

FY 2023-2024 Performance Oversight Pre-Hearing Response
Office of the Chief Technology Officer

AGENCY ORGANIZATION

1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.
 - a. Please provide an explanation of the roles and responsibilities for each division and subdivision.
 - b. Please provide a narrative explanation of any changes made to the organizational chart during the previous year.

Response: Please reference the following attachments:

- a. Attachment Q1 – TO0 Organization Chart.
- b. Attachment Q1a – TO0 Organization Roles and Responsibilities by Division.
- c. In FY 2023, for better efficiency, cross-collaboration and functional alignment, OCTO created three functional pillars under IT Operations: Infrastructure, Monitoring and DC-NET Operations. Additionally, we created two Associate Chief positions to provide oversight and direction for the Infrastructure and DC-NET pillars. The Monitoring pillar reports directly to the Deputy CTO for IT Operations.

For operational efficiency we eliminated the Agency Performance Division and consolidated the following programs:

- Telecom Governance was realigned under OCTO Agency Support Operations
- DC-NET Business Operations and OCTO Helps were realigned under IT Operations Monitoring.

2. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please indicate if any position must be filled to comply with federal or local law.

Response: Please reference Attachment Q2 – TO0 Schedule A (as of January 2, 2024)

3. Please provide a list of vacant positions during FY 23 and FY 24, to date. Please note whether the position is currently filled and length of time current vacancies have been open.

Response: The Agency is reporting twenty-three vacant positions, all of which are under active recruitment and will be filled by the end of the second quarter (Q2). The agency intends to maintain 2 percent vacancy savings which will be utilized for unplanned personnel cost impact ranging from overtime, terminal leave pay, etc. IT industry best practice recommends maintaining a standard 8-10 percent vacancy rate.

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The following table represents the current vacancy list:

PN	Position Title	Vacancy Date	Status
00031936	Info--Technology-Specialist	May 2022	New hire - January 2024
00094032	WRITER-EDITOR	August 2022	Backfill - Active Recruitment
00108719	IT-Specialist--Data-Governance	October 2022	Backfill - Reviewing Resumes
00108720	Info--Technology-Specialist	October 2022	Backfill - Active Recruitment
00108721	IT-Specialist--Systems-Analyst	October 2022	Backfill - Interviewing Candidates
00033017	IT-Specialist--Appl--Software	February 2023	New hire - January 2024
00031931	Info--Technology-Specialist	May 2023	Backfill - Interviewing Candidates
00023412	Supervisory-IT-Specialist	June 2023	Backfill - Interviewing Candidates
00094047	Supervisory-IT-Specialist	September 2023	New hire - December 2023
00088636	Facility-Operations-Specialist	September 2023	New hire - January 2024
00007529	TELECOMMS-SPEC	September 2023	Backfill - Active Recruitment
00051000	Program-Manager	September 2023	Backfill - Active Recruitment
00076763	Attorney-Advisor	September 2023	Backfill - Interviewing Candidates
00090874	IT-Specialist--Data-Scientist-	October 2023	Backfill - Active Recruitment
00071475	Information-Technology-Special	October 2023	Backfill - Active Recruitment
00043933	TELECOMMS-SPEC	November 2023	Backfill - Active Recruitment
00005015	Facility-Operations-Specialist	November 2023	Backfill - Active Recruitment
00031879	Community-Outreach Mgr	November 2023	Backfill - Active Recruitment
00045345	Program-Manager	December 2023	New hire - January 2024
00045439	Supervisory-IT-Specialist	December 2023	New hire - January 2024
00082417	Human-Resources-Specialist	December 2023	New hire - January 2024
00043947	Lead-HR-Spec - Recruit-Place--	December 2023	Backfill - Active Recruitment
00094040	Project-Coordinator	December 2023	Backfill - Active Recruitment

4. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.

Response: OCTO currently does not have any employees detailed to or from any other agencies.

5. Please list any task forces, committees, advisory boards, or membership organizations in which the agency participates.

