

Information Technology World Café

#CambInno

www.cambridgema.gov/Innovation

May 10, 2012
CRLS Pearl K. Wise Library

Agenda

- | | | |
|------------------------|---------------|-------------|
| ■ Opening Remarks | Richard Rossi | 6:30 - 6:40 |
| ■ IT Survey Results | Mary Hart | 6:40 - 6:50 |
| ■ IT Department Update | Mary Hart | 6:50 - 7:00 |
| ■ Breakout Sessions | Facilitators | 7:15 - 8:00 |
| ■ Wrap-up | Mary Hart | 8:00 - 8:30 |

E-Gov Community Team

Community (All Cambridge Residents)

- Art Bardige
Founder & President, Enablearning.com
& 501c(3) Sustainablearning
- Brian Burke
Senior Director, State Government Affairs
at Microsoft
- Jerry Grochow
Vice President, the University Corporation
for Advanced Internet Development
(Internet2)
- Tarun Rathham
Google Cambridge Team,
Sales in the Software and Services Industry
- Oliver Thomas
Information Services and Technology MIT,
Liaison to Faculty and Student Experience

Opening Remarks

Purpose of IT World Café

- ❖ Increase awareness of recent IT successes/plans for FY'2013
- ❖ Engage in public discussion about :
 - How the City can better use Information Technology
 - Examples from other communities or organizations that might provide guidance for Cambridge
- ❖ Use feedback from Café and data from the Survey to guide the City IT vision going forward

Highlights from IT Survey

361 respondents, of whom:

- 77% are residents
- 97% have access to Internet from home (67% broadband)
- 83% are employed (largest group, 39%, work in training, education, library)
- 55% are aged 50 or older
- 97% own a computer
- 40% own a smart phone

Highlights from IT Survey (continued)

What areas of business or City services are most important to you?

In order of importance

1. Library
2. Education
3. Public Safety
4. Parking and Transportation

What types of data are important to you?

In order of importance

1. Transportation
2. Other (Public Safety, Property, GIS)
3. Education

Other Technology Ideas?

50% referred to these 3 topics

1. More Free Wifi Service
2. Updated Technology in all Schools
3. Technology Access for Low Income residents

Highlights from IT Survey (continued)

How important is it to you to be able to:

Access Information via City Website ? 67% most important

Conduct City Business Transactions On-Line? 50% most important

Interact with City via mobile device? 20% most important

Highlights from IT Survey (continued)

City Mobile Apps

Cambridge iReport Usage	19% downloaded app 7% submitted ticket via mobile 17% submitted ticket via web
iReport satisfaction	3.22 average rating on a scale 1-5
MyPD	14% downloaded app 11% used for info and alerts 2% submitted tip
MyPD satisfaction	3.47 average rating on scale 1-5

Information Technology Update

Recent Innovations

E-Gov Strategic Teams

Executive

▪Robert W. Healy	City Manager
▪Richard Rossi	Deputy City Manager
▪Louis DePasquale	Asst. City Manager, Fiscal Affairs
▪Brian Murphy	Asst. City Manager, Community Development
▪Ellen Semonoff	Asst. City Manager, Human Services
▪Lisa Peterson	Commissioner, Public Works Department
▪David Kale	Deputy Finance Director/Budget Director
▪Mary Hart	Chief Information Officer
▪Claire Spinner	Chief Financial Officer, School Department
▪Steve Smith	Chief Information Officer, School Department

