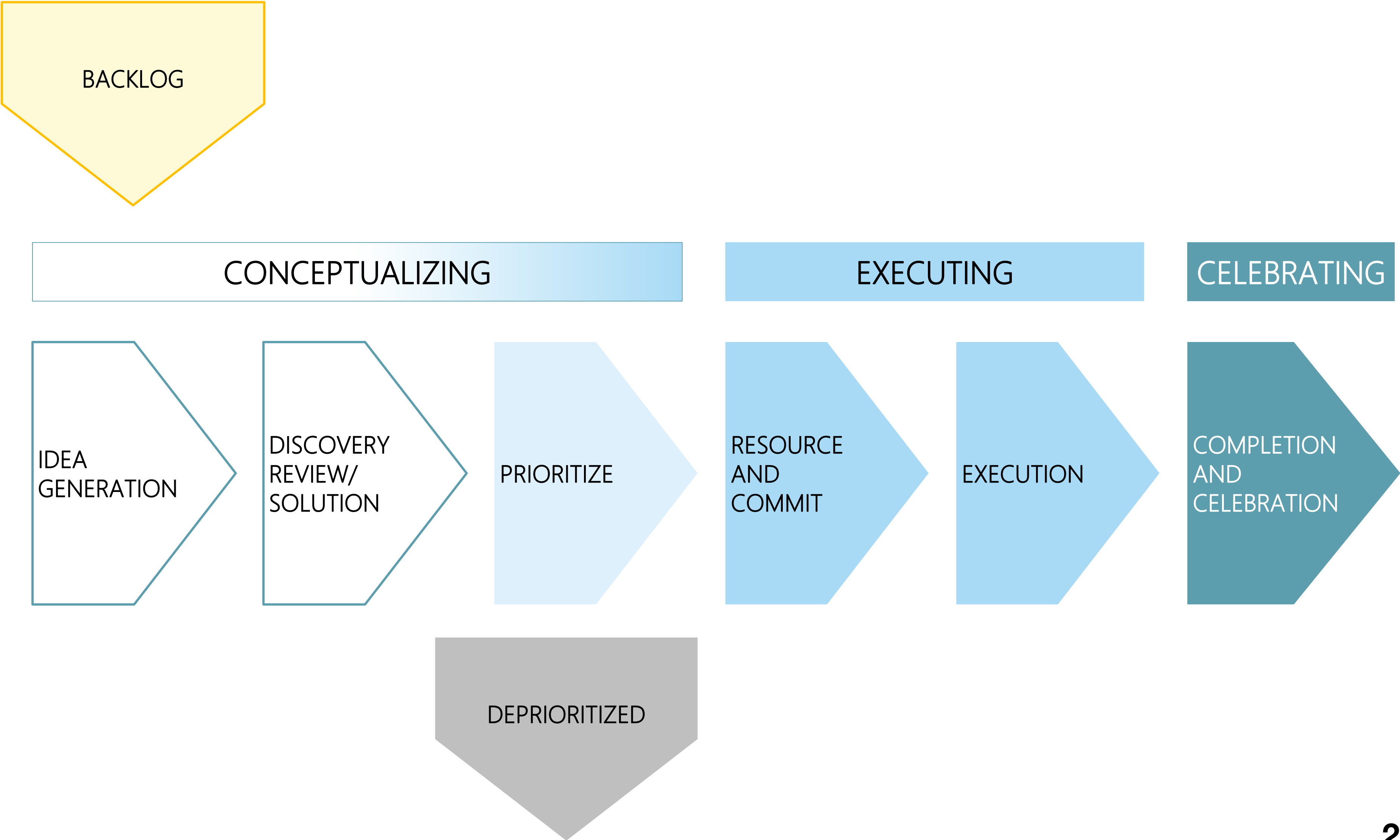   - **Update on Small Wonders Pipeline and Projects**

3. Build Capacity – Powered by People

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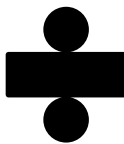# UPDATE ON SMALL WONDERS PIPELINE AND PROJECTS

Business as usual

Brilliant at the Basics

Example projects:
Business Tax System,
Business Process Automation

Innovation as Impact

Example projects:
My San Jose,
Autonomous Vehicles

Experiments
Example projects:
Facebook Live Pilot

IT ROADMAP

"BIG ROCKS"

"SMALL WONDERS"

SMART CITY ROADMAP 2.0

PROCESS UPDATE ON SMALL WONDERS PIPELINE

BACKLOG

| CONCEPTUALIZING | EXECUTING | CELEBRATING |

IDEA GENERATION

DISCOVERY REVIEW/ SOLUTION

PRIORITIZE

RESOURCE AND COMMIT

EXECUTION

COMPLETION AND CELEBRATION

DEPRIORITIZED

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PROCESS UPDATE ON SMALL WONDERS PIPELINE

| PRIORITY	QUESTIONS
Important to our community ✚	For the community, is there a penalty or adverse consequences if we delay? How many residents will the project impact? How much change the project will create to each resident? How will this new technology improve quality of life for future residents?
Core to what the City does ✚	For the City, is there a penalty or adverse consequences if we delay? Is there a fixed deadline for the City? Are there other critical projects that may be impacted by this project? How much resource (fund, staff capacity) is needed? Is there redundancy?
Achievable at Scale ✚	Is the problem solvable at scale using technology or process improvements? How scalable is the project?
Get ready for the future ✚	Is there additional value we will get out of this project? Is there value in the information we will receive? Does this reduce the risk of this project or future projects? Will this project open up other opportunities? Will this help the City be forward thinking for the future? Why should the City have it?