Response: List of task forces, committees, advisory boards and membership organizations OCTO participates in:

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Task Force & Organizations
National States Geographic Information Council (NSGIC),
State Chief Data Officer Network
Harvard Civic Analytics Network, Bloomberg/Johns Hopkins GovEx City Data Alliance
Health Information Exchange Policy Board
Open Government Advisory Group (OGAG)
DC Traffic Records Coordinating Committee
Disparity Study Working Group
Information Technology Investment Review Board
Metropolitan Washington Council of Governments (MWCOG)
National Association of Telecommunications Officers and Advisors (NATOA)
National Association of State Chief Information Officers (NASCIO)
Public Safety Broadband Network
Society for Human Resources Management (SHRM)

AGENCY PRIORITIES AND PERFORMANCE

6. What are the agency’s top five priorities in FY 24? Please explain how the agency expects to address these priorities in FY 24.

Response: Our continuing year-over-year priority is the execution of our Tech Plan found at technplan.dc.gov. Additionally, we have the following priorities for FY24:

1. Develop strong, adaptable internal capacity for AI planning, deployment, and governance, and develop structures to support all DC agencies enjoy all the benefits AI has to offer, while helping to manage and mitigate its risks on a deployment-by-deployment basis.
2. Continue prioritizing cyber security and implementation of the risk management framework (RMF) and continue replacing end of life systems to mitigate cyber threats and increase resiliency.
3. Continue to improve and expand the [DC Business Licensing Portal](#). In FY 24, we will extend the functionality to include services supporting families, residents and social services and plan out future iterations to begin centralizing all services into a single DC Portal. In a related effort, we will consolidate and redesign DC.gov websites into a single user experience that integrates seamlessly with the DC Portal to make engaging with DC Government simpler, fairer, and faster.
4. Continue expanding the OCTOHelps IT Service Management Platform (ITSM). In FY 24 in coordination with DCHR, we will launch a similar system for HR tasks and self-help articles to make life for DC Government easier and allow them to focus on delivering services.

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5. Expand the Community Internet Program (CIP) through the D.C State Broadband and Digital Equity Office (SBDEO) and maximize the impact of federal funding to improve access, increase equity, and reduce the cost for high-speed internet for DC residents and businesses in areas most in need. The SBDEO's efforts will be conducted in collaboration with community stakeholders and will be informed by the SBDEO's prior and existing efforts detailed in the D.C.'s Five-Year Action Plan and State Digital Equity draft plans released in Q4 FY 2023.

7. What were the agency's top priorities in FY 23? Please explain how the agency addressed those priorities in FY 23.

Response: Agency's FY 23 priorities:

1. Developed and released DC's second-ever four-year Tech Plan and began executing on its commitments.
2. Continue prioritizing cyber security and implementation of the risk management framework (RMF) and continue replacing end of life systems to mitigate cyber threats and increase resiliency.
3. Automated request and delivery of traditional IT services by launching a modernized IT Service Management Platform (ITSM) that serves more than 100 agencies. Since implementation, the system has received and supported the management of more than 202,000 requests. These requests have included IT Service requests (the majority), security requests (related to international travel), onboarding requests, and other service catalog items. And best of all, 96% reported they were satisfied with their experience. And with over 500 self-help articles where employees can learn how to reset passwords, sign-up for training, etc. an untold number of would-be tickets were diverted.
4. In FY23, OCTO successfully moved from beta to launch the new DC Business Portal at Portal. Since its launch in February of last year, portal usage has continued to grow by 12 percent month over month. More than 825 individuals have started the process to create a new business and nearly 10,000 have visited the site to date to either manage their existing business or just get information on how to get started.
5. Transformed DCPS enablement and IT support by working closely with the Tech Coordinators at schools to better understand their unique tech needs.

8. Please provide a copy of the agency's FY 23 performance report, if one was prepared. Please explain which performance plan objectives were not completed in FY 23.

Response: Please reference Attachment Q8 – TO0 FY 23 Agency Performance Accountability Report (PAR)

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9. Please provide a copy of your agency’s FY 24 performance plan as submitted to the Office of the City Administrator, if one was prepared.

Response: Please reference Attachment Q9 – TOO FY 24 Performance Plan

10. What are the metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.

Response: In FY24, we released our new performance plan and metrics, that we will use to monitor progress. We are committed to fostering a culture of performance and accountability by focusing on outcomes and not just output:

- We will take a data-backed approach in measuring our performance. We will use these measurements to improve the way we work, prioritize our resources, and communicate our impact.
- We are Agile. We solicit and act on feedback in real-time—that includes feedback from our colleagues, our partners, district residents and other stakeholders.

