

IT Innovation Advisory Board

Office of Civic Innovation and Digital Strategy
June 2, 2017

2015 Imperative to Innovate

Strategy None

**Traditional Government
Customer Experience**

Paper and In-Person
Often Frustrating

**Inefficient
Process**

Often Not Documented
Sometimes Nonexistent
Frequently Inconsistent

**Outdated
Technology**

Decade of Disinvestment
Archaic Legacy Systems
Security Risk
Closed Systems

**Exhausted
People**

Demotivated by Cuts and Struggle



San José Smart City Vision

Just as the world looks to Silicon Valley to provide the most creative, impactful technologies to disrupt industries and transform lifestyles, so too can San José become a global leader for civic innovation. Becoming a “smart city” means that game-changing technologies and data-driven decision-making will drive continuous improvement in how City Hall serves our community, and to promote concrete benefits in safety, sustainability, economic opportunity, and quality of life for our constituents.

- Mayor Sam Liccardo

The core of our approach

CHAMPION
THE
CUSTOMER

LEARN
THROUGH
DATA

ITERATE
TO
IMPROVE

2017 Framework for Innovation

Strategy Vision

**Traditional Government
Customer Experience**

Paper and In-Person
Often Still Frustrating
Gaining Empathy

**Exploring
Process**

Many to Vital Few
Innovation Roadmap
Smart Cities Vision

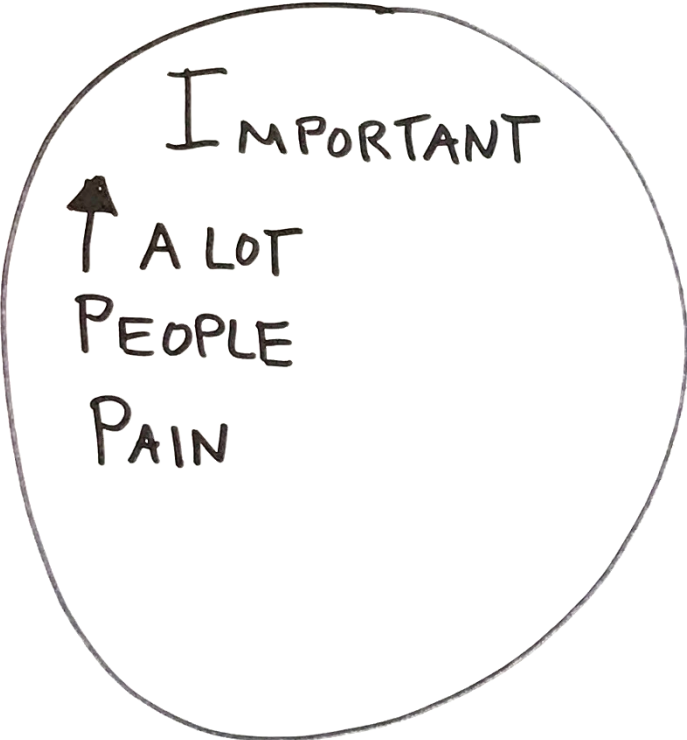
**Updating
Technology**

Brilliant at the Basics
Replatforming
Investing in Security

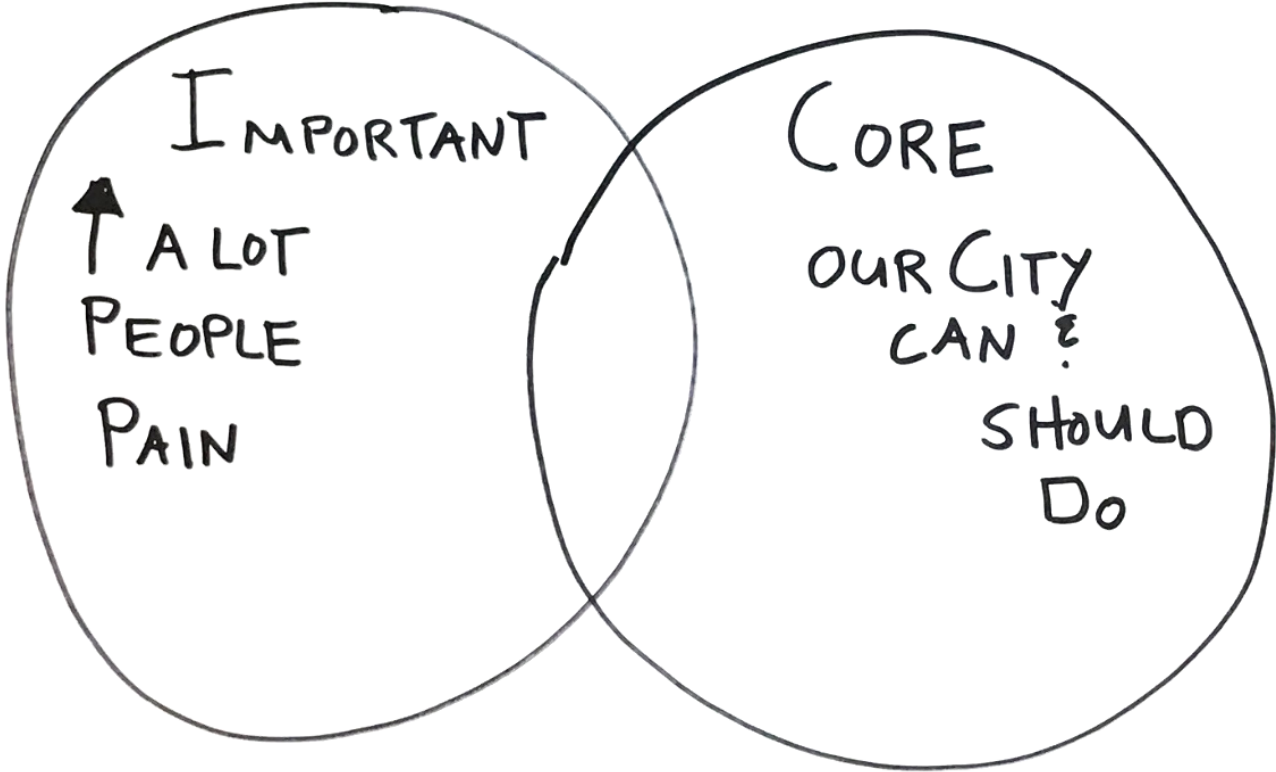
**Engaging
People**

Gathering Tribe
Office of Civic Innovation
CIO
External Partners in Silicon Valley

