FY2023 City of Albuquerque IT Plan

Introduction:

The FY2023 Information Technology (IT) Plan lays out the vision for technology use within the City of Albuquerque over the next 18-24 months. The goal is to support improvement of City operations and services while enhancing opportunities for community members to engage with and through City government. The objectives noted below are ambitious. Not all objectives have identified resources (people, funding, tools). As with any technology plan, priorities and technologies are likely to change significantly before all objectives are achieved. This initial draft is largely an outline intended to initiate discussion with internal stakeholders and the Information Services Committee.

This plan will specifically address the following areas of interest:

1. Community-oriented Efforts
2. Information Security
3. Smart Cities Program
4. Public Safety Technology
5. Internal City Technology Services and Operations

Objectives for City of Albuquerque IT use and management:

Part 1 – Community-oriented Efforts

1. Public internet access
   a. WiFi In Neighborhoods (Free Public WiFi)
      - Underserved Communities: Continue to expand free public WiFi footprint with goal of being within 10-minute walk of Census tracts with 40% or more of the population living below the poverty line.
      - Albuquerque Housing Authorities Communities: Continue partnership with AHA to expand free public WiFi to all AHA communities.
      - WiFi On Wheels: Upgrade WiFi On Wheels cellular gateways to enable use of 5G signals. Continue to expand use cases and related capabilities to maximize utility of this program.

- WiFi in Parks: Expand WiFi in Parks from pilot to parks in underserved communities and sports tourism locations.

2. Broadband to the premise

- Fiber to the Premise: Engage private sector partner(s) to deploy fiber to the premise throughout Albuquerque. Such an engagement could include use of the Central Avenue Fiber as it currently exists and as it could be expanded especially for underserved communities. This includes working with Vexus as they build out under their recently signed license agreement.

3. Broadband for City services

a. Central Avenue Fiber: Explore extension of Central Avenue fiber for use at City facilities and in conjunction with Smart Cities initiatives.

b. Identify and plan addition corridors for cost effective deployment of City fiber to be used for City services and Smart Cities initiatives.

4. Digital Services

a. Online services: Continue to upgrade online services including online payments, permitting, and service requests.

b. Digital Assistants/Chatbots: Expand use of digital assistants and chatbots beyond Alexa and ABQ Biopark's Elly to support multi-language requests for information and submission of service requests.

Part 2 – Information Security

1. Policies, Awareness, and Assessment

a. Continue review and update of Citywide security policies, standards, and protocols.

b. Expand awareness and assessment to quarterly with special emphasis on data-sensitive positions.

2. Public and Private Partnerships

a. Expand partnerships with public entities to share intelligence, mitigate any inter-agency concerns, and collaborate on tools and practices.

b. Expand private partnerships to identify areas City of Albuquerque is deficient. For example, work with cyber security insurance providers to determine their requirements and expectations.

c. Expand relationships with private partners to assist with proactive security reviews and implementations as well as remediation of any deficiencies.

Part 3 – Smart Cities Program

1. Smart Cities Proving Labs

    a. Expand use of Pino Yards Smart Cities Proving Labs for testing potential smart solutions in a non-public, "City-like" environment.

    b. Identify opportunities and develop agreements to allow private entities access to the Proving Labs.

    c. Explore and develop additional Smart Cities proving sites throughout the City.

2. Collaborations

    a. Continue support of CNM Ingenuity IoT Bootcamp including exchange of ideas, participation as guest speakers, recommendation of problems in need of smart solutions, and prototyping of potential solutions.

    b. Expand partnership with University of New Mexico Information Technology group and develop partnerships with UNM academic departments.

    c. Work with private partners to develop smart solutions usable in Albuquerque and marketable throughout the state, nation, and world.

3. Continue current and identify new potential Smart Cities test topics including

    a. Sonic crash and near-miss detection

    b. Drone-based Search and Rescue capabilities

    c. Mobile streetscape sensors

    d. Pedestrian crossing safety

Part 4 – Public Safety Technology

1. Complete public safety technology modernization projects already underway.

    a. Albuquerque Police Department (APD) Records Management System replacement (Mark43)

    b. Public Safety Radios Infrastructure and Equipment (Motorola in conjunction with State of New Mexico, Bernalillo County, Albuquerque Public Schools, University of New Mexico)

    c. Real Time Crime Center capabilities upgrades

        i. Shotspotter

        ii. Verizon Real Time Response System

    d. APD data and compliance upgrades

2. Assist standup of new Albuquerque Community Safety Department

      a. Daily operations items including devices, cell phones, and radios

      b. Case management system

      c. Data and analytic capabilities

3. Review and upgrade Emergency Readiness technologies using lessons learned from pandemic and opportunities inherent in Smart Cities technologies

Part 5 – Internal City Technology Services and Operations

1. Examine City technology operations to identify ability to provide desired service levels and look for partners if in-house provision is infeasible due to resource constraints (cost, expertise, staffing levels)

      a. Backups

      b. Storage

      c. DNS

      d. Database hosting and management

      e. Email and productivity software

      f. Device provisioning

2. Examine City technology operations to identify opportunities to automate for greater efficiency and customer satisfaction

      a. Account provisioning and decommissioning

      b. Records retention and disposition

3. Enhance Information Services Committee input to guidance of City technology efforts.