11. Please describe any new initiatives or programs that the agency implemented in FY 23 and FY 24, to date, to improve the operations of the agency. Please describe any funding utilized for these initiative or program and the results, or expected results, of each initiative.

Response: All OCTO initiatives listed below are included in the agency's operating budget:

1. Established the Tech Enablement team and a new model for working.

- a. The Tech Enablement team launched several years ago continues to be instrumental in supporting District agencies in the learning, adoption, use and understanding of enterprise technologies. YTD the team launched a significant number of training courses and webinars on how to better use Microsoft 365, Quickbase, SeamlessDocs, Box and many more to improve the way DC government employees work. More than 5,200 employees attended the training sessions with an average satisfaction score of 8.8 out of 10 in FY2023.
- b. The team also helped curate more than 500 self-help articles at octohelps.dc.gov which were meant to deflect calls and emails from the OCTOhelps Call Center. YTD, those articles have been viewed 27,800 times.

2. Transformed Strategic Sourcing & Investing

- a. OCTO has spent the past few years engaging agency CIOs to gain awareness of new and large technology solution needs as early in the ideation phase as possible, to plan and navigate the procurement process effectively and efficiently. Agency CIOs share deliberative technology plans with OCTO and their fellow agency CIOs to help forecast major technology procurement needs ahead. These efforts assist in collaboration with agencies to leverage existing contract vehicles to acquire products timely, navigate supply chain challenges, and to maximize available discounts.

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- b. Working within each cluster of the government, agency CIOs and OCTO have found: (1) solutions already in use that do not need to be procured; (2) other agencies in need of similar solutions to facilitate cost-sharing; and (3) technology trends across clusters and multiple agencies that can be procured through an enterprise contract with better purchasing power and fewer procurement cycles. Currently, we are working on issuing a Citywide device leasing contract that agencies can utilize to lease devices that will standardize technology, reduce out-of-compliant hardware, and improve security.
- c. Enlisting the correct talent is necessary for success at a large scale across government. By streamlining the vendor proposal process we can accelerate the transition to a digital service offering. With the citywide IT contingent workforce management contract - Strategic Teaming and Resourcing (STAR) (<https://www.cai.io/msp/dc/>) agencies will have access to fixed price engagements which will give the District an innovative and cost-effective option when planning and executing deliverables.
- d. OCTO actively collaborates with agency CIOs to understand the technology needs of other District agencies to provide coordinated technology solutions. This approach allows flexibility for agencies to adopt appropriate technology solutions in support of their respective missions. For example, the Information Technology Investment Review Board (ITIRB), a panel of agency CIOs and OCTO subject matter experts, actively reviews and discusses agency projects across clusters to identify ways to streamline existing contract vehicles and procurements in support of articulated agency initiatives. These efforts have included bulk procurement purchases and hardware refreshes.

AGENCY BUDGET AND SPENDING

12. Please provide a table showing your agency's Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 23 and the first quarter of FY 24. Please detail any over- or under-spending and if the agency had any federal funds that lapsed.

Response: Please reference Attachment Q12 - TO0 FY 23 & FY 24 Operating Budget Balance Report

13. Please list, in chronological order, each reprogramming that impacted the agency in FY 23 and FY 24, to date, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.

Response: Please reference Attachment Q13 – TO0 FY 23 & FY 24 Reprogramming List

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14. For FY 23 and FY 24, to date, please list all intra-District transfers to or from the agency.

Response: Not applicable. Under the new budgeting process there are no longer any intra-district transfers. Buyer agencies set up the budget directly.

15. Please list each grant or sub-grant received by your agency in FY 23 and FY 24, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

Response: List of FY 23 and FY 24 Federal Grants

Grant Name	Source	Date Awarded	Expiration Date	Grant Amount	Amount Expended	Purpose
DC Broadband Equity Access and Deployment (BEAD)	Federal Grant	12/1/2022	11/30/2027	5,000,000	585,729	Planning funds: Support broadband planning efforts, including creating DC's five-year action plan
DC Government Cybersecurity Plan	Federal Sub-grant	12/1/2022	9/30/2024	540,000	522,257	To implement and administer the Cybersecurity Plan
Digital Equity Planning	Federal Grant	10/20/2023	3/13/2024	463,126	-	Planning funds to create the required State Digital Equity Plan

16. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

Response: Four (4) full-time employees are funded with the BEAD Planning grant to support program development activities. This grant does not expire until FY 27 and by that time all program activities will have been fully developed and resources will transition into different roles within the agency.