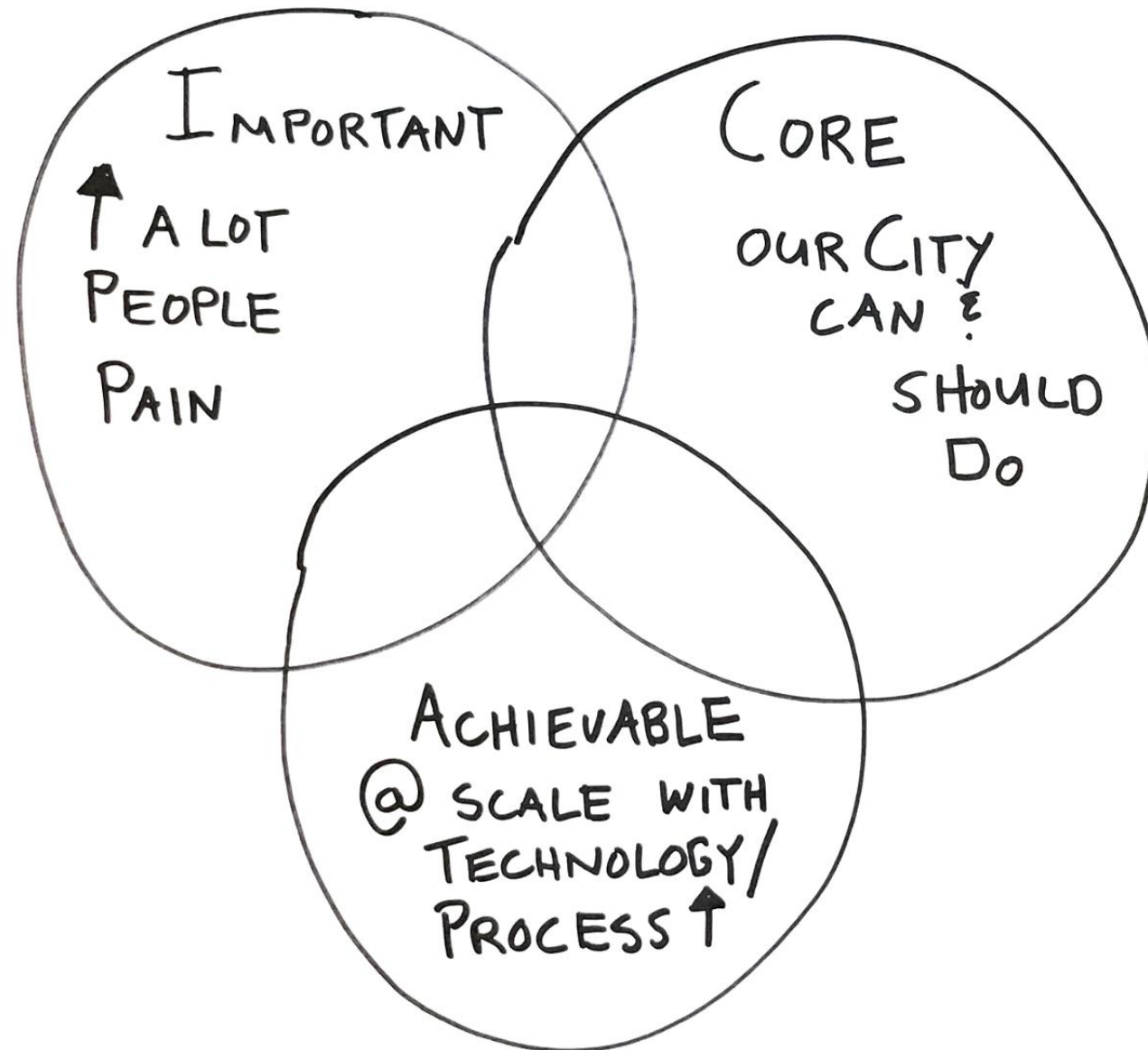
What we work on



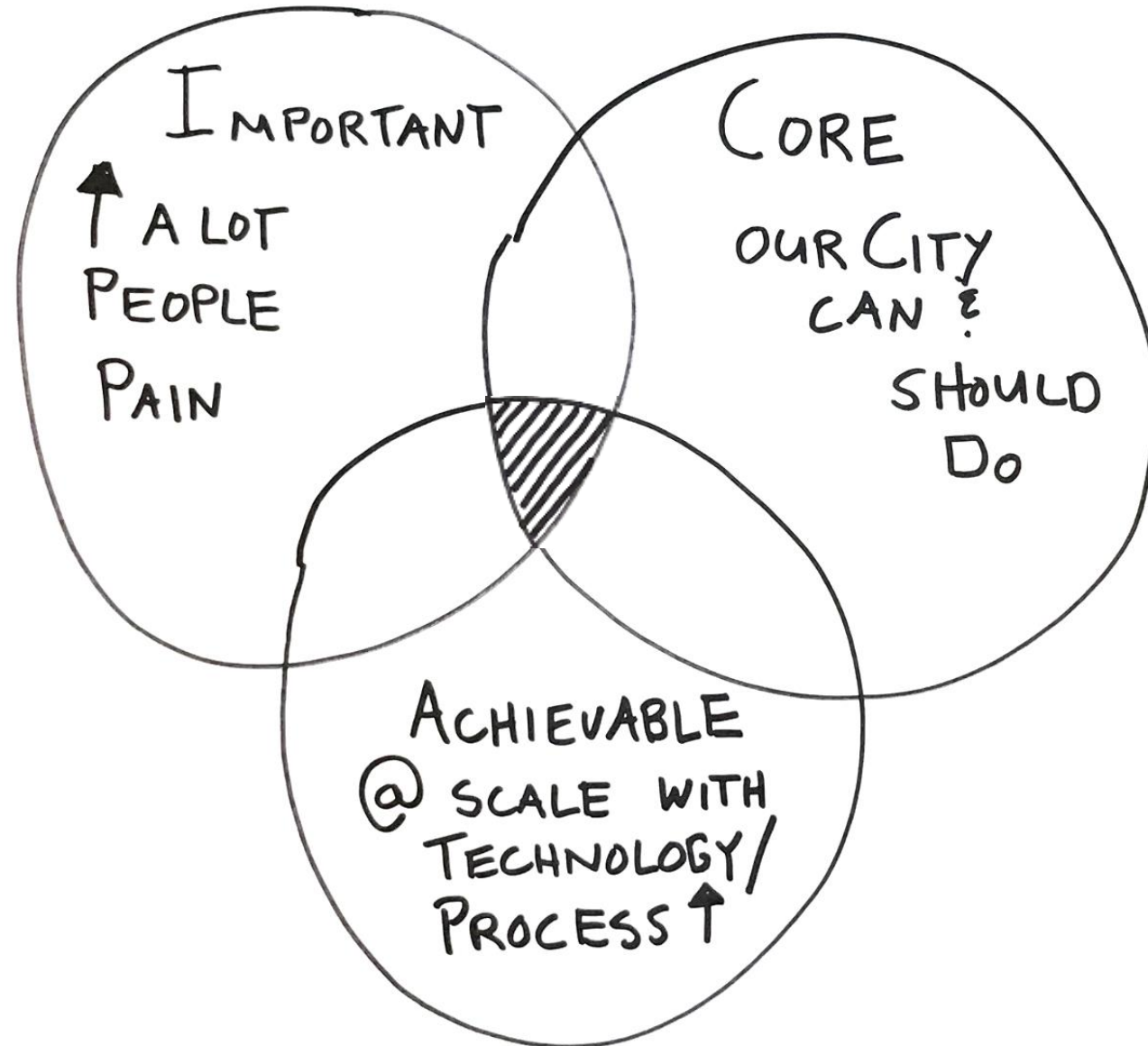