COST OF DELAY ÷ JOB DURATION = WEIGHTED SHORTEST JOB FIRST (WSJF)

PROCESS UPDATE ON SMALL WONDERS PIPELINE
- ONE TEAM!
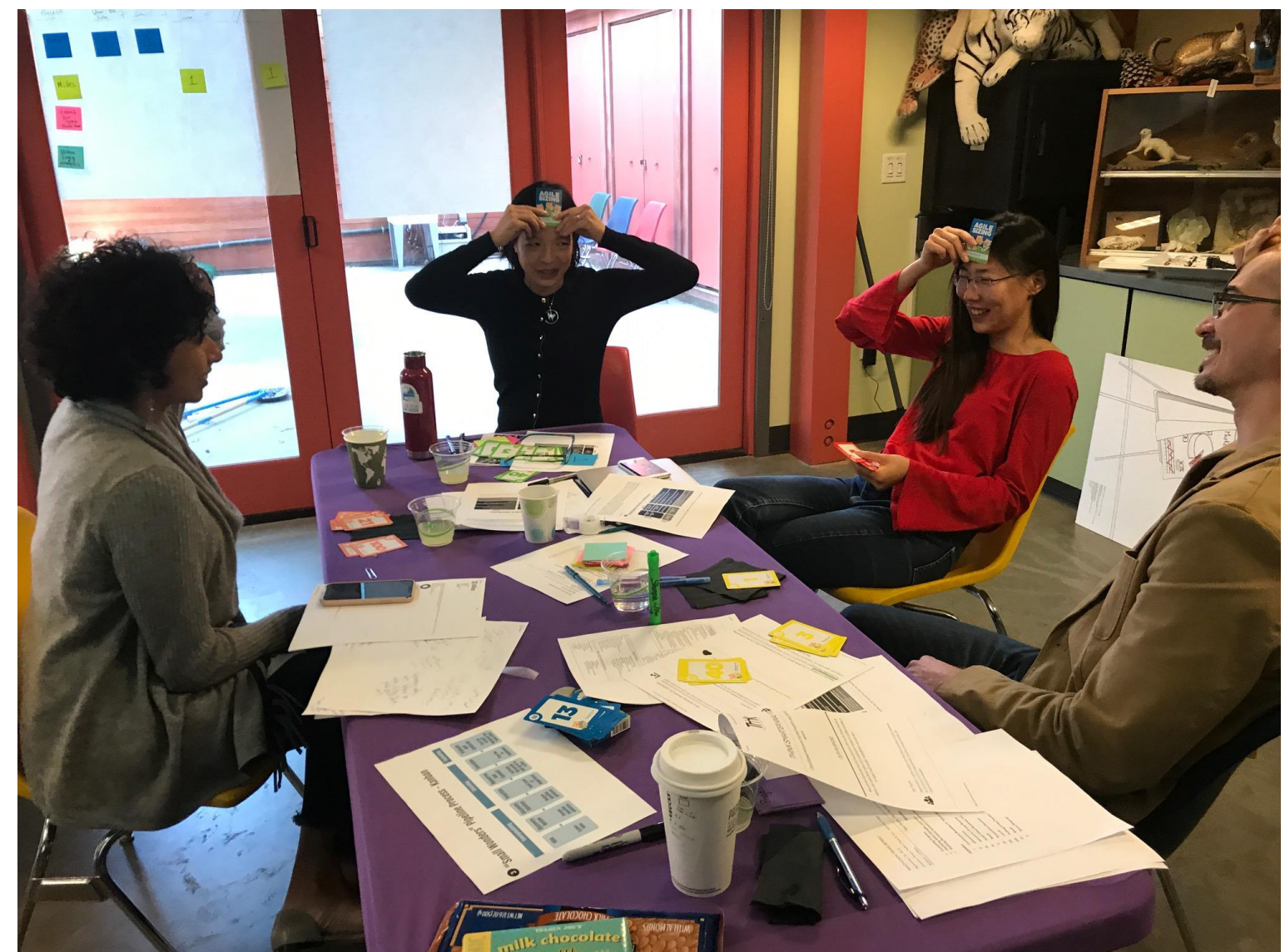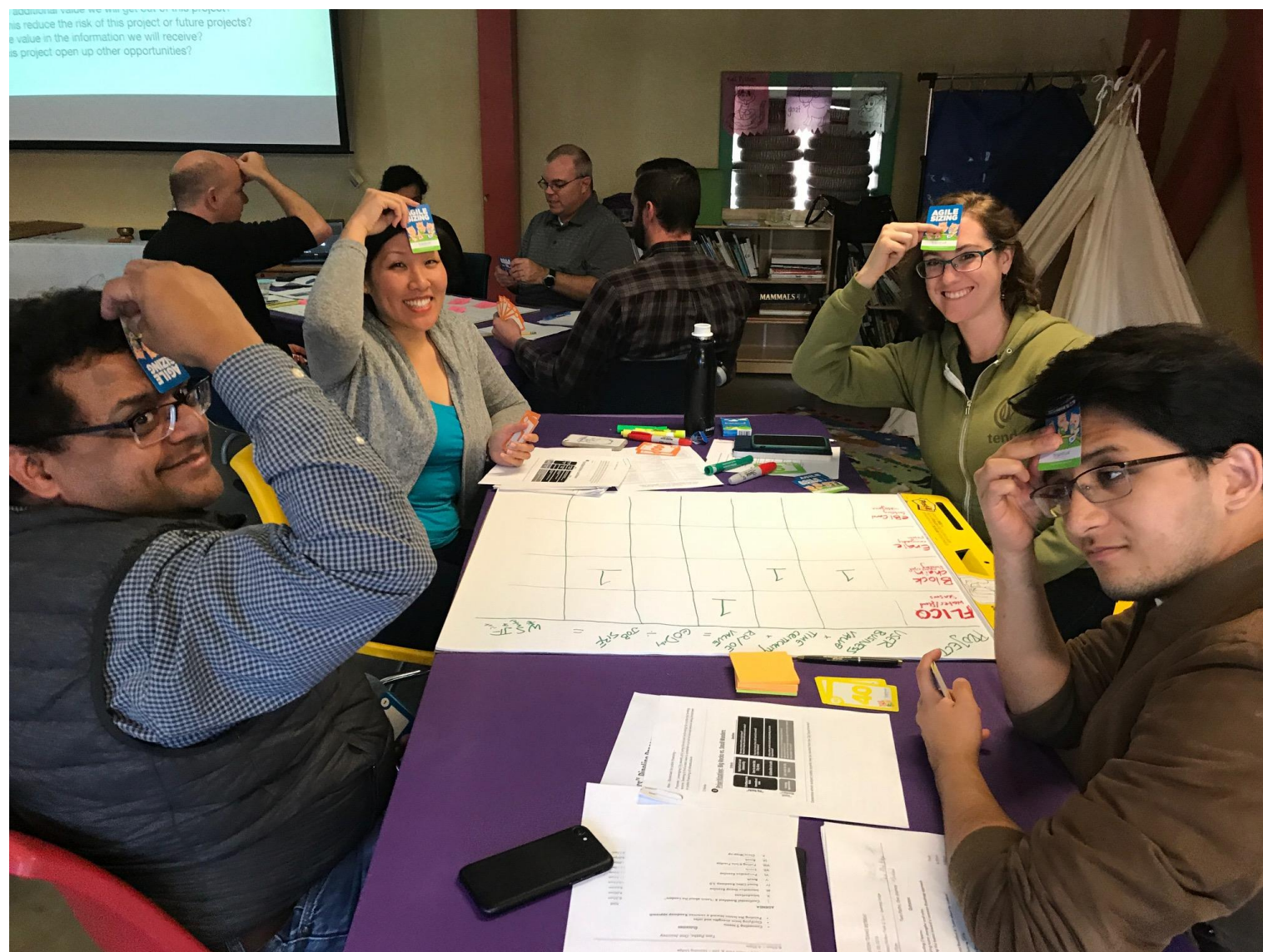
STATUS UPDATE ON SMALL WONDERS PROJECT