17. For FY 23 and FY 24, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- a. The revenue source name and code;
- b. The source of funding;
- c. A description of the program that generates the funds;
- d. The amount of funds generated by each source or program;
- e. Expenditures of funds, including the purpose of each expenditure; and
- f. The current fund balance.

Response: Please reference Attachment Q17 – TO0 FY 23 & FY 24 Special Purpose Revenue Report

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18. Please list and describe any spending pressures the agency experienced in FY 23 and any anticipated spending pressures for the remainder of FY 24. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 23, describe how it was resolved, and if the spending pressure is in FY 24, describe any proposed solutions.

Response: Mayor Bowser’s investment in the FY2023 and FY2024 budget allows sufficient resources to implement both statutory and programmatic mandates. The agency has no spending pressures to report.

19. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY 23 or FY 24. For each, include a description of the need and the amount of funding requested.

Response: FY 23 and FY 24 operating enhancements and capital project list:

Operating Enhancement List

Enhancement Description	FY23 Funding Allotment	FY24 Funding Amount
Digital Services Modernization- Launch Business Licensing Portal	\$2,639,441	\$1,000,000
Vulnerability Remediation Implementation - Assist DC Government agencies to remediate critical and high-risk vulnerabilities.	\$500,000	\$500,000
Risk Management Implementation Resources - Implementation of IT Risk Management Framework.	\$650,000	\$650,000
O365 Upgrade - To increase the capability of our core enterprise collaboration and productivity software for the District workforce.		\$3,000,000
Launch Tech Enablement Team - Supports District agencies in the learning, adoption, use and understanding of enterprise technologies to include the evangelization of digital tools.	\$1,524,441	
DC.Gov Redesign - To modernize the DC.gov website to make it simple to use and streamline more than 80 agency domains that live independently under the DC.gov portal.	\$1,020,000	
Human Capital Management Enterprise Modernization - Rightsize the program funding required to support core Tier-3 operations and maintenance (O&M) support	\$1,255,206	
Cyber Endpoint Security Solution - Provide defense against cyber threats.	\$1,450,000	
Cyber Zero Trust Remote Access Solution - Provide seamless and secure access to internal applications.	\$900,000	

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FY24 Capital Project List

Project	New Capital Improvement (Projects)	FY23 Funding Allotment	FY24 Funding Allotment
SDD21	IT Services, Demand & Delivery Platform - Service delivery platform hosting a modernized IT service desk experience and automates tracking of IT services costs, demand, and delivery.	\$2,500,000	\$3,000,000
DSM22	Digital Services Modernizations - Master project to design, implement and enhance new or existing services for: 1) Digital Services Modernization 2) Master Data Management 3) Infrastructure Automation.	\$5,000,000	\$4,500,000
CDE23	Cloud Data Exchange - Implement a Districtwide cloud data exchange platform.	\$619,934	\$1,655,000
ESI00	Enterprise Cyber Security Initiatives – Replace EOL Network Hardware.	\$8,000,000	\$9,200,000
DR018	Disaster Recovery & COOP - Deploy a redundant and highly available infrastructure to host the failover systems for all the District critical applications.	\$3,220,000	
N2522	Data Center Relocation (Reeves Center) - The OCTO data center currently housed in the Reeves building will be relocated to a new facility prior to redevelopment.	\$19,000,000	

20. Please list any statutory mandates that the agency lacks sufficient resources to fully implement.

Response: Mayor Bowser’s investment in the FY2024 budget allows sufficient resources to implement both statutory and programmatic mandates. The agency has no spending pressures to report.

CONTRACTING AND PROCUREMENT

21. Please list and provide a copy of all memoranda of understanding (“MOU”) entered into by your agency during FY 23 and FY 24, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

Response: Please reference Attachment Q21 – TO0 FY 23 & FY 24 MOU List

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22. Please list each contract, procurement, and lease entered into or extended by your agency during FY 23 and FY 24, to date. For each contract, please provide the following information where applicable:

- a. The name of the contracting party;
- b. The nature of the contract, including the end product or service;
- c. The dollar amount of the contract, including amount budgeted and amount actually spent;
- d. The term of the contract;
- e. Whether the contract was competitively bid;
- f. The name of the agency's contract monitor and the results of any monitoring activity; and
- g. The funding source.