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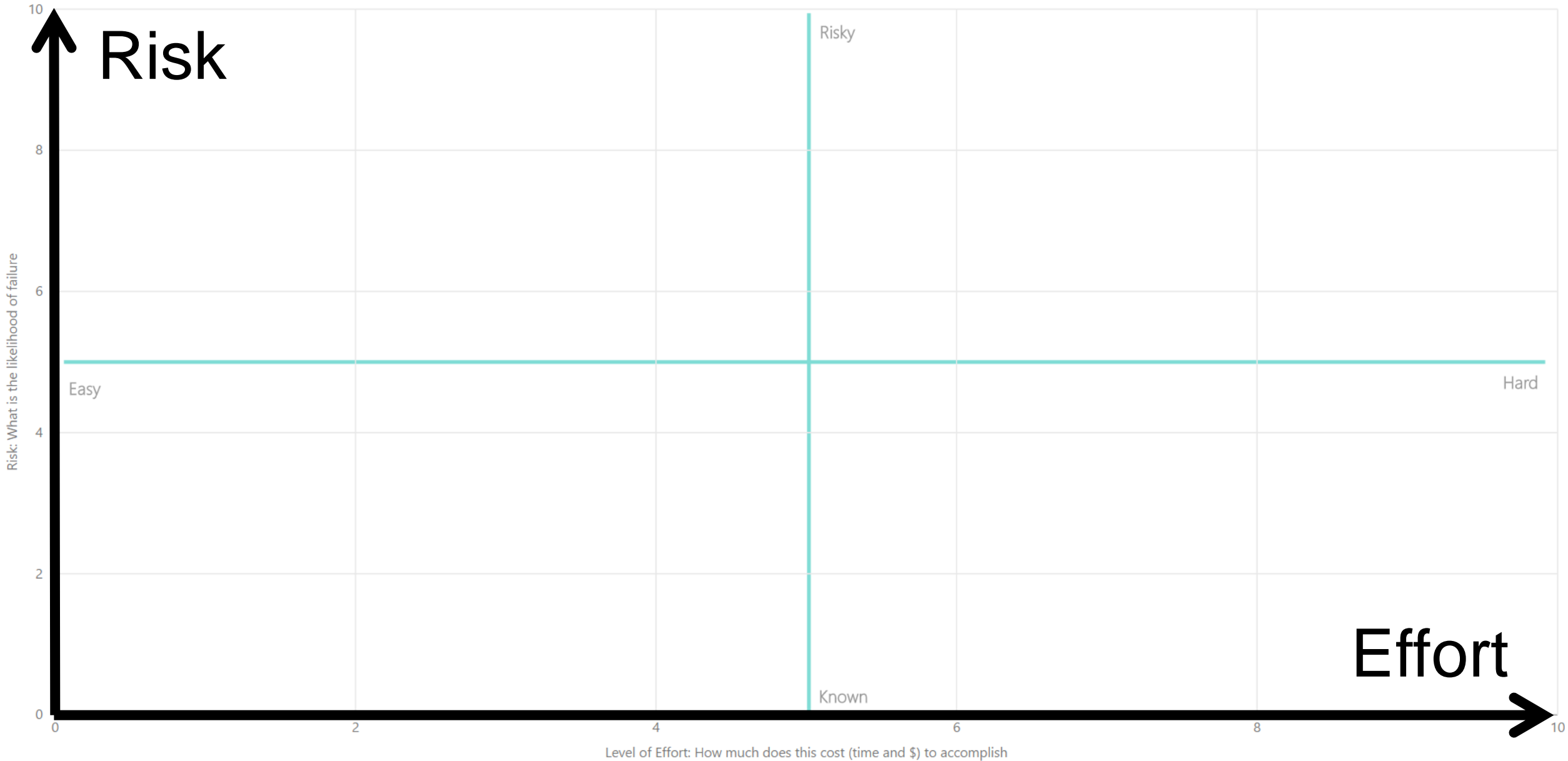