CONCEPTUALIZING	EXECUTING	CELEBRATING
Urban Leap Project Management Tool	Footfall Analytics - Think Smarter Analytics	Unleash your Geek 1.0 - Graffiti removal
Citymart - Digital Platform for Procurement Needs	Battery Storage Solutions	Unleash you Geek 2.0 - Flood detection
Unleash Your Geek #3 - Blockchain	2020 Census -Technology Conversation	Box Analytics
	Educational Performance for Access Eastside	Facebook Live
	FB Live/Box or You Tube	Neighborhood Dashboard
	Cloud based event planning tracking system (Office of Economic Development Department)	
	STiR – Disaster Relief (Housing Department)	
	STiR – Asset Management for affordable housing (Housing Department)	
	STiR – Contractor Compliance tools (Public Works Department)	
	STiR – Online street banner asset management and booking system (Office of Economic Development Department)	

STATUS UPDATE ON SMALL WONDERS PROJECT

BACKLOG	
SJ 5G AV Connectivity Testbed - This project will test specialized 5G connectivity features provide by AT&T to test Ford's autonomous vehicles in a 'connectivity test bed' within San Jose.	Better Cities – Engie (Energy effective method, smart cities/IoT connectivity and platform, safety and cybersecurity)
Ericsson Connect Urban Transportation - Advanced traffic management system that will help make better operational decisions based on the most relevant and up-to-date information	Siradel – Wide range of services from modeling in 3D, to our Urban planning simulation technology for a wide range of use cases and Connectivity (public Wi-Fi, 5G, IoT) design Siradel work with cities, universities and telecommunication on environmental, mobility solutions
Nvidia – Intel and Video Analytics – Platform used for deep learning by turning raw video data into actionable insight using GPU-based inference in real time.	Aclima.Io – Environmental Intelligence. Aclima delivers hyperlocal air pollution and climate emissions data and insights to improve human and planetary health
Dish Network – 5G Narrowband IoT network	Corning – Wireless communication devices for Dedicated Short Range Communications (DSRC) 24/7 tracking. supports cellular service enhancements and other building applications, including Wi-Fi, video surveillance, building automation, and more.
LG – Connected Mobility platform security with advanced encryption and key/certificate management	Motorola Smart Public Safety - Smart Public Safety Solutions transform data sources into a force multiplier enabling fast, accurate emergency response and crime prevention
Manhole Wireless Antennas – Leverage manhole covers to improve connectivity	Autonomous Vehicles HD Maps – Sanborn will partner with City to create HD maps to attract more autonomous vehicle testing in San Jose.

STATUS UPDATE ON SMALL WONDERS PROJECTS

DEPRIORITIZED	
Block chain for public financing	eBicard – Building Infrastructure Card Technology – Web-based solution that facilitates the process of entering critical building information and provides tools for viewing, reporting and mapping
Miles – A rewards program for individuals using different modes of ground based transportation through the use of the application.	Balcony Io – An application that connects people at the scene for answers in real time.
Cloud Parc – A smart city platform for parking solutions that uses machine vision, artificial intelligence, cloud computing and smart phone capabilities	
Clever Citi – Senor technology for on street parking detection and management	
Flicq – Use of smart sensors to monitor conditions in real time for Flood Water Monitoring	

QUESTIONS OR FEEDBACK?

HOW DO WE PLAN TO DO IT?
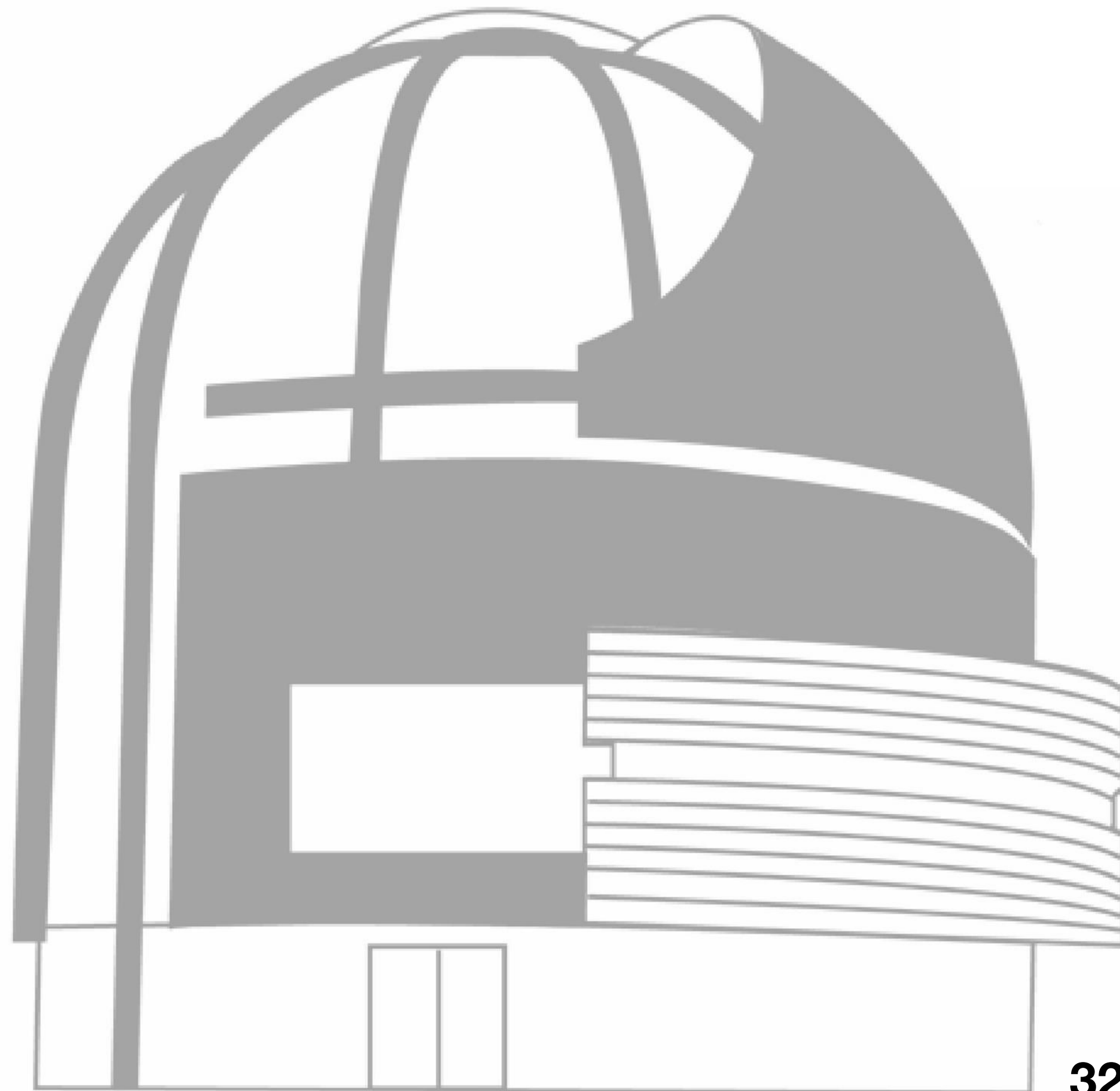
BUILDING CAPACITY –