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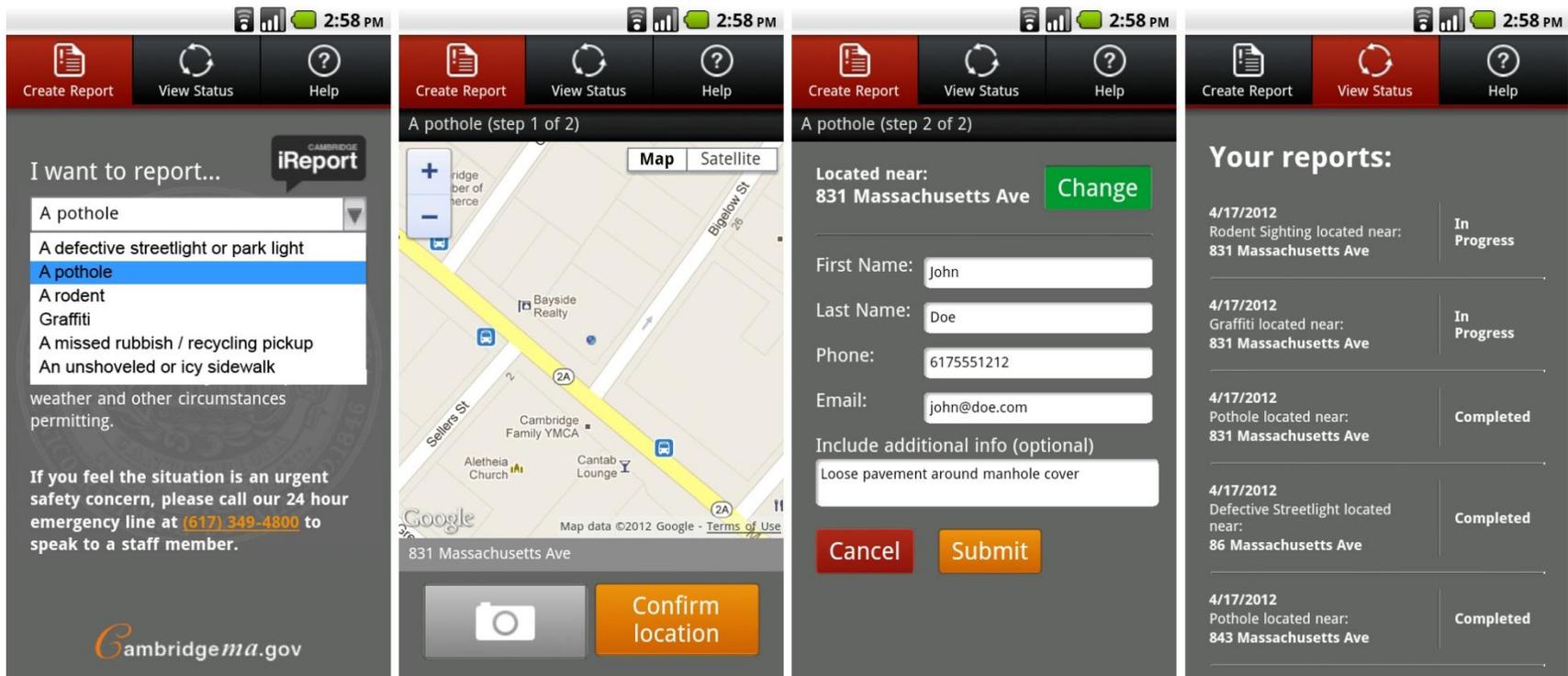
Project Management

▪Cliff Cook	Planning Information Manager, Community Development
▪Martha Flynn	Asst. Commissioner, Inspectional Services Department
▪Jeana Franconi	Director of Fiscal and Administration, Human Services
▪Rebecca Fuentes	Deputy Commissioner, Public Works Department
▪Justin Handfield	Web Developer, Information Technology Department
▪Mary Hart	Chief Information Officer, Information Technology Department
▪Michele Kincaid	Director of Financial Operations and Systems
▪Dan Riviello	Director of Communications and Media Relations, Police Department
▪Steve Smith	Chief Information Officer, School Department
▪Ini Tomeu	Public Information Operator

Payment On-Line

- Parking Ticket Payments
- Water Bills
- Motor Excise Taxes
- Real Estate Taxes
- Personal Property Taxes
- Moving Van Permit
- Moving Container /Crate Permit

iReport Mobile App



- Users can report **potholes, graffiti, rodents, missed rubbish/recycling pick-up, defective street light, unshoveled sidewalk**
- Search for “**Cambridge iReport**” in the iTunes App Store or Android Play Store.

MyPD App



- Users can access news, information, alerts, and submit crime tips to police.
- Search for “MyPD” or “My Police Department” in the iTunes App Store or Android Play Store.