What we work on



What we work on





Risk

Effort

Risky

Known

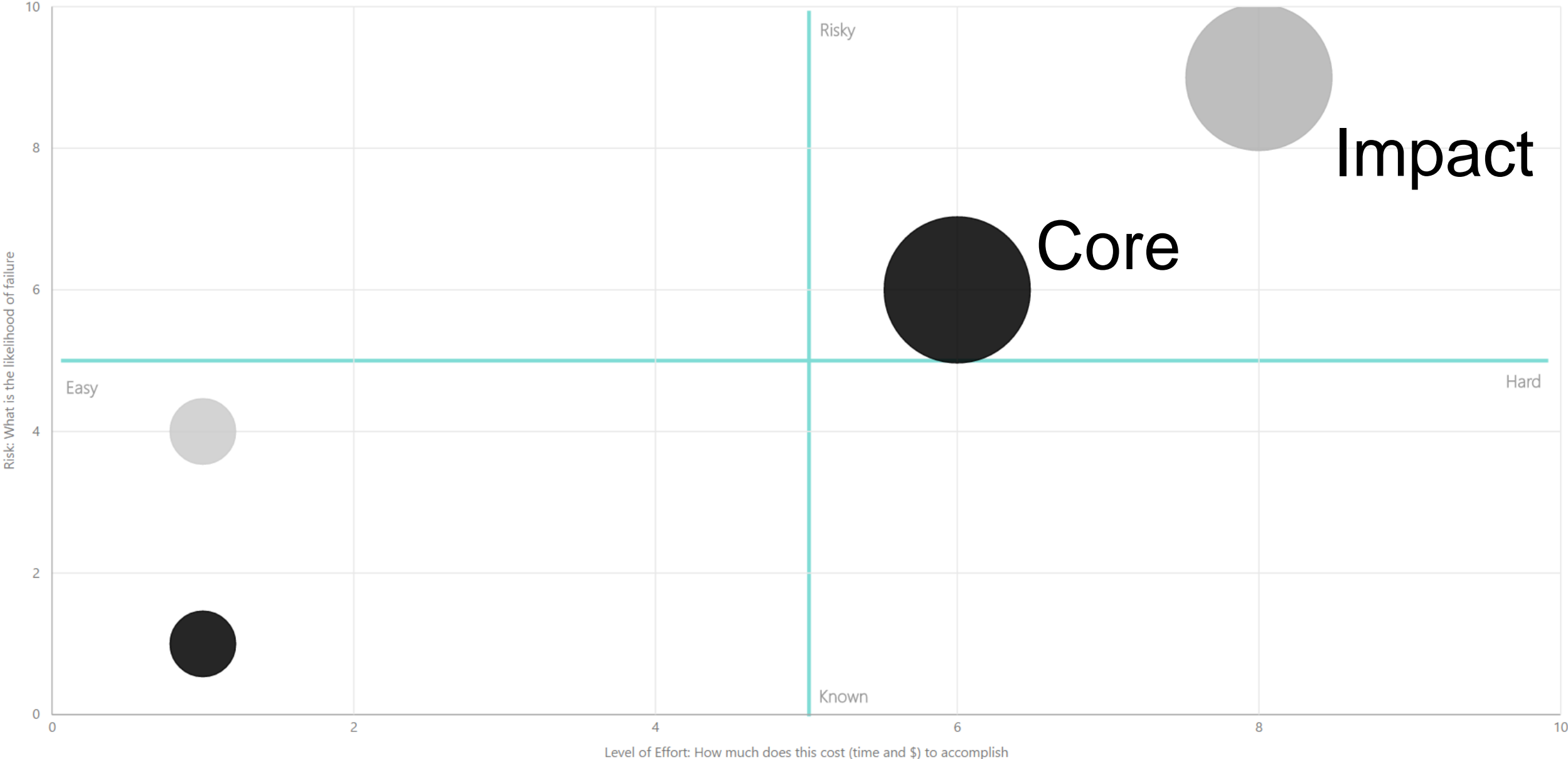
Easy

Hard

Risk: What is the likelihood of failure

Level of Effort: How much does this cost (time and \$) to accomplish

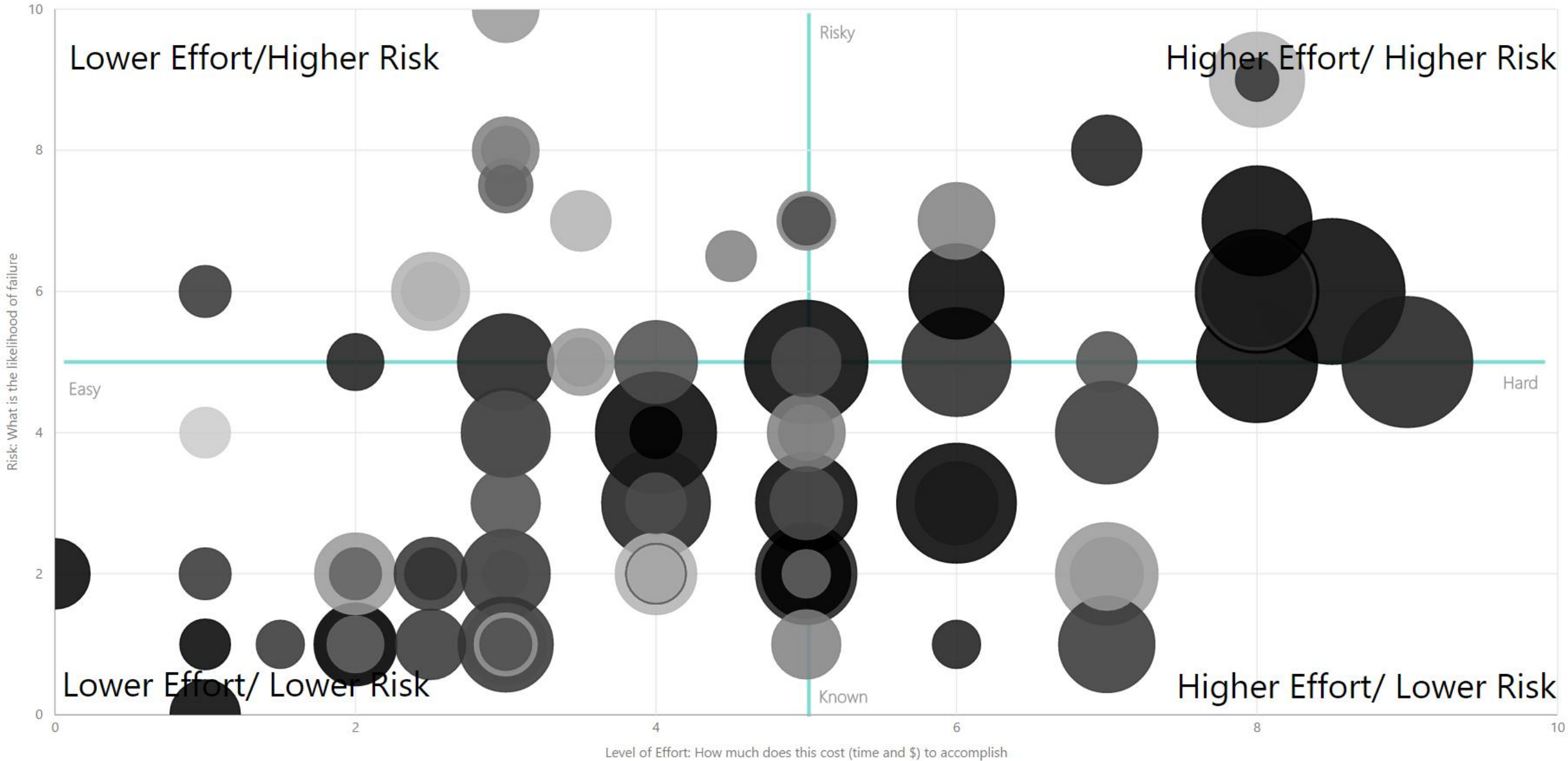
● Larger size = Greater impact to San Jose citizens
● Darker color = Greater connection to Core Mission of City