POWERED BY PEOPLE
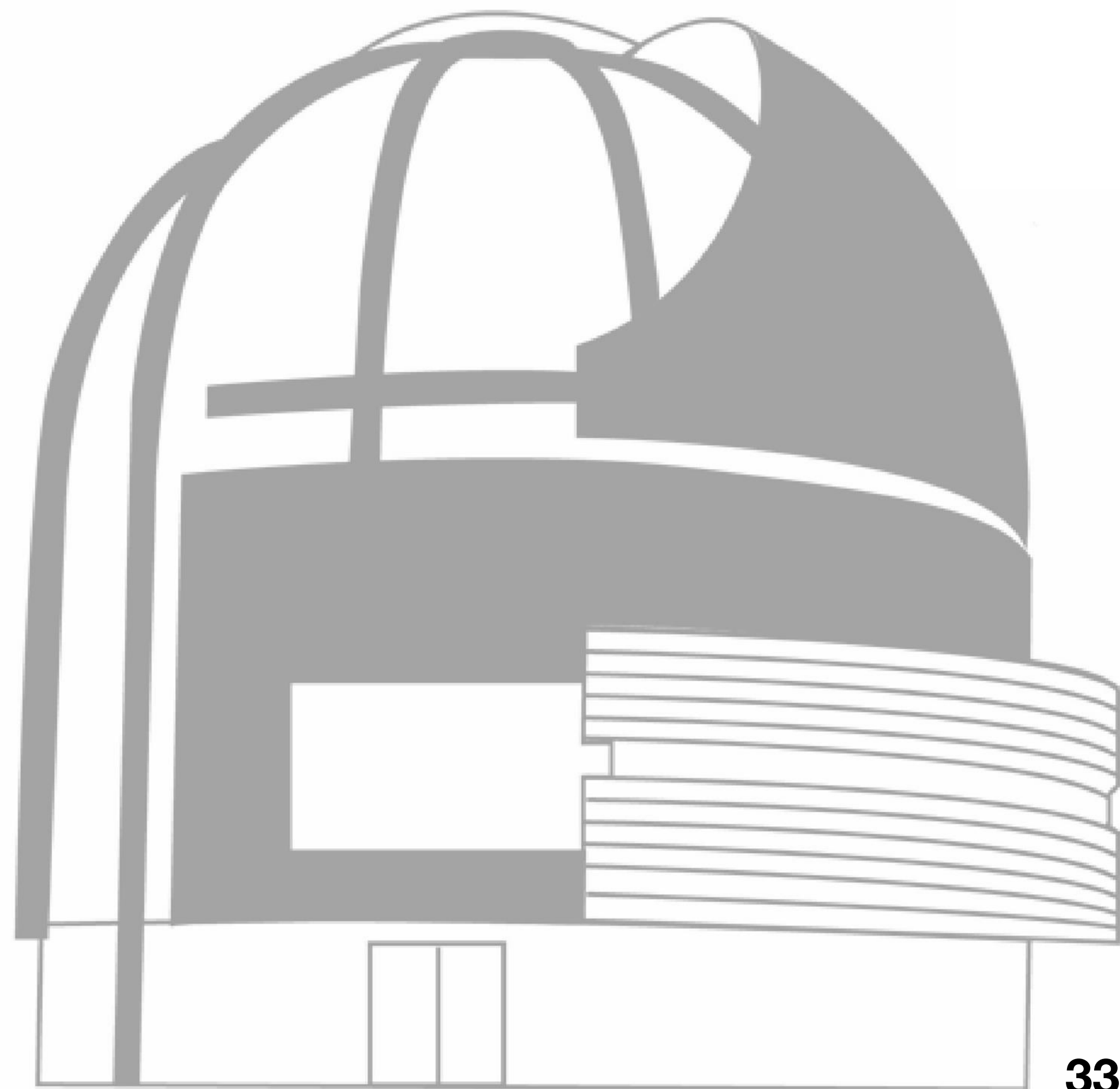
GOALS OF THE INNOVATORS ACADEMY

1. DEVELOP AND FOSTER A NEW GENERATION OF LEADERS WITH AN INNOVATION MINDSET WITH STRONG PROJECT MANAGEMENT SKILLSET TO IMPLEMENT SMART CITY SOLUTIONS

