

(d) 4. Information and Technology Audit Update

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IT Audits Updates

2017-2019

**Lessons
Learning**



What We Learned

Transformation is Hard

- Iterative projects were the most successful
- Highly transformative initiatives struggled
- Run v. Transform Staffing contentions
- Process re-engineering not yet a strength

San Jose Departments Work Together

- Generally low resistance to cooperative efforts

IT Resource Optimization Helps

- Budget-Purchasing-Personnel-Project "Whole Picture"

Notes

Show accolades

Connect Council actions with progress; What's Next?

- Policy
- Budget
- Org support
- The start → Vision for future

Changing the Game

- Vision
- Support

Win Our Races
Change the Game

What's Coming

- Multi-Domain Transformation & Re-Engineering
- Mobile Workforce and Community
- AI-Driven Operations and Services
- Unifying IoT and AI Platforms
- Geolocation
- Federated IT
- IT Investments

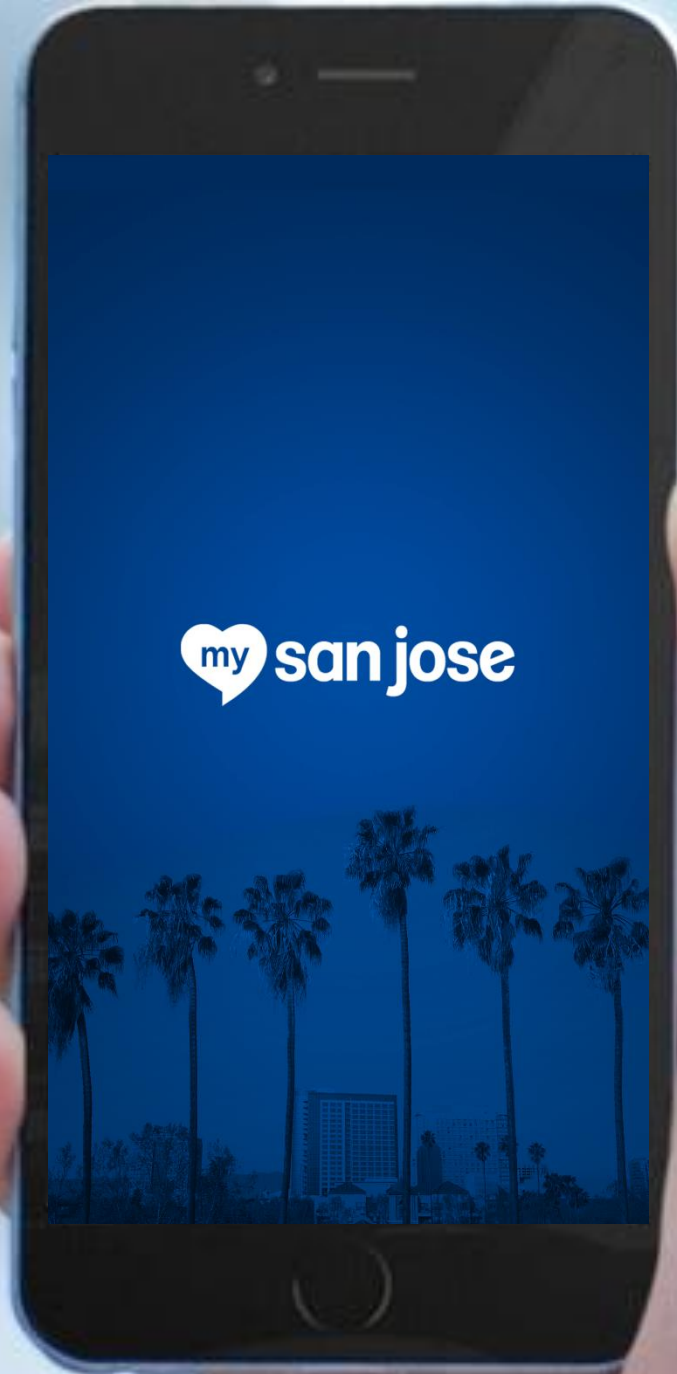


Change the Game

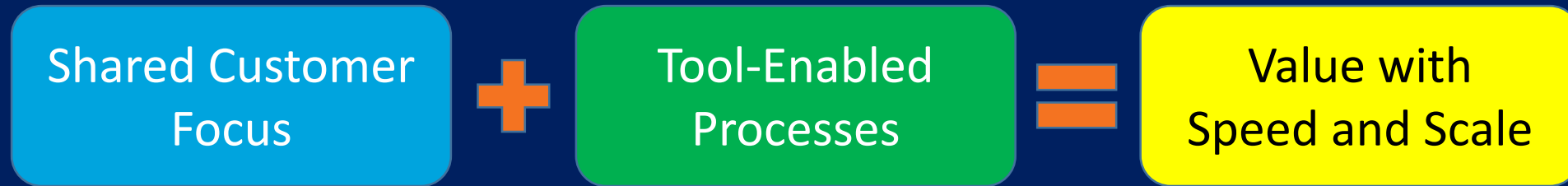
Partnerships

- City Data Environment – Common Foundation; Scale + Adoptability; Data Stories
- Disaster Management – Airbnb, Sensors
- Inclusion – Small Cells; Terragraph; Access ES/SJ; Carriers
- Accessible Government – Facebook Live; Plan/Build/Code; Box Skills
- Secure City – AI-driven SOC; Intel Alliance
- Autonomous Vehicles – Manufacturer Partnerships
- Joint IoT Lab – Build; Teach/Skill; Implement/Scale; Hire
- Innovating Gov – Knight; Bloomberg; FUSE; Purchasing

Splash



The DevOps Equation



- **Change in Culture** – Customer Centric, Scrum/Kanban/Lean/Waterfall
- **Investment** – Agilists, CX Design, Journey Mapping, Process Redesign, Spaces
- **Tools** – Project/Basecamp, Airboard, TFS and VS, Jira, Ionic
- **Failure** – Permission from Council, Factored in Projects
- **Iteration** – Procurement, Projects, Backlogs, Version Maps

San Jose Open Data Approach

Technology



- Open Data Architecture (ODCA)
- City Open Data Environment (CODE)
- Support Internet of Things (IoT) scale and Artificial Intelligence