Innovation Projects

Projects by Level of Impact, Effort, Risk, and Connection to Core

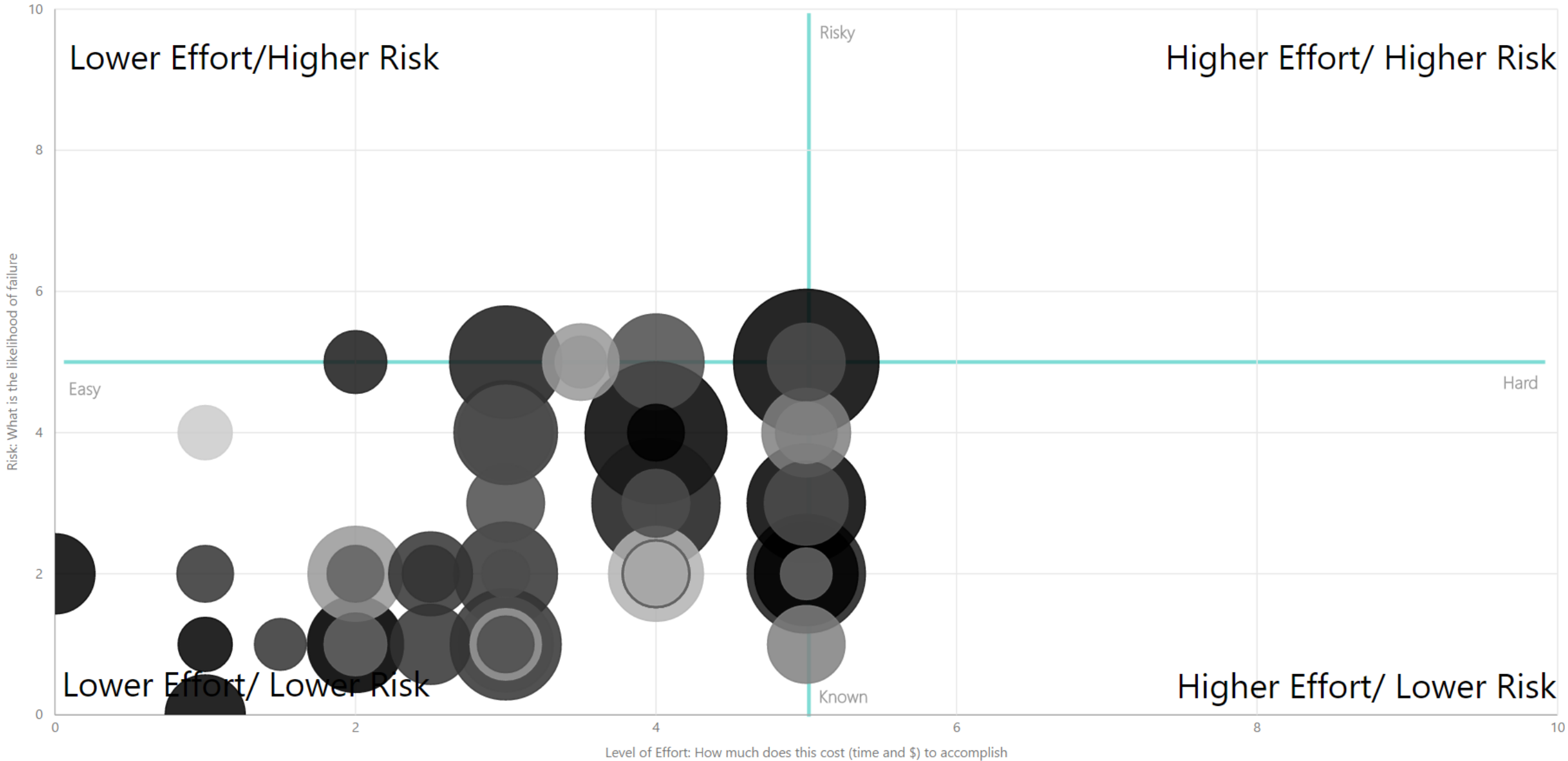
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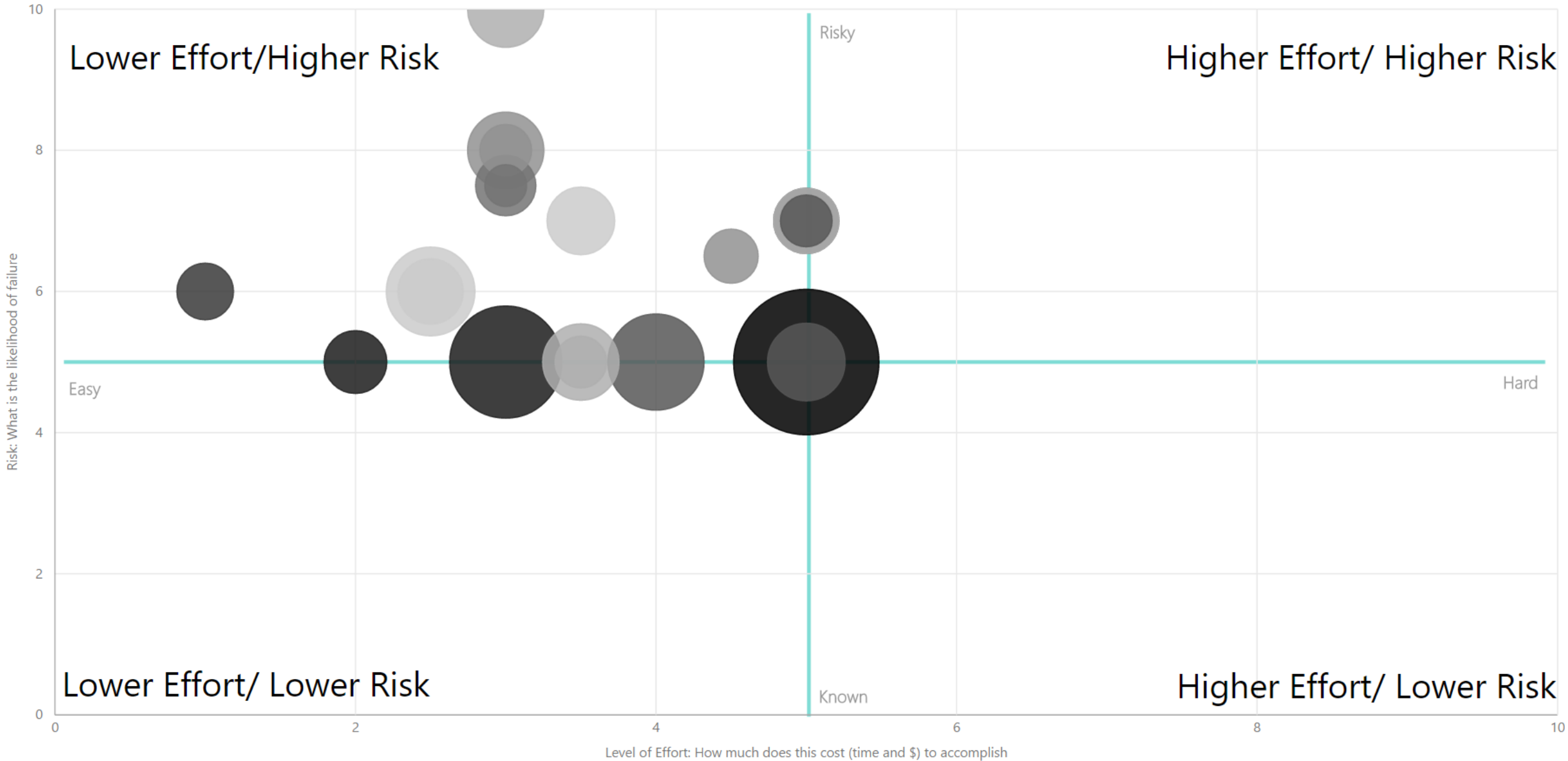