Response: Please reference Attachment Q22 – TO0 FY23 & FY24 Contract, Procurement and Leasing List

23. What is your agency's current adjusted expendable budget for CBE compliance purposes? How much has been spent with SBEs or CBEs? What percent of the agency's current adjusted expendable budget has been spent with SBEs or CBEs?

Response: Under the leadership of Mayor Muriel Bowser, OCTO ensures that it meets and exceeds its CBE goal. We work to create opportunities for CBEs to participate in all OCTO solicitations through set aside opportunities allowing for CBEs to partner with larger technology service providers to increase their experience and capacity – in order to eventually be able to pursue larger opportunities within DC Government, the federal government and beyond. DC has a vibrant tech community, opening the bridge between public and private partnerships can open the doors to strategic alliances and opportunities.

- In FY 2023, OCTO's revised CBE spend goal was \$56,899,498.59 and OCTO spent \$51,540,631.59 with CBEs. The agency spent 91% towards the goal. It is important to note that the adjusted goal includes an additional capital budget of \$34,144,745.20 that is not accurate. Therefore, the agency appears to be at only 91% when it has far exceeded the goal.
- In FY 2024, OCTO is expected to spend well above its CBE goal of \$22,348,569.95.

24. Please provide the Committee with:

- a. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned as well as a description of all vehicle accidents involving the agency's vehicles in FY 23 and FY 24, to date;
- b. A list of travel expenses, arranged by employee for FY 23 and FY 24, to date, including justification for travel;
- c. A list of total workers' compensation payments paid in FY 22 and FY 23, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

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Response: OCTO currently maintains a total count of 42 government vehicles.

Ownership Status	Program Assignment	Vehicle Make	Vehicle Model	Assigned Driver
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
LEASED	DC Net	Toyota	Corolla	DC Net Program Staff
LEASED	DC Net	Toyota	Corolla	DC Net Program Staff
LEASED	DC Net	DODGE	Grand Caravan	DC Net Program Staff
LEASED	DC Net	DODGE	Grand Caravan	DC Net Program Staff
LEASED	DC Net	DODGE	Grand Caravan	DC Net Program Staff
LEASED	DC Net	DODGE	Grand Caravan	DC Net Program Staff
LEASED	DC Net	DODGE	RAM 1500	DC Net Program Staff
LEASED	DC Net	DODGE	Grand Caravan	DC Net Program Staff
OWN	DC Net	Ford	Cargo Van	DC Net Program Staff
LEASED	DC Net	Dodge	Grand Caravan	DC Net Program Staff
LEASED	DC Net	DODGE	RAM 1500	DC Net Program Staff
LEASED	DC Net	DODGE	RAM 1500	DC Net Program Staff
LEASED	DC Net	DODGE	Grand Caravan	DC Net Program Staff
LEASED	DC Net	Toyota	Corolla	DC Net Program Staff
LEASED	DC Net	DODGE	Grand Caravan	DC Net Program Staff
OWN	DC NET	FORD	CARGO VAN	DC Net Program Staff
OWN	DC Net	TOYOTA	PRIUS V	DC Net Program Staff
OWN	DC Net	TOYOTA	PRIUS V	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
OWN	DC Net	FORD	Transit Cargo Van	DC Net Program Staff
LEASED	ECIS	DODGE	Grand Caravan	ECIS Program Staff
LEASED	Facilities & Support Services	DODGE	Grand Caravan	F&SS Support Staff
Leased	Facilities & Support Services	DODGE	Grand Caravan	F&SS Support Staff
OWN	Facilities & Support Services	Isuzu	Box Truck	F&SS Support Staff