2. ESTABLISH A CITY-WIDE FOCUS TO PROMOTE A CULTURAL CHANGE THAT WILL HELP EMBRACE NEW INNOVATIVE PROJECTS

3. STRENGTHEN CITY'S PARTNERSHIP WITH TECH INDUSTRY TO DEVELOP SMALL EXPERIMENTS WITHIN THE CITY'S URBAN ENVIRONMENT
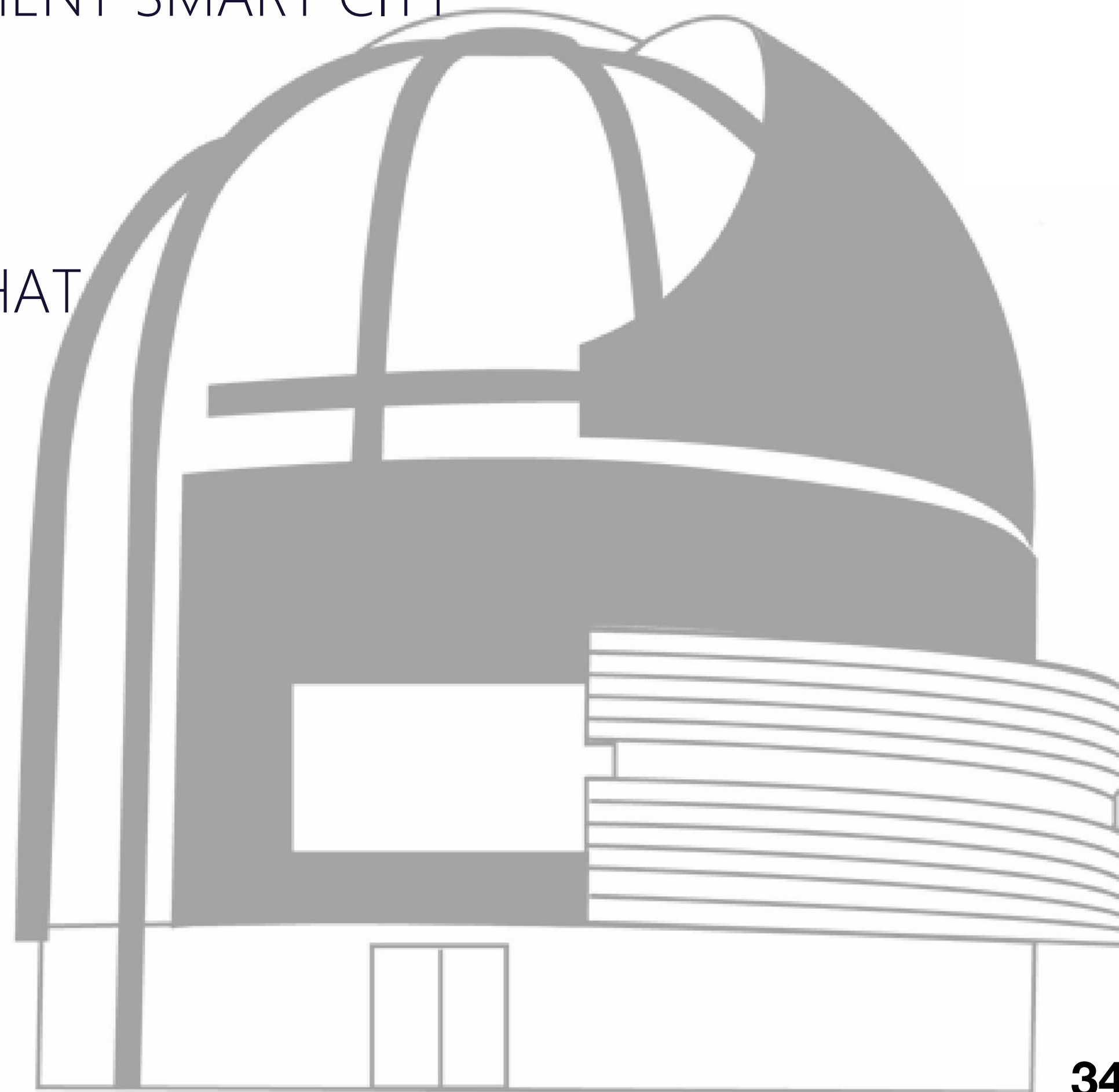
INNOVATORS ACADEMY COMPRISED OF MINIMUM OF FIVE KEY ELEMENTS