People



- Champions
- Skills/Strengths
 - Analytics
 - AI/ML/DL
- Practice

Processes



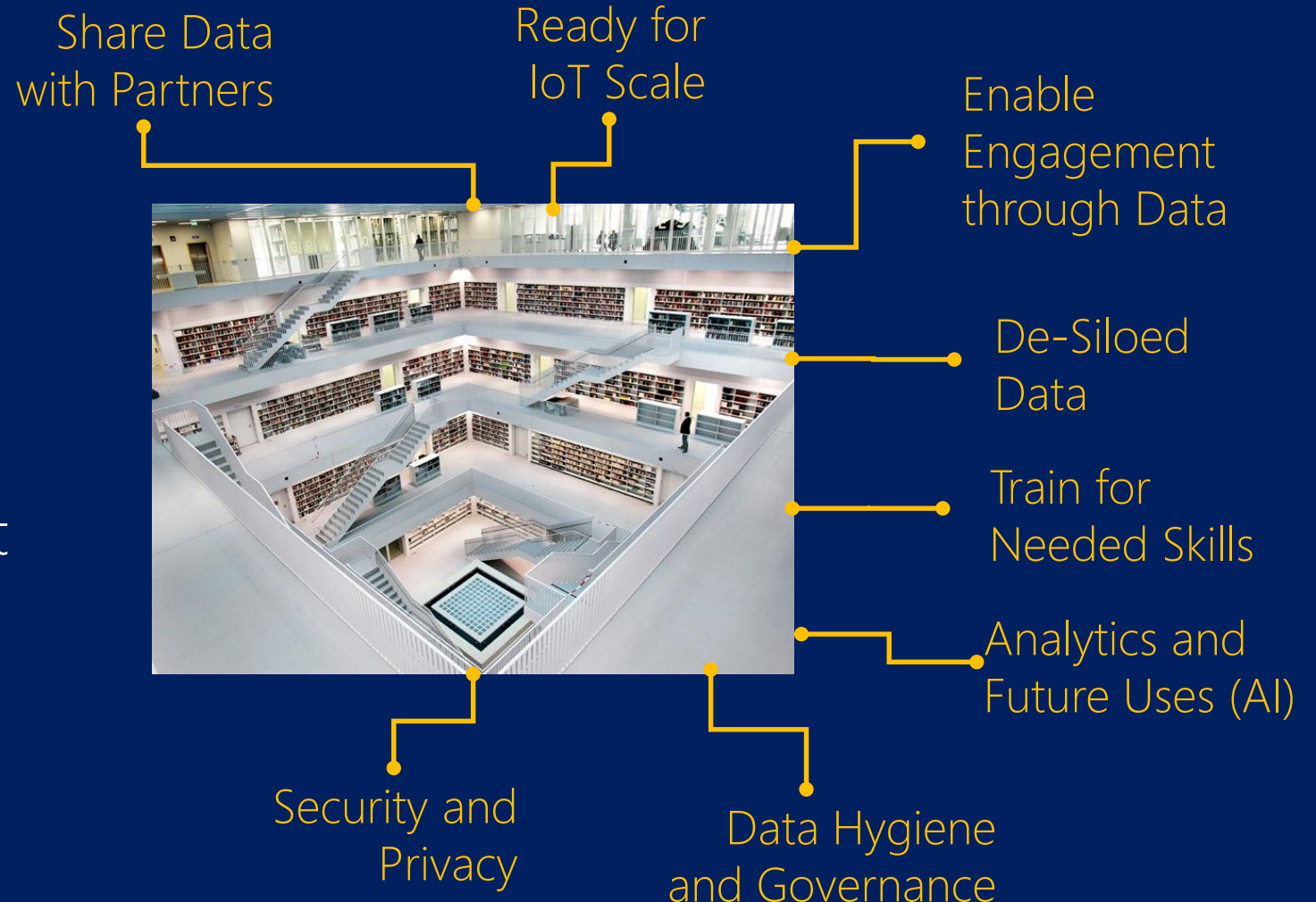
- Data governance
- Data journalism
- Community interaction
- Decision making

City Open Data Environment – A Virtual Library

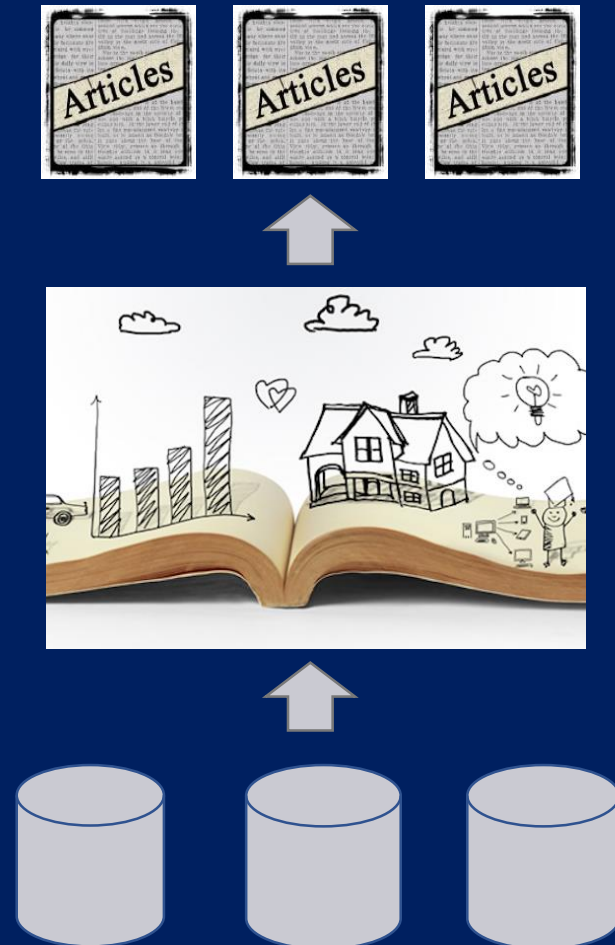
Build the library. Fill it.
Engage through it.