Google Translate

Google translate View:

From: To:



Home | City Departments | Permits & Applications | City Manager | City Council | Mayor's Office

Calendrier | Offres d'emploi

Bienvenue à la Ville de Cambridge  

Google™ Taille du texte: A A A

ALERTE: 30/04/12, 17:23 - Un certain nombre de rues dans et autour de Harvard Square sera fermé le dimanche 6 mai, à partir de 5 heures du matin - 21 heures, pour l'événement annuel MayFair. [plus de détails](#)

 **World Cafe technologie de l'information le 10 mai**
Aidez-nous à définir les zones à l'intérieur IT le plus d'intérêt et l'importance en participant à notre sondage en ligne et participer à la World Cafe IT. [En savoir plus](#)

iReport CAMBRIDGE  

3 Easy Steps to be In the Know **CAMBRIDGE ALERT NETWORK**
COMMIT - OBSERVE - PARTICIPATE

SERVICES EN LIGNE | **QUOI DE NEUF À CAMBRIDGE** 

Google Search

Cambridge *ma.gov*

Home | City Departments | Permits & Applications | City Manager | City Council | Mayor's Office | Calendar | Jobs | City Publications

Home > Search

Search powered by **Google**™

Keyword:

You searched: **Mayor Henrietta Davis**
 Keyword – Mayor Henrietta Davis
 Showing 1-10 of 983 results

[Previous](#) | [Show All](#) | [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) | [Next](#)

City Council Members - City of Cambridge, Massachusetts
 ... **Mayor: Henrietta Davis** (hdavis@cambridgema.gov) 120 Chestnut Street, Cambridge, MA 02139 617 547-0877 (home) 617 349-4321 (work) ...
<http://www.cambridgema.gov/ccouncil/citycouncilmembers.aspx>

Cambridge Public School District - Event Detail
 ... **Mayor Henrietta Davis** visits the Amigos School. **Mayor Henrietta Davis** visits the Amigos School. Date: Thursday, May 31. Location: Amigos School. ...
<http://www.cpsd.us/AMI/eventdtl.cfm?id=10919>

Mayor's Office - City of Cambridge, Massachusetts
 ... the City of Cambridge. This page will have more information once the new **mayor's** staff is in place. **Mayor Henrietta Davis**. ...
<http://www.cambridgema.gov/mayor.aspx>

Mayor's Office - City of Cambridge, Massachusetts
 ... the City of Cambridge. This page will have more information once the new **mayor's** staff is in place. **Mayor Henrietta Davis**. ...
<http://www2.cambridgema.gov/mayor.cfm>

iReport
 iOS Android

3 Easy Steps to be **CAMBRIDGE ALERT NETWORK**
 In the Know

Cambridge Live City Webcast

Google translate

QUICK LINKS
 Construction and Traffic

New Community Development Department Web Site

The Community Development Department (CDD) is the planning agency for the City of Cambridge.

CDD's mission is to enhance the character and diversity of the city's neighborhoods and support sustainable economic growth that expands opportunities for residents, enables a high quality of life within the community, and contributes to a healthy environment.

Features



From Assistant City Manager Brian P. Murphy
Welcome to the new CDD web page. Through the redesign of our web site, we hope to provide you with a wide range of easily accessible and

News and Announcements

May 7, 2012

Solar Hot Water Grants Available
Solar Hot Water Grant information

May 7, 2012

Electric Vehicle Charging Stations

Electric vehicle charging stations in Cambridge

Feb 14, 2012

2011 Kendall Square Customer Intercept Survey Report
Read the report to learn more about

Quick Links

I'd like to learn more about...

Select a Topic

Neighborhood or Square

Select One

Current Projects...

Select One

Explore the City



Cambridge Alert Network



CodeRED • CitizenObserver • Cambridge E-Line

3 Easy Steps to Be in the Know

www.CambridgeMA.gov/AlertNetwork

1

CodeRed

This service will be used to alert residents via phone calls, emails, and text messages in the event of emergencies within the city, such as:

- Snow emergencies
- Evacuations
- Large scale water outages or other significant service disruptions

3

Cambridge E-Line

This service will continue to send emails and text messages with general information and communications from the city, such as:

- Street cleaning reminders
- Trash/recycling pickup
- City news and departmental information

2

Citizen Observer

This service will be used by police to send neighborhood specific crime alerts via emails and text messages, such as:

- Emerging crime patterns identified in [BridgeStat](#)
- Announcements about neighborhood meetings
- Crime prevention tips

CodeRED Mobile Alerts App



- Users can access emergency notifications from the City via their smartphone
- Search for “**CodeRED**” in the iTunes App Store or Android Play Store