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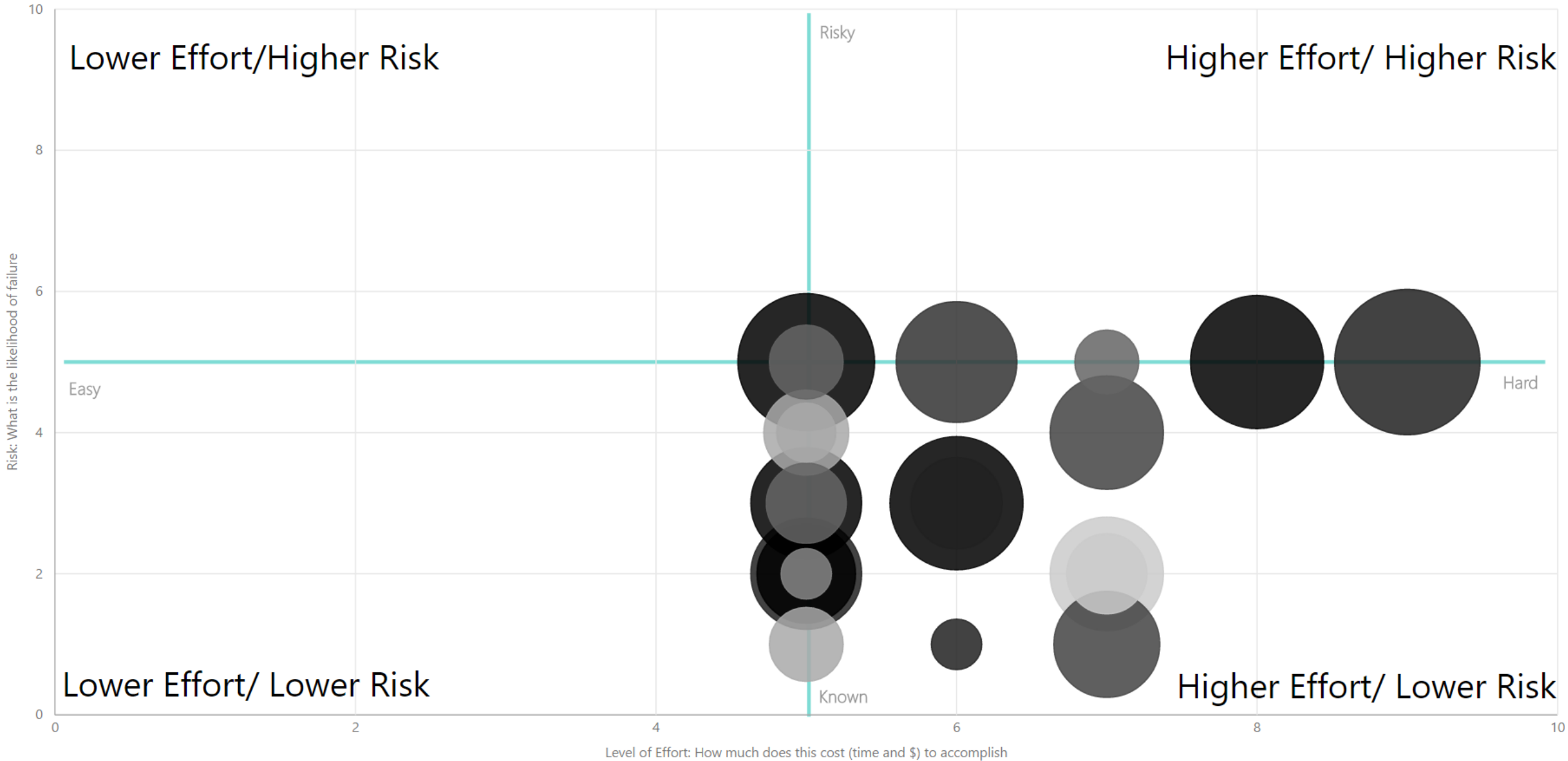
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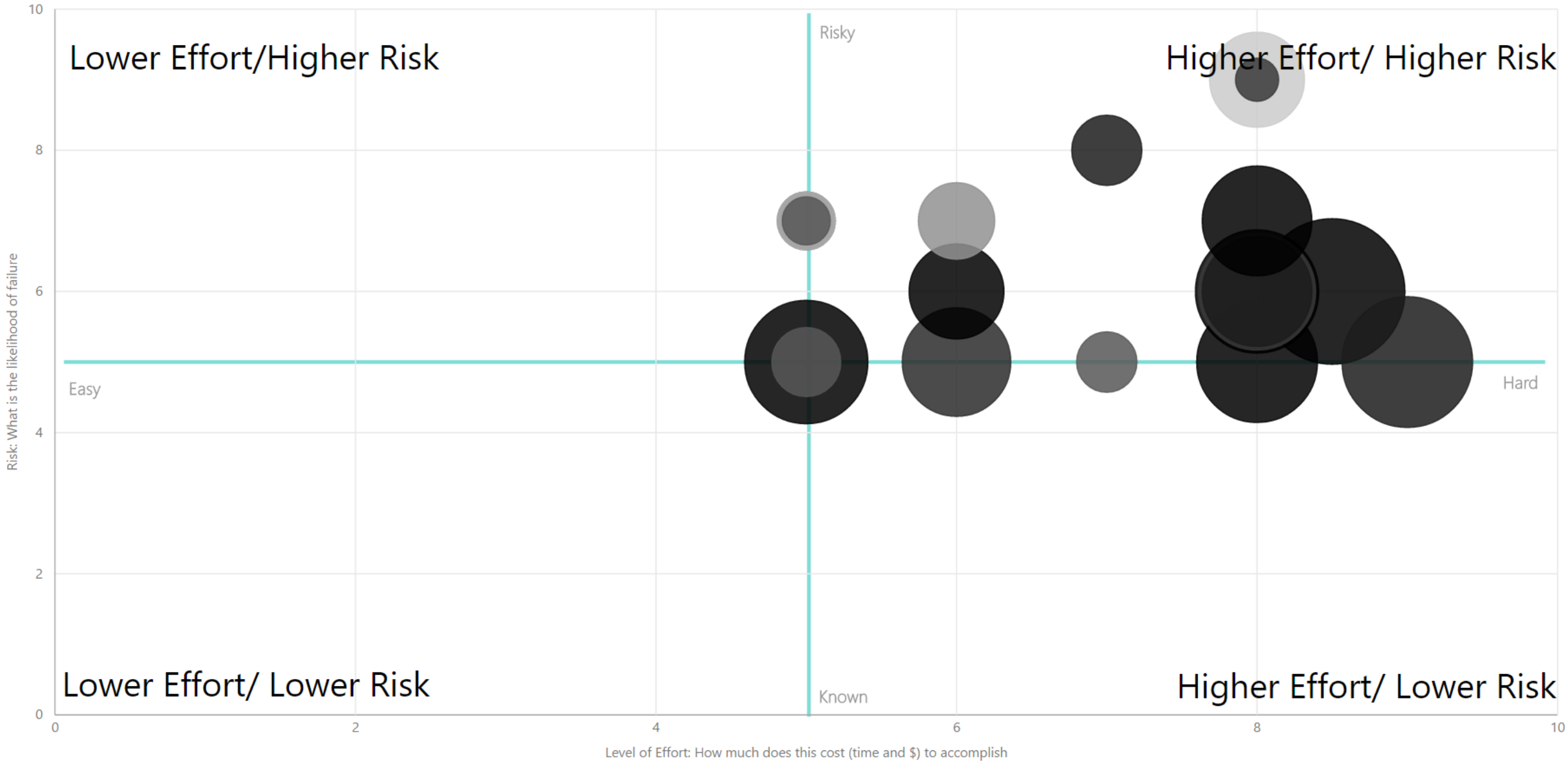
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