

Adopted --/--/2016



Community Technology and Telecommunications Commission 2016 Work Plan

The Board/Commission mission statement per the City Code Section 2-1-107 is:

§ 2-1-107 AUSTIN COMMUNITY TECHNOLOGY AND TELECOMMUNICATIONS COMMISSION.

The purpose of the board is to advise the city council on regarding issues that include:

- (1) community technology;
- (2) telecommunications services;
- (3) new sources of funding for access television projects;
- (4) new sources of funding for community technology projects;
- (5) allocation of annual financial support;
- (6) the evaluation of the performance of access television contractors and other community technology contractors, including development of criteria to be used for evaluations; and
- (7) information and communications technology facilities and services that are operated by the City for public use, including the City web site, Internet services and open government technology.

The Commission shall conduct public hearings regarding issues that include:

- (1) the performance of access television contractors, and other community technology contractors; and
- (2) the identification of community cable, telecommunications, and technology needs.

The Commission shall promote access to telecommunications services and community technologies by methods including:

- (1) public awareness, use, and viewership of access television programming and other community media;

(2) identifying community technology needs and problems in the City and defining innovative programming approaches to those needs and problems; and

(3) public awareness of telecommunications policy and community technology issues.

The Commission shall serve as a coordinating forum for issues relating to the provision of every different type of telecommunications services and community technologies, by receiving reports and recommendations from other City boards and commissions and from City departments, and forwarding these to the city council.

The commission does not possess and sovereign authority regarding any cable television or cable related telecommunications issue, and the commission serves in an advisory capacity only.

Attachments: Exhibit (A)

DRAFT 2016 Workplan Framework: Exhibit (A)

Current 2016 Goal Area(s)	New Goal Area(s)	Priority (1 being high)	Strategies	Zone of Control	Level of Readiness for Action	Zone of Control
Commission Effectiveness		2	Engage other cities to learn how they manage collaboration in a digital world. What tools do they use? Identify 3-5 options to test against the current rule/regulations.	Learn & Research		Learn & Research
		4	Advocate for a way to enable Commissioners to collaborate outside of the meetings, stay within compliance, and do it electronically.	Learn & Research		Learn & Research
		2	Research how other Texas cities collaborate. Who is making the most of modern communication technology?	Learn & Research		Learn & Research
		3	Open a discussion with City's Legal Department about options for a online forum for Boards and Commissions to parallel City Council's online forum for hosting policy drafts and discussion.	Learn & Research		Learn & Research
		1	Discuss how to organize Working Groups to collaborate effectively and avoid the limitations of TOMA.	Decide & Assign, Recommend & Collaborate		Decide & Assign, Recommend & Collaborate
		2	Establish a cross-commission communications process. Identify need for online information sharing platform to facilitate sharing.	Decide & Assign, Recommend & Collaborate	Define Challenge/Opportunity, Define Challenge	Decide & Assign, Recommend & Collaborate
		4	Develop a background information packet on technology and the Shared Economy for council members.	Decide & Assign, Recommend & Collaborate		Decide & Assign, Recommend & Collaborate
Civic Technology, Community Engagement		1	ID other Commissions that would be willing to host forums to discuss w Citizens their needs/interests in accessing info. 2) advocate City Council hosting "how to get info" sessions for citizens. 3) use opty to collect info re: what they want or need access to. 4) create trainings/webinars that can be on-call to help people learn how to access info.	Illuminate & Evangelize	Define Challenge	Illuminate & Evangelize
			1.1. Support CoA to promote GTOPS			
			1.2. Identify & celebrate success stories			
			1.2.1. Define what success and celebration should be			
			1.3. Propagate / promote success stories to City Council as a first step			
			1.4. Next, request / recommend addition to GTOPS budget to enhance its reach			
One IT, Community Engagement		1	Request to receive updates from Boards and Commission Chairs that have obvious overlaps	Recommend & Collaborate	Define Challenge/Opportunity	Recommend & Collaborate
			Programmatically scan Board and Commission Agendas for relevant topics.			
			1.1. Start a WG (commission members and city staff) to:			
			1.1.1. Determine current state of cellular and high-speed interconnect and their distribution throughout CoA			
			1.1.2. Benchmark against other cities around the world, e.g., Portland, Boston, San Francisco, Singapore, etc			
			1.1.3. Provide report to entire commission for presentation to City Council, etc.			
			1.2. Review with service providers on potential roadmap for progress			
			1.3. Present to CoA leaders (City Council and CoA management) on possible strategy			
			1.4. Serve as a catalyst to promote migration to latest technologies in communication in CoA			
			1.5. Monitor progress in improving cellular and high-speed interconnect infrastructure			
OpenGov		2	Receive frequent updates from Open Data Initiative Team, likely CTM department.	Decide & Assign	Define Challenge	Decide & Assign
			Form a Working Group on Open Gov & Open Data			
			o Recommend an Open Governance Oversight group that includes internal City leaders, civic organizations, education institutions, and businesses.			
			o Recommend a channel by which citizens can provide feedback and ask questions about City open data that is less formal/urgent than a Public Information Request. A 311 service for City Websites and Digital Services.			
			o Recommend a policy for the procurement on IT systems, apps and digital services that requires the procuring department to create an open data plan that specifies how and when public information provided to 3rd party vendors will be provided to the public-at-large in a raw, machine readable format.			
			o Research and recommendations around data gathered via surveys:			
			■ Survey data should be made publicly accessible in appropriate formats including raw data, data maps, questionnaires, and details about survey methodology.			
			■ Survey data should include demographic questions, but should not capture any personally identifiable information and preserve the anonymity of individual respondents.			
			o Recommend that the adopted Resolution 20111208-074 that commits the city to principles of open government should resolution should be updated to reflect needs and experience over the past four years, and adopted as an Ordinance.			
			o Encourage a "digital first" strategy for collecting government data.			
			Provide input on the procurement of modern legislative tracking and agenda management software system that would:			
			■ Support the publication of the underlying meeting details, decisions, and supporting documents data in an open data format.			
			■ Focus on the user. Procurement of agenda management software should focus on exceptional delivery of service to citizens as end users in addition to elected representatives, their staff and City Clerk employees.			
			■ Research and evaluate best practices from other cities, such as open-source tools like Councilmatic. City procurement team should seek resources and requirements in order to implement such a system in the City of Austin.			
			Provide recommendations that would allow the publication of all meeting events in an easily downloadable feed for users to effortlessly receive updates when meeting times and locations change. RSS or calendar client formats (iCal, Outlook, Google, etc)			
			Discover who within the City IT hierarchy is in a place to evaluate and support open source volunteer projects.			
			The Chief Data Officer of the City of Chicago, Tom Schenk estimates that they've received 150 hours of high-skilled volunteer time contributed to the city on their open source projects.			
		2	ID what type of info needs to be more accessible; 2) find supporter within the City; 3) ID how people want to access info. Are there different ways they want to access different info?	Illuminate & Evangelize	Define Challenge	Illuminate & Evangelize
			Recommend the creation of an issue tracking system for website and digital properties to encourage feedback and productive action in the form of site improvement.			
			Create a regularly updated public inventory of websites and digital services to understand the scope of digital service universe.			
			Research how other cities make digital services websites and projects open-source and hosted on Github.com.			
			Research the potential for volunteer code contributions, bug fixes, and content recommendations to existing city digital properties.			
Commission Effectiveness	One IT	3	1) solicit "off the record" conversations with IT dept. to hear about what works, where there are challenges, and what their recommendations to solve challenges. 2) Find out where there is overlap of requirements (needed and existing) 3) who is the champion for this within the City?	Learn & Research, Illuminate & Evangelize	Recognize Challenge/Opportunity	Learn & Research, Illuminate & Evangelize
			1.1. Start WG (with commission members and CoA staff) to address the following:			
			1.1.1. Request presentations from CoA IT departments to:			
			1.1.1.1. Understand / evaluate current distributed IT architecture and technical / business justifications for it			