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Ownership Status	Program Assignment	Vehicle Make	Vehicle Model	Assigned Driver
OWN	Facilities & Support Services	Isuzu	Box Truck	F&SS Support Staff
LEASED	Facilities & Support Services	DODGE	RAM 1500	F&SS Support Staff
LEASED	Network Operations Center	DODGE	Grand Caravan	NOC Support Staff
LEASED	Network Operations Center	DODGE	Grand Caravan	NOC Support Staff
LEASED	OCTO Helps -Teir II Support	Toyota	Corolla	Helps Support Staff
LEASED	OCTO Helps -Teir II Support	DODGE	Grand Caravan	Helps Support Staff
LEASED	OCTO Helps -Teir II Support	Toyota	Corolla	Helps Support Staff
LEASED	OCTO Helps -Teir II Support	Toyota	Corolla	Helps Support Staff
LEASED	OCTO Helps -Teir II Support	Toyota	Corolla	Helps Support Staff
LEASED	OCTO Helps -Teir II Support	Toyota	Corolla	Helps Support Staff

There are no vehicle accidents to report for YTD FY 24. In FY 2023 there were four vehicle accidents to report. They are as follows:

Incident Type	Claimant	Description of Accident	Report Date
Privately-Owned Motor Vehicle and District Government Motor Vehicle	Emanuel, Ronald and Young Menelik	Rear End Collision	8/17/2023
Privately-Owned Motor Vehicle	Kaja, Bramarambha (Priya)	Vandalism	08/10/2023
Privately-Owned Motor Vehicle and District Government Motor Vehicle	Adams, Leroy	Hit & Run Accident	05/11/2023
District Government Motor Vehicle	Milan, George	Hit & Run Accident	04/25/2023

b. List of FY22 and FY23 Travel Expense

Employee Name	Title	Travel Dates	Justification	Location	FY23 Expense	FY24 Expense
Henry Lofton	Associate Chief Technology Officer, Infrastructure Svcs	9/27/23 - 9/27/23	CISCO Partner Site Visit	New York, NY	289.25	
Tiffany Crowe	Associate Chief Technology Officer	5/14/23 - 5/18/23	ServiceNow Knowledge Conference	Las Vegas, NV	\$1,879.06	
Keisha Mins	Director, State Broadband and Digital Equity Office	1/26/23 - 1/27/23	WDCEP Board of Directors Retreat	Middleburg, VA	\$405.00	

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Employee Name	Title	Travel Dates	Justification	Location	FY23 Expense	FY24 Expense
Kiaria Henderson	Program Manager	5/14/23 - 5/18/23	ServiceNow Knowledge Conference	Las Vegas, NV	\$2,660.14	
Ivory Lee	Director, Web Team	6/4/23 - 6/8/23	DrupalCon FY23 Annual Summit	Pittsburgh, PA	\$1,452.80	
Na'am Rahman	IT Specialist, Application Solutions	6/4/23 - 6/8/23	DrupalCon FY23 Annual Summit	Pittsburgh, PA	\$2,963.87	
Michael Rupert	Associate Chief Technology Officer, Customer Experience	6/6/23 - 6/8/23	2023 Digital Sales Annual Summit	Jackson, WY	\$1,161.19	
Michael Rupert	Associate Chief Technology Officer, Customer Experience	7/25/23 - 7/28/23	NASCIO State CIO Leadership Summit	Palm Springs, CA	\$798.40	
Suneel Cherukuri	Chief Information Security Officer	7/25/23 - 7/28/23	NASCIO State CIO Leadership Summit	Palm Springs, CA	\$363.39	
Suneel Cherukuri	Chief Information Security Officer	9/17/23 - 9/21/23	CrowStrike Fal.com 2023 Conference	Las Vegas, NV	\$1,123.63	
Stephen Miller	Deputy Chief Technology Officer, Digital Services	10/7/23 - 10/11/23	NASCIO 2023 Annual Conference	Minneapolis, MN	\$362.80	\$440.25
Tehsin Faruk	Chief Operating Officer	10/8/23 - 10/11/23	NASCIO 2023 Annual Conference	Minneapolis, MN	\$362.80	\$761.66
Michael Rupert	Associate Chief Technology Officer, Customer Experience	10/8/23 - 10/11/23	NASCIO 2023 Annual Conference	Minneapolis, MN	\$1,673.36	\$352.67
Binoy Shankarath	Program Manager	10/24/23 - 10/27/23	2023 AAMVA State-to-State User Group	Philadelphia, PA		\$1,055.50
Matthew Sokol	Chief Data Officer	12/12/23 - 12/14/23	ESRI Mid Atlantic Conference	Philadelphia, PA		\$944.91

c. List of Workers' Compensation Payments

FY	# of employees	Total # of payments	Total Amount of Payment	Reason
2023	4	27	\$14,992.20	Medical & Indemnity
2024	2	2	\$419.47	Medical

25. For FY 23 and FY 24, to date, what was the total agency cost for mobile communications and devices, including equipment and service plans?