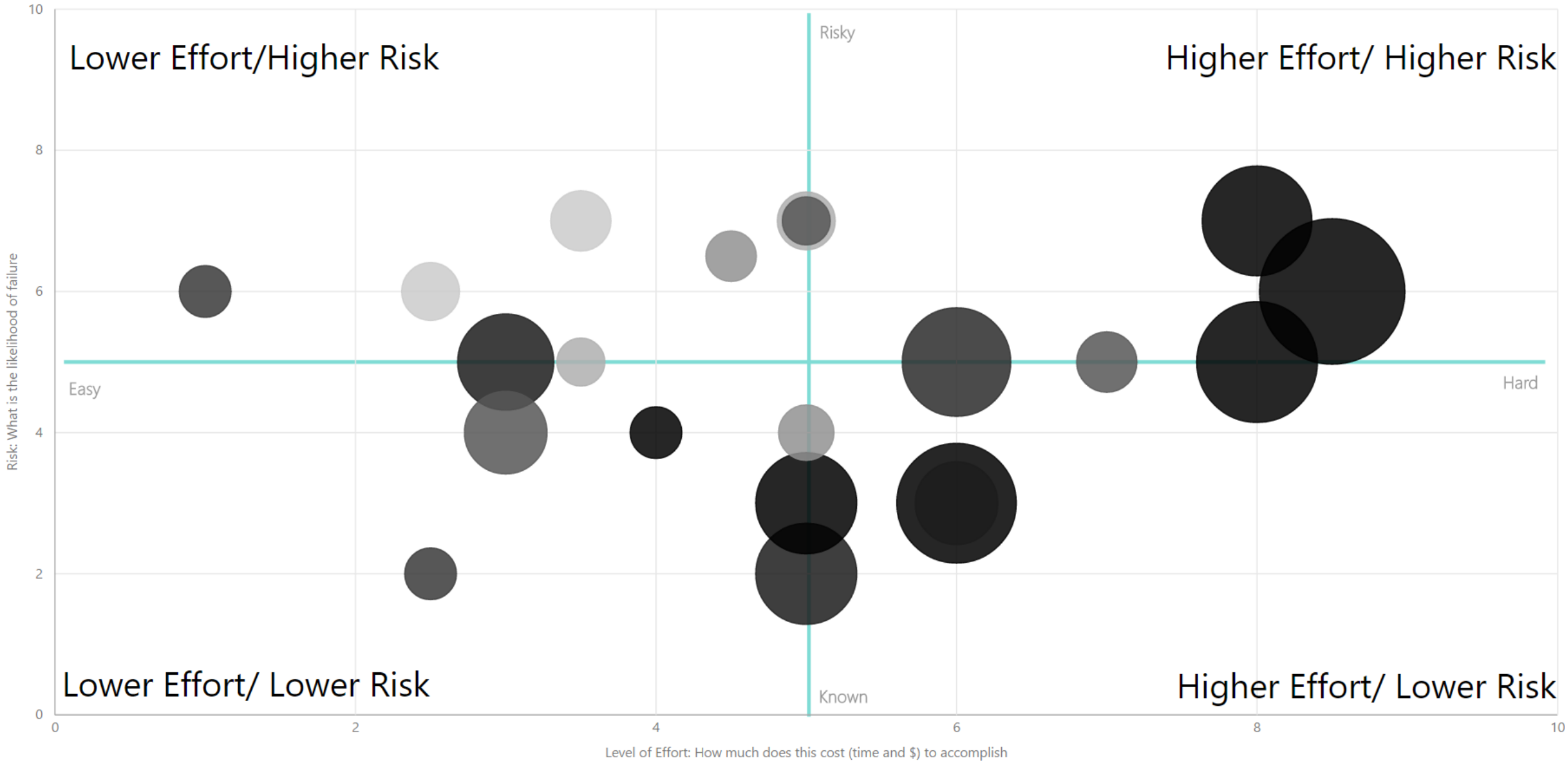
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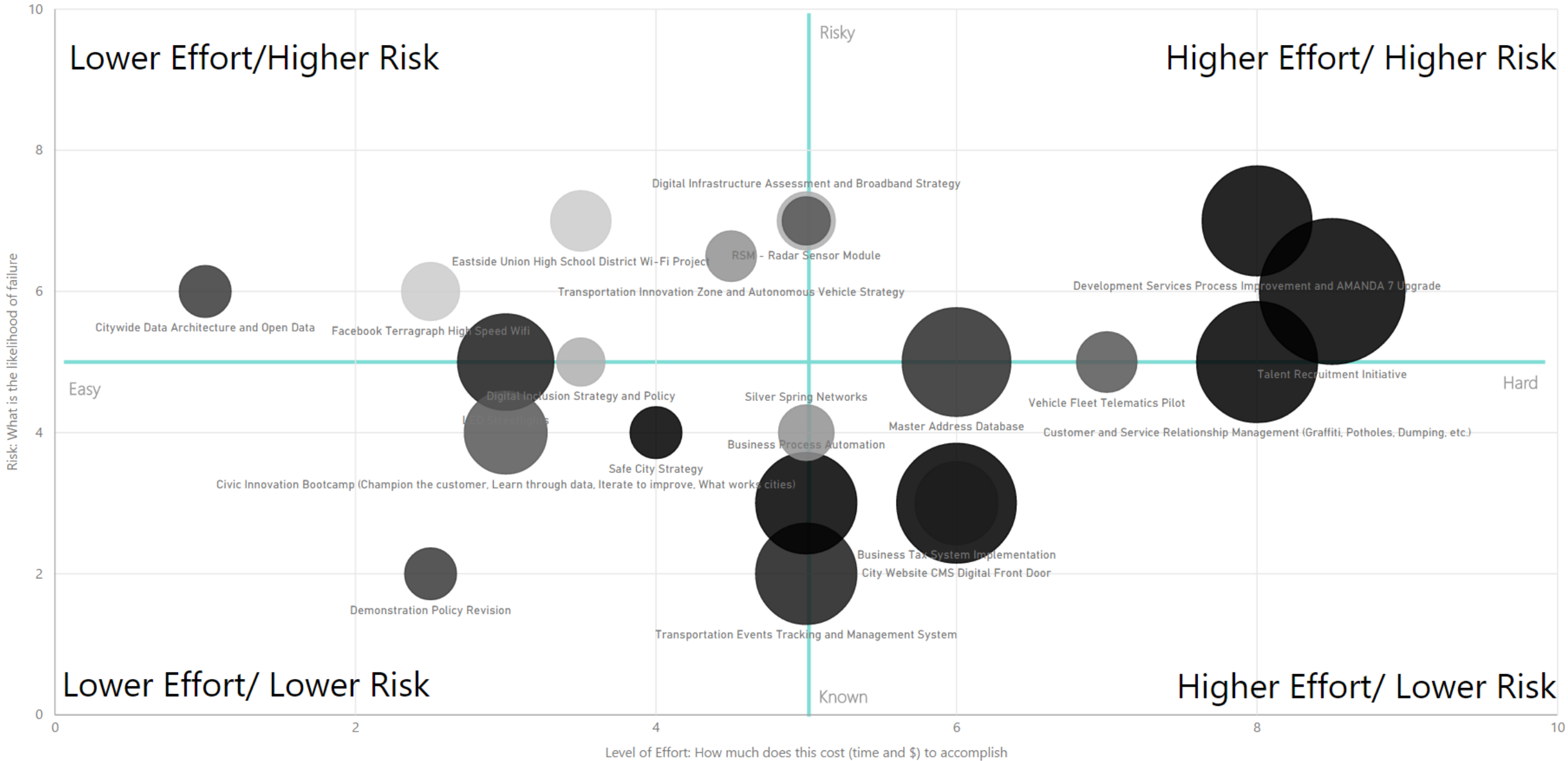
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Roadmap Prioritization