		1.1.1.2. Determine current cost structure (dollars and people) to support current environment			
		1.1.2. Define the requirements, both current and future, of the city IT groups to support internal / external customers & stakeholders.			
		1.1.3. Evaluate impact of alternatives from technical and business PoV - single, centralized IT group (not my preference from my past experience at 2 major companies) and Hybrid IT group (a core group to provide common functionality) plus support / specialist group embedded in each major organization to ensure customization for individual needs (I can explain that in person if you wish or in a detailed note)			
		1.1.4. Work with CoA IT team members to define recommended solution, including metrics of success and on-going quality measurements (covering, e.g., greater system efficiency, extensibility over time, greater ease of use, superior security, improved customer, both internal and external, satisfaction)			
		1.1.5. Present report to entire commission for next steps			
		Receive briefing from internal City tech users, (internal clients).			
		Receive briefing from internal City tech producers/procurers, (internal service providers).			
		Receive briefing from external experts.			
		Receive a briefing on the AMANDA software system.			
		Form a Working Group to form recommendations.			
		Create a map of the federated IT architecture in the City. Understand the existing framework.			
		1) Identify what we want/need to advocate for.			
		1.1. Present to CoA executive management and lobby City Council for appropriate support for robust implementation (dollars and people)	Illuminate & Evangelize	Define Challenge	Illuminate & Evangelize
		1.2. Monitor / Evaluate CoA implementation			
		1.1. Meet with representatives of other coalitions to understand their definitions of technology and their technology needs	Decide & Assign	Define Solution Set	Decide & Assign
		1.2. Start an inter-commission WG to:			
		1.2.1. Define needs that are common to all / most commissions			
		1.2.2. Propose projects that align / respond to above needs			
		1.3. Present to City Council for support of specific projects			
		1.4. Work with CoA staff to implement project goals			
		1.5. Present back to affected / involved commissions for review and adoption			
Community Media & PEG		Identify cities most like Austin & send Commissioners to visit those cities; 2) Conduct interviews w their teams to identify how they provide info; 3) create checklist of best practices.	Learn & Research	Define Challenge, Define Solution Set	Learn & Research
	1	Based upon grantees' proposed outcomes, measure against it and provide "credits" for next time they apply. 2) Request/create "annual report" of ea grantee.	Decide & Assign, Recommend & Collaborate	Recognize Challenge/Opportunity	Decide & Assign, Recommend & Collaborate
	2	Require pre- and post- surveys of outputs and outcomes for program participants; 2) require pre-survey for outputs and outcomes for grant recipients.	Decide & Assign	Define Challenge	Decide & Assign
	1	1) (long game) ID the potential for orgs to provide vision into the needs for the city through their Outcomes reporting. 2) craft idea for second term additional funding based upon outcome reporting.	Decide & Assign	Define Challenge	Decide & Assign
	1	Request "annual report" of grantee which has required Qs and allows them to build a baseline.	Decide & Assign	Define Solution Set	Decide & Assign
	1	Build it into the scoring and let people know that.	Recommend & Collaborate, Illuminate & Evangelize	Define Solution Set	Recommend & Collaborate, Illuminate & Evangelize
	0	Consolidate f/b from reviewers about where something didn't resonate with graders; build out a presentation training (for fast-pitches, some groups create a mentorship/presentation training for applicants).	Learn & Research	Recognize Challenge/Opportunity	Learn & Research