■ Foundations

- Data architecture
- Open Data Environment
- Data governance
- Applied data science
- Engagement thru data
- Decision making



Engaging through Data Stories



Data Articles/
More Engaging



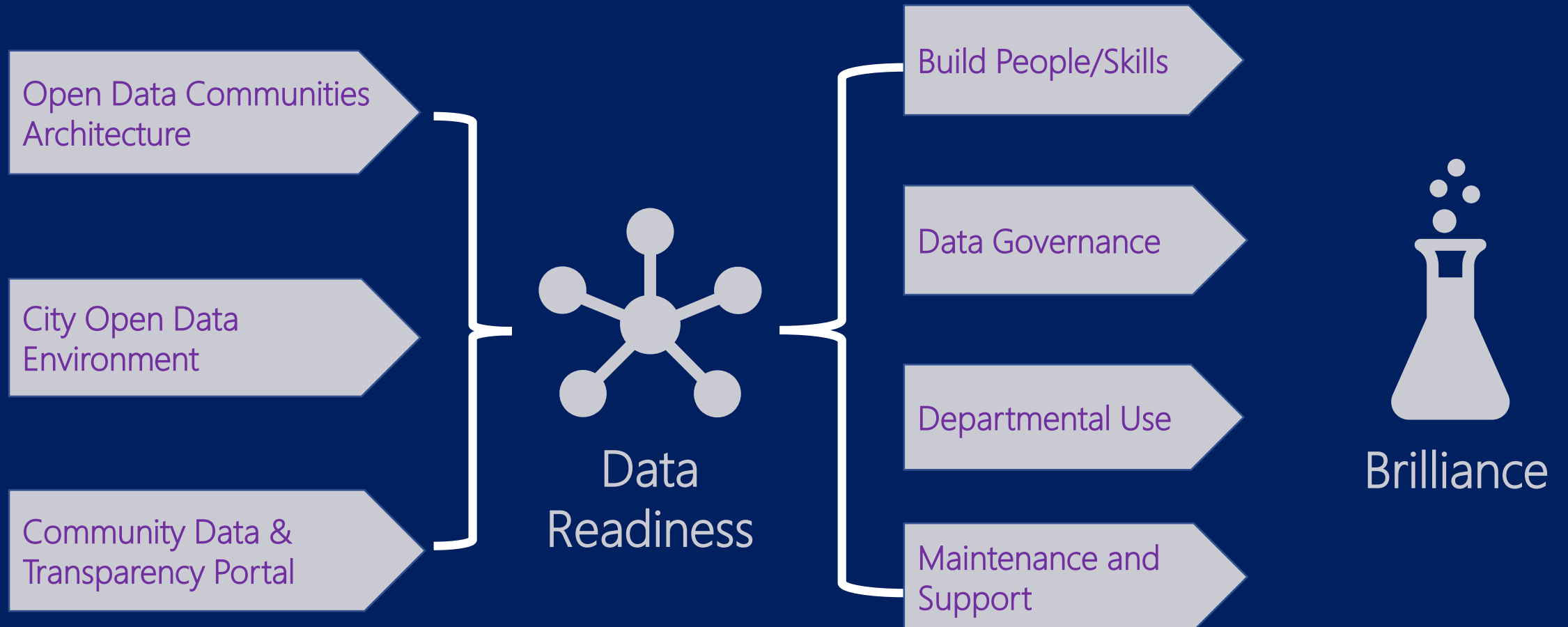
Data Stories/
More In-Depth



Raw Data/
More Expert



Our Path...





Powered
By People

Knowledge

Abilities

Relationships

Practices

Anchors

Win Our Races

Initiatives

- My San Jose 2.x
- Business Tax
- Integrated Permitting System
- Business Process Automation
- Infrastructure Modernization
- Cybersecurity