LEADERSHIP DEVELOPMENT

TRAINING

COACHING FROM TECH INDUSTRY AND CITY EXECUTIVE LEADERSHIP

NETWORK BUILDING WITH TECH INDUSTRY AND CIVIC LEADERS

EXPOSURE TO CITY AND PRIVATE SECTOR LEADERSHIP

INNOVATORS ACADEMY- INITIAL SELECTION PROCESS

MINIMUM QUALIFICATIONS

6+ months of City work experience

Any classification with project management experience

Good standing performance from supervisor

PASSION FOR INNOVATION

Department and supervisor approval

Willing to commit 4 hours per week

LEADERSHIP POTENTIAL
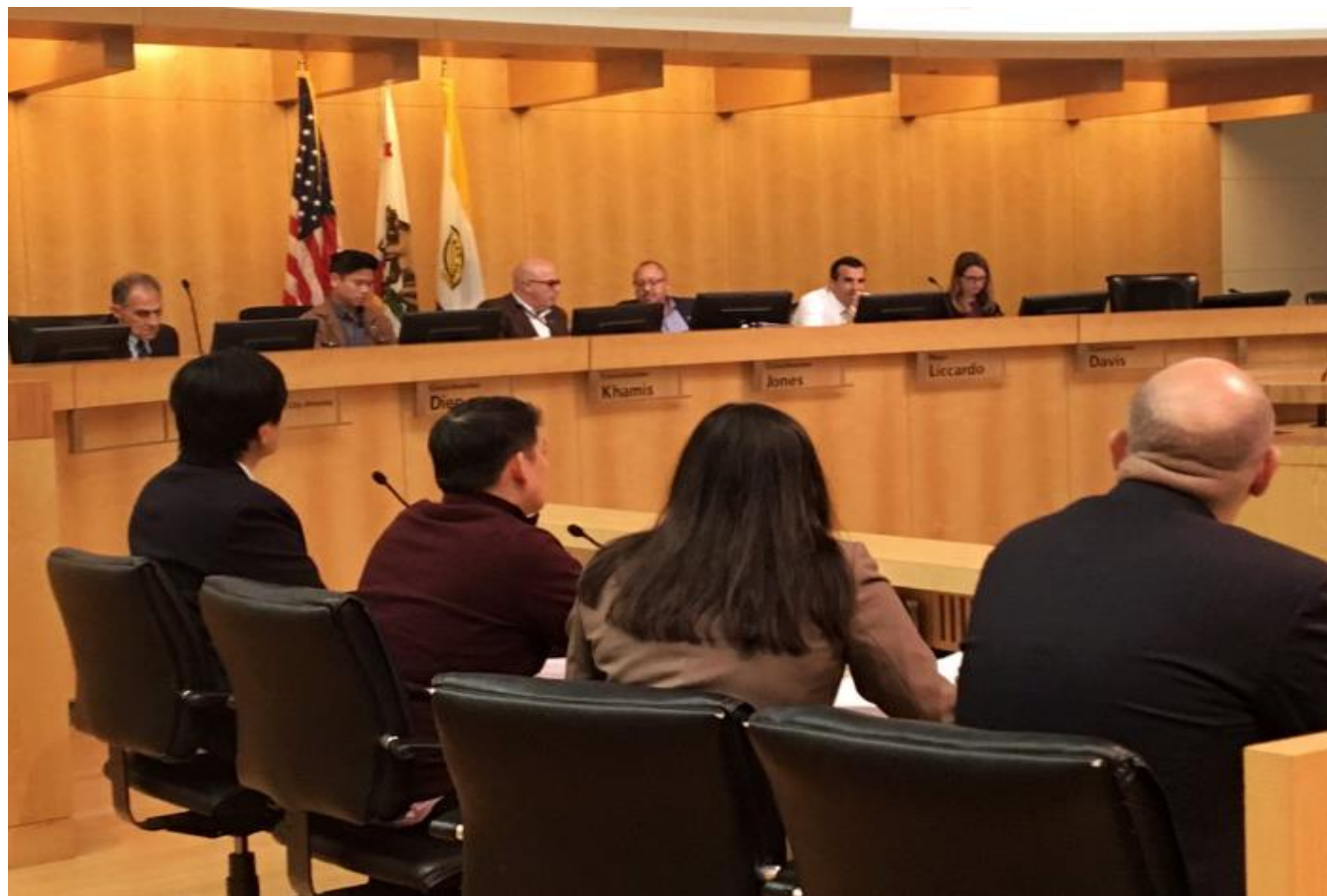
Growth opportunities

Trained

- 8-12 Innovator Fellows per year
- 1 year term

INNOVATORS ACADEMY- GRADUATION AND NETWORK OPPORTUNITIES

PRESENT AT SMART CITIES COMMITTEE MEETINGS

NETWORK WITH CITY LEADERS

- Join department heads, deputy city managers, city manager in key internal and external meetings

- Meet with city elected officials and learn city council processes in working with communities