Core Citywide Implementation

NON-NEGOTIABLE
50% of Effort

Talent Recruitment

Customer Relationship Management

Development Services Process Improvements

City Website Update

Business Tax System

Strategic Citywide Investments

HIGHLY DESIRABLE
30% of Effort

Broadband & Digital Inclusion Strategy

Business Process Automation

Citywide Data Architecture

LED Streetlights & Small Cells

Safe City Strategy

Departmental Investments

DESIRABLE
15% of Effort

Transportation Events Tracking

Radar Sensor Module

Autonomous Vehicle Strategy

Vehicle Fleet Telematics

Demonstration Projects

NICE TO HAVE
5% of Effort

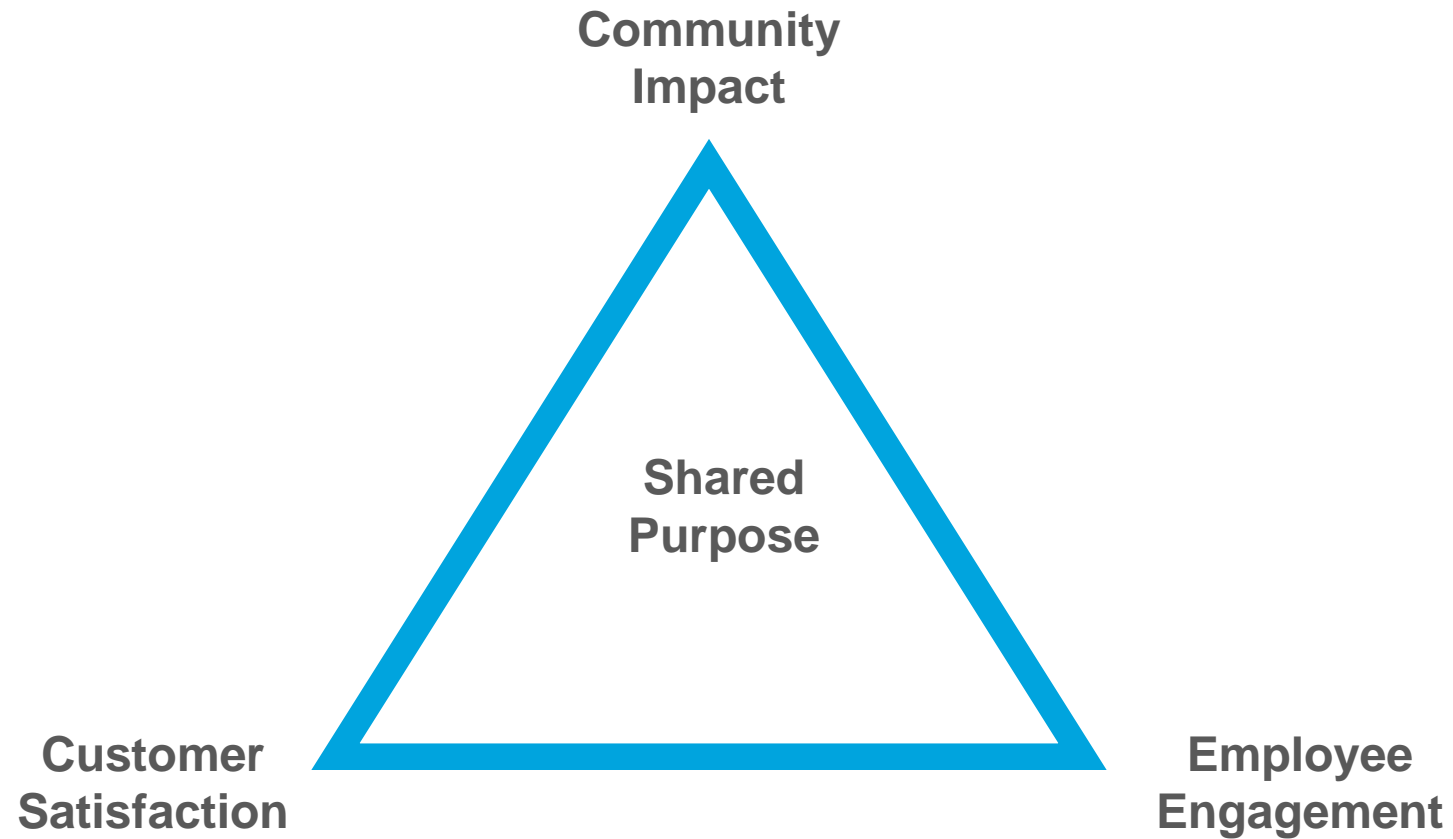
Eastside Union HSD WiFi

Facebook Terragraph WiFi

Silver Spring IoT Demonstration

Demonstration Policy Revision

Performance Indicators



2020 Innovation in Action

As innovative
as the
community
we serve

Strategy Roadmap

**Delightful
Customer Experience**

Easy
Responsive
Digital
Mobile

**Agile
Process**

Champion the Customer
Learn from Data
Iterate to Improve

**Enabling
Technology**

Modern Platform
Data Architecture/Open APIs
Secure Resilient Systems

**Engaged
People**

Empowered to Take Action
Digitally Fluent
Network of Partners