Official Social Media Pages

City of Cambridge			
Arts Council			
Cambridge Energy Alliance			
Cambridge Public Schools			
Community Development - K2C2 Project			
Consumers' Council			
Human Service Programs			
GIS			
Library			
Police Department			
Public Works			

www.CambridgeMA.gov/SocialMedia

Information Technology Update

Planned Projects for 2013

Inspectional Services Permitting and Payment On-Line

Government Connected Online Services

- Home
- Permits
- Planning/Zoning
- Report Code Issue
- Links



[\[Log On \]](#) / [\[Register \]](#)

New User Registration

User Details

First Name <input type="text"/>	Email <input type="text"/>
Middle Name <input type="text"/>	Confirm Email <input type="text"/>
Last Name <input type="text"/>	Password <input type="text"/>
Company <input type="text"/>	Confirm Password <input type="text"/>
Phone <input type="text"/>	

BTWI Be sure your phone number is correct so we can contact you!

Mobile Websites



Easier to Use GIS Maps

Parks and Playgrounds Interactive Map - City of Cambridge, Massachusetts - Windows Internet Explorer

http://otto.city/CDD/parks/parkmap.aspx

File Edit View Favorites Tools Help

Yahool Sports Fantasy Bas... Parks and Playgrounds ... X

Page Safety Tools ?

CAMBRIDGE
CDD@344

Text Size: A A A Calendar Projects Publications Contact Us cambridgema.gov

Enter keyword(s)

COMMUNITY DEVELOPMENT DEPARTMENT
344 Broadway

CLIMATE & ENERGY ECONOMIC DEVELOPMENT FACTS & MAPS HOUSING **PARKS & PLAYGROUNDS** PLANNING & URBAN DESIGN TRANSPORTATION ZONING & DEVELOPMENT

CDD > Parks and Playgrounds > Parks and Playgrounds Interactive Map

Parks and Playgrounds Interactive Map

Browse the map below to find parks in your neighborhood and across the city! Select a park to learn more about its features and amenities. You may also be interested in the following information about our park system:

- View Downloadable Open Space Maps
- View Information about Selected Parks and Playgrounds

Costa Lopez Taylor Park
City park or playground
Charles St / Lopez Ave
Hours: Dawn to dusk
November 1 to March 31;
dawn to 10pm April 1 to October 31

Powered by Leaflet — City of Cambridge

Go to the Interactive Parks and Playgrounds map.

Public Works Permits Payment-Online

[Service Directory](#) | [News](#) | Text size: [A](#) [A](#) [A](#)

- Our Services
- City Projects
- Green Living
- Permits & Documents
- Contact Us

[Public Works](#) > [Contact Us](#) > [Permits and Documents](#) > [Permits](#)

Permits

What are you looking for?

Document Type: Document Category: By keyword search:

[Clear filter/search box](#)

You searched: 1 2 | [Next](#)
 Category – All, Type – All
 Showing 1-15 of 23 results

Format	Document Name & Description	Type	Category
	Excavation and Trench Permit Application Apply for an Excavation and Trench permit	Permit	Public Works
	Crane and Boom Truck Permit Application Apply for a Crane and Boom Truck permit	Permit	Public Works
	Sidewalk Closure Permit Application Apply for a Sidewalk Closure permit	Permit	Public Works
	White Goods Permit Application Apply for a White Goods permit	Permit	Public Works
	Park Permit Application Apply for a Park permit	Permit	Public Works
	Discharge Permit Application Apply for a Discharge permit	Permit	Public Works
	Manhole Access Permit Application Apply for a Manhole Access permit	Permit	Public Works

New Human Service Programs Web Site

Events Calendar News Publications & Forms cambridgema.gov

The Department of Human Service Programs
Cambridge, Massachusetts

Text Size: A A

Search

Programs for Kids & Youth Programs for Adults Programs for Families Programs Listing A – Z About Us



Lorem ipsum dol or headline

Lorem ipsum dolor teaser text to support the story visible in the carousel.

Call to action to [register now](#).

Another possible link to [learn more](#).

News & Announcements

Spring 2012 Resource Guide
February 27, 2012
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Mayor's Blue Ribbon Commission Report
February 24, 2012
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt labore

New Extended Hours for Senior Center
February 23, 2012
Lorem ipsum dolor sit amet, consectetur adipiscing elit, empor incididunt

[More News & Announcements](#)

Upcoming Events



MAR 25 Cambridge River Festival
Optional Subtitle Text
Brief teaser copy encourages website visitors to click through to this section for more information.