INNOVATORS ACADEMY – NEXT STEPS

- COLLABORATE WITH HR AND CMO TO DEVELOP WORKPLAN – FEB/MAR 2019

- PILOT POTENTIAL COURSES TO TEST – SPRING/SUMMER 2019

- SELECT POTENTIAL CANDIDATES – AUGUST 2019

- BEGIN ACADEMY– FALL 2019
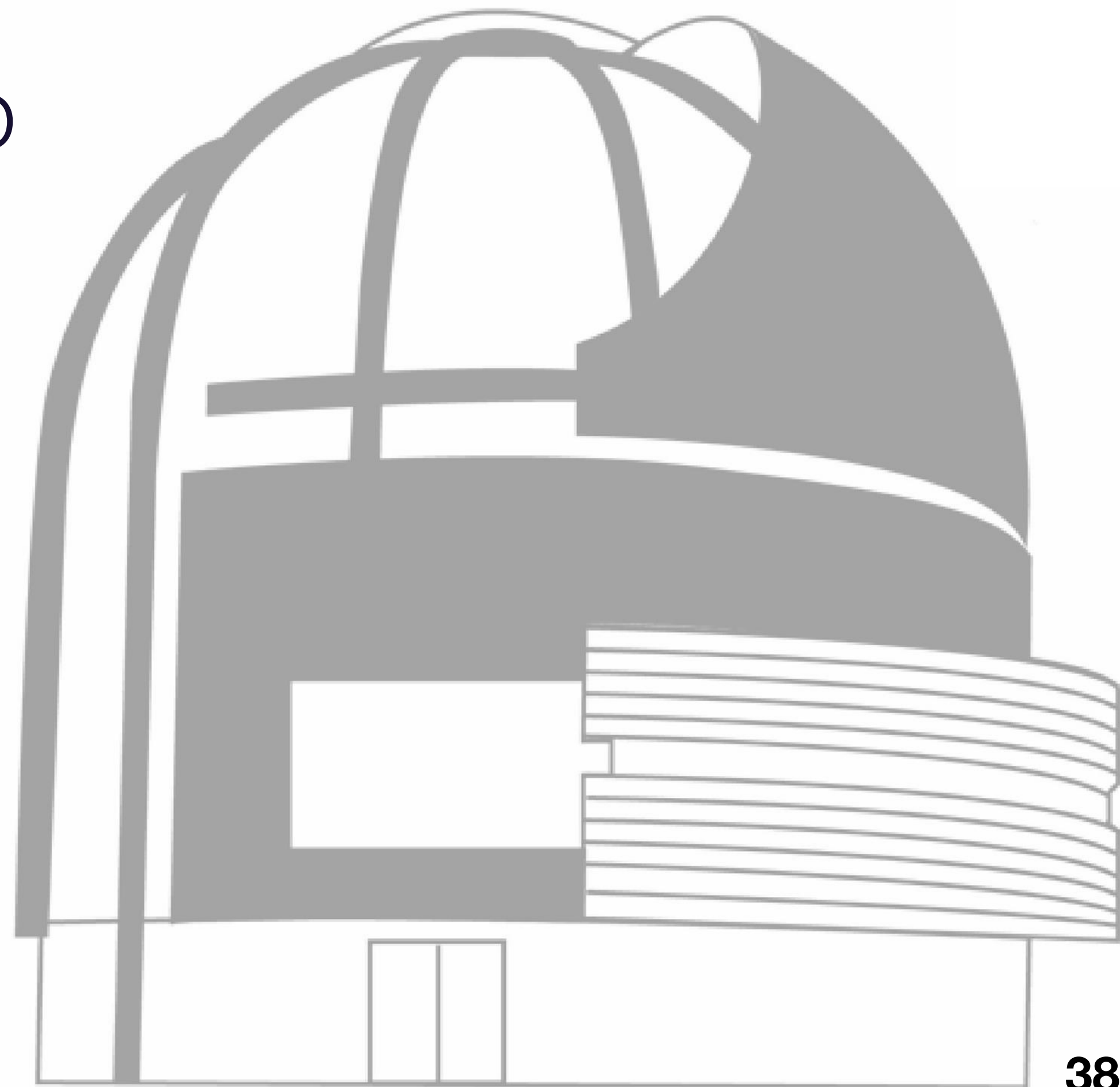
PROJECT REPORTING

Reporting Cadence	IT Roadmap	Big Rocks	Small Wonders
CMO Civic Innovation	Stoplight Status update: Monthly Detailed Status: Monthly	Stoplight Status update: Monthly Detailed Status: bi-annually/annually per project	Civic Innovation and MOTI - bi-weekly to evaluate backlog
Smart City and Service Improvements Committee	Verbal reporting: Quarterly for 1 high priority projects	Verbal reporting: Monthly for 1 high priority projects and 1 strategy	Verbal reporting: monthly updates for 1 small wonder project
Roadmap Refresh	Every 6 months	Every 6 months	Every 3 months

QUESTIONS OR FEEDBACK?