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Response: In FY 23, the total agency cost for mobile communications (including equipment and service plans) was \$946,801. In FY24 to date, the total agency cost for mobile communications (including equipment and service plans) is \$180,208.

Service Type	Service Type	FY 23	FY 24
<i>Voice & Data</i>	Cellular	\$ 713,621	\$ 126,213
<i>Data Only</i>	Air-Card/MiFi/Hotspot/Tablet	\$ 225,846	\$ 35,406
<i>Other *</i>	Equipment, Account Level Charges & Credit Adjustment	\$ 7,333	\$ 18,588
	Totals	\$ 946,801	\$ 180,208

26. Please list in descending order the top 25 overtime earners in your agency in FY 23 and FY 24, to date, if applicable. For each state the position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned by each.

Response: FY23 and FY24 Overtime Earners List

FY23 Overtime Earner List

Position Number	Position Title	Salary	Fringe	Program	Cost Center	Overtime Amount
88631	TELECOMMS-SPEC	93,311.00	21,274.91	150004	50141	11,033.26
73417	IT Specialist	98,322.00	22,417.42	150004	50141	8,027.71
88716	Telecommunications Manager	137,694.16	31,394.27	150004	50141	6,963.92
76761	Information Technology Special	119,916.00	27,340.85	150004	50141	5,713.39
33017	IT Specialist (App. Software)	141,707.00	32,309.20	500227	50319	5,208.67
97538	Information-Technology-Spec-	90,805.00	20,703.54	150004	50141	4,234.67
88606	Information-Technology-Spec-	95,816.00	21,846.05	500246	50325	3,621.99
31925	Accounts Payable Technician	124,091.00	28,292.75	150004	50141	2,917.86
38465	Accounts Payable Supervisor	109,031.00	24,859.07	150002	10003	1,991.92
43971	Project Coordinator	119,916.00	27,340.85	100127	50323	1,822.38
25192	Accounts Payable Technician	50,189.00	11,443.09	150002	10003	1,701.12
1960	Accounts Payable Technician	48,504.00	11,058.91	150002	10003	1,491.72
45463	Information-Technology-Spec-	120,569.00	27,489.73	500231	50318	1,442.05
88671	Information-Technology-Spec-	83,289.00	18,989.89	500241	50324	1,435.40

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Position Number	Position Title	Salary	Fringe	Program	Cost Center	Overtime Amount
90905	IT-Business-Analyst	124,091.00	28,292.75	100127	50323	927.45
44059	Supervisory-IT-Specialist	147,409.18	33,609.29	500241	50324	1,417.40
97536	IT Specialist	93,311.00	21,274.91	150004	50141	1,300.97
88453	IT Specialist	141,707.00	32,309.20	500227	50319	1,162.88
88721	IT Specialist	93,311.00	21,274.91	150004	50141	964.51
43940	Project Coordinator	119,916.00	27,340.85	100127	50323	899.93
32720	Project Coordinator	119,916.00	27,340.85	100127	50323	877.55
43946	Program Analyst (Telecom.)	116,933.00	26,660.72	150004	50141	876.54
32834	Writer Editor	119,916.00	27,340.85	500237	50319	818.70
85553	Info. Technology Specialist	124,091.00	28,292.75	500240	50321	816.52

FY24 Overtime Earner List

Position Number	Position Title	Salary	Fringe	Program	Cost Center	Overtime Amount
38465	Accounts-Payable-Supervisor	112,302.00	25,380.25	150002	10003	4,364.91
31925	Telecommunications Specialist	127,615.00	28,840.99	150004	50141	4,294.74
20939	Supv. Info. Tech Spec.	134,004.43	30,285.00	100071	60158	2,577.00
88453	IT Specialist	141,707.00	32,025.78	500227	50319	1,498.83
88606	Information-Technology-Spec-	98,322.00	22,220.77	100071	50270	1,418.10
90905	IT-Business-Analyst	127,615.00	28,840.99	100127	50323	1,257.74
88714	Telecommunications-Specialist	131,138.00	29,637.19	150004	50141	1,040.28
88633	TELECOMMS-SPEC	93,311.00	21,088.29	150004	50141	986.94
32720	Project Coordinator	119,916.00	27,101.02	100127	50323	864.78
43971	Project Coordinator	119,916.00	27,101.02	100127	50323	807.13
97538	Information-Technology-Spec-	90,805.00	20,521.93	150004	50141	785.81
88731	IT Specialist	127,615.00	28,840.99	100071	50270	736.24
88627	Facility Operations Specialist	73,677.00	16,651.00	100113	50323	566.75
25606	IT-Specialist--Data-Management	141,707.00	32,025.78	500238	50321	545.03
1960	Accounts Payable Technician	48,504.00	10,961.90	150002	10003	428.29