MAR 30 Webinar: Lore Ipsum Sample Text
Optional Subtitle Text

APR 15 Event Title Number Three
Optional Subtitle Text

APR 30 Event Title Number Four
Optional Subtitle Text

HOW CAN WE HELP YOU?

Programs by:

Select an Age Group

Select a Neighborhood

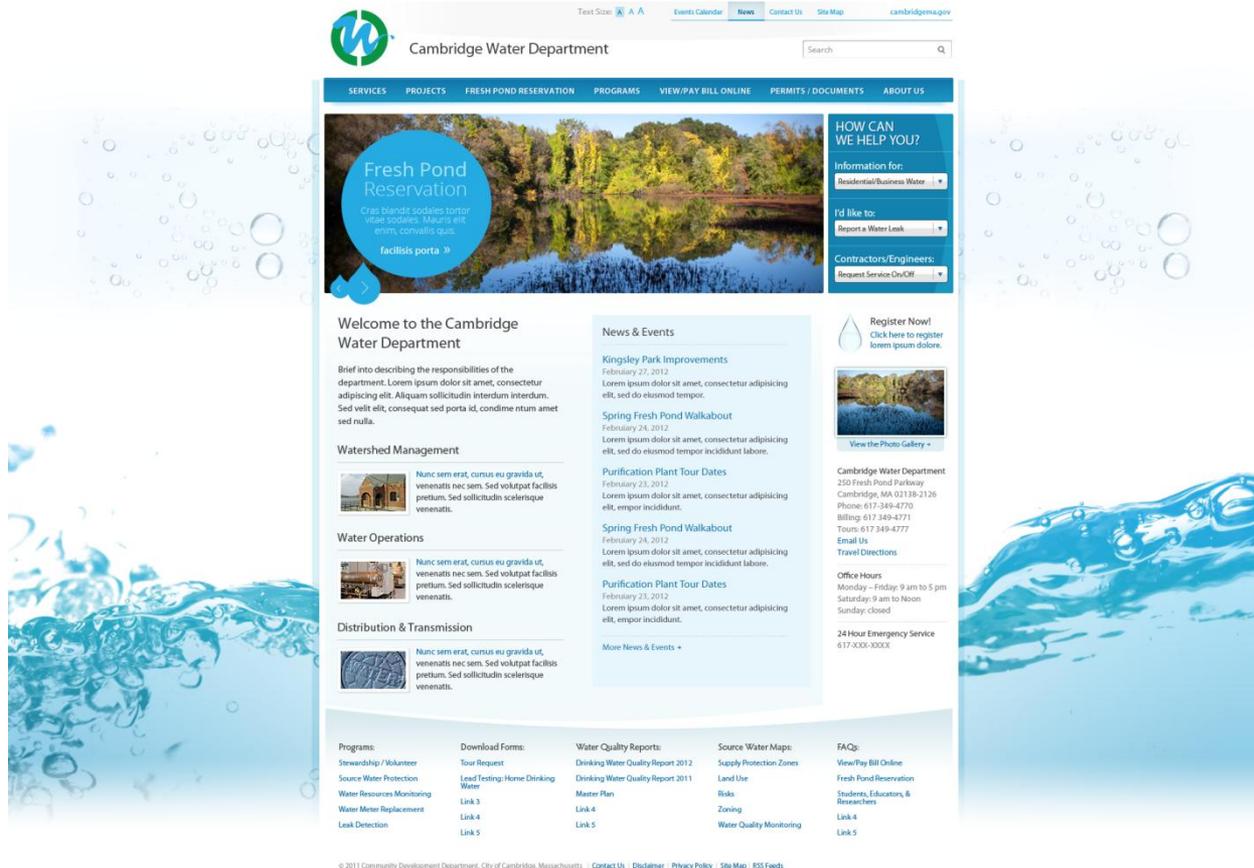
Register Now!
Click here to register lorem ipsum dolore.



[View the Photo Gallery](#)

Department of Human Service Programs
51 Inman Street
Cambridge, MA 02139
Phone: 617-349-6200
TTY: 617-492-0235
[Email Us](#)

New Water Department Web Site



Cambridge Water Department

Text Size: A A A Events Calendar News Contact Us Site Map cambridgema.gov

Search

SERVICES PROJECTS FRESH POND RESERVATION PROGRAMS VIEW/PAY BILL ONLINE PERMITS / DOCUMENTS ABOUT US

Fresh Pond Reservation
 Cras dñamit lobales tortor vitae posuere. Mauris elit enim, conwallis quis facilisis porta

HOW CAN WE HELP YOU?

Information for:
 Residential/Business Water

I'd like to:
 Report a Water Leak

Contractors/Engineers:
 Request Service On/Off

Welcome to the Cambridge Water Department

Brief intro describing the responsibilities of the department. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam sollicitudin interdum interdum. Sed velit elit, consequat sed porta id, condime ntum amet sed nulla.

Watershed Management



Nunc sem erat, cursus eu gravida ut, venenatis nec sem. Sed volutpat facilisis pretium. Sed sollicitudin scelerisque venenatis.

Water Operations



Nunc sem erat, cursus eu gravida ut, venenatis nec sem. Sed volutpat facilisis pretium. Sed sollicitudin scelerisque venenatis.

Distribution & Transmission



Nunc sem erat, cursus eu gravida ut, venenatis nec sem. Sed volutpat facilisis pretium. Sed sollicitudin scelerisque venenatis.

News & Events

Kingsley Park Improvements
 February 27, 2012
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Spring Fresh Pond Walkabout
 February 24, 2012
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt labore.

Purification Plant Tour Dates
 February 23, 2012
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, empore incididunt.

Spring Fresh Pond Walkabout
 February 24, 2012
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt labore.

Purification Plant Tour Dates
 February 23, 2012
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More News & Events +

Register Now!

Click here to register
 Lorem ipsum dolor.



View the Photo Gallery

Cambridge Water Department
 250 Fresh Pond Parkway
 Cambridge, MA 02138-2126
 Phone: 617-349-4770
 Billing: 617-349-4771
 Tolls: 617-349-4777
 Email Us
 Travel Directions

Office Hours
 Monday – Friday: 9 am to 5 pm
 Saturday: 9 am to Noon
 Sunday: closed

24 Hour Emergency Service
 617-300-3000

Programs: Stewardship / Volunteer Source Water Protection Water Resources Monitoring Water Meter Replacement Leak Detection	Download Forms: Tour Request Lead Testing: Home Drinking Water Link 3 Link 4 Link 5	Water Quality Reports: Drinking Water Quality Report 2012 Drinking Water Quality Report 2011 Master Plan Link 4 Link 5	Source Water Maps: Supply Protection Zones Land Use Stake Zoning Water Quality Monitoring	FAQs: View/Pay Bill Online Fresh Pond Reservation Students, Educators, & Researchers Link 4 Link 5
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Information Technology Update

Cambridge Public Schools

Cambridge Public Schools



Information, Communication & Technology Services Department (ICTS)

Achievements



Google Apps for Education

Introduced to all staff this year with student accounts for grades 6 - 12 being rolled out next Fall.



Online Parent-Teacher Conference Scheduling

Parents attending CRLS Parent-Teacher Conferences now have the option of scheduling their visits online



Online Kindergarten Tour Scheduling

Parents of prospective students now have the option of scheduling a school tour online.

Cambridge Public Schools



Information, Communication & Technology Services Department (ICTS)

Achievements



Online Student Course Registration

This spring current 9th graders completed their 2012-13 course selections online.



Updated Web Presence for District Web Sites

Improved the delivery and quality of public information and services by enhancing the District's online presence.

Cambridge Public Schools



CPS
Cambridge Public Schools

Information, Communication &
Technology Services Department (ICTS)

Developments

- Common Online Gradebook
- Online Student Pre-Registration
and Online Wait List Manager
- Expanded Student and Parent
Access to Student Information
- Continued Web Site
Conversions and Upgrades

Cambridge Public Schools ■ ICTS ■ 459 Broadway ■ Cambridge, MA 02138 ■ 617.349.9360 ■ www.cpsd.us

Focus Questions for Breakout Sessions

- How would you like to see the City use information technology in the future?
- Are there specific examples of how information technology has been used in other communities or organizations that might provide guidance for Cambridge?
- Is there anything else that you want to tell the City that you think would be helpful as it develops an Information Technology Strategic Vision?

Breakout Sessions

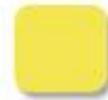
All Breakout Sessions have been color coded by Topic



Education



Internet Access



Library



Public Safety



Transportation



General Topics

Wrap-up

- Summarize results from each breakout session
- Questions and Answers
- Adjourn

Thank you for participating
Visit www.cambridgema.gov/Innovation for updates
Email questions to innovation@cambridgema.gov