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Position Number	Position Title	Salary	Fringe	Program	Cost Center	Overtime Amount
43940	Project Coordinator	119,916.00	27,101.02	100127	50323	403.56
88683	TELECOMMS-SPEC	103,333.00	23,353.26	150004	50141	397.44
25192	Accounts Payable Technician	50,189.00	11,342.71	150002	10003	327.98
5015	IT-Specialist-Security	141,707.00	32,025.78	100113	50323	291.44
36273	IT-Specialist-Systems Analyst	124,091.00	28,044.57	100127	50323	238.64
76761	Information Technology Special	119,916.00	27,101.02	150004	50141	230.61
73417	IT Specialist	98,322.00	22,220.77	150004	50141	189.08
88631	TELECOMMS-SPEC	93,311.00	21,088.29	150004	50141	179.44
88671	Information-Technology-Spec-	85,794.00	19,389.44	500241	50324	164.99
71451	Information-Technology-Spec-	57,647.00	13,028.22	100071	70319	110.86

27. For FY 23 and FY 24, to date, please provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.

Response: FY23 and FY24 Special Pay List

FY	Employee Name	Special Pay Amount	Special Pay Reason
2023	Whitener,Pamela J.	47,522.86	Terminal Leave (Resignation)
2023	Kelly,Cecil	25,000.00	Early Out Incentive (Retirement)
2023	Raval,Rina	21,051.67	Terminal Leave (Resignation)
2023	Neitzey,Joshua C	20,166.00	Terminal Leave (Resignation)
2023	Whitener,Pamela J.	20,000.00	Early Out Incentive (Retirement)
2023	Johnson,Tige C.	19,231.67	Terminal Leave (Resignation)
2023	Kelly,Cecil	18,446.92	Terminal Leave (Resignation)
2023	Liggett,Nina	16,200.92	Terminal Leave (Resignation)
2023	Ahorrio,Alex	10,635.91	Terminal Leave (Resignation)
2023	Blandford,Joseph	10,333.30	Terminal Leave (Resignation)
2023	Benti,Lemlem	10,255.07	Terminal Leave (Resignation)
2023	Hightower III,John A.	9,555.70	Terminal Leave (Resignation)
2023	Cahoon,Jessie Taylor	9,197.33	Terminal Leave (Resignation)
2023	Nguyen,Phuong T	7,465.22	Terminal Leave (Resignation)
2023	Conyers,Maurice	6,021.68	Terminal Leave (Resignation)
2023	Squires,Delano Everard	4,713.71	Terminal Leave (Resignation)

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FY	Employee Name	Special Pay Amount	Special Pay Reason
2023	Akinyemi,Oluwatobiloba	4,216.94	Terminal Leave (Resignation)
2023	Romanova,Leana	2,588.88	Terminal Leave (Resignation)
2023	Ghalib,Abuzar	2,262.08	Terminal Leave (Resignation)
2023	McCrea,Randon	2,192.49	Terminal Leave (Resignation)
2023	Barbour,Paul	2,032.62	Terminal Leave (Resignation)
2023	Leon-Hill,Maria G	1,907.59	Terminal Leave (Resignation)
2023	Washington,Deverly	1,691.90	Terminal Leave (Resignation)
2023	Wilcox,Hiram	1,178.29	Terminal Leave (Resignation)
2023	Roseboro,Shelton	688.26	Terminal Leave (Resignation)
2023	Jones,Jennifer A.	360.29	Terminal Leave (Resignation)
2023	Kent,Alexis	207.66	Terminal Leave (Resignation)
2024	Thompson,Michael K	32,701.61	Terminal Leave (Resignation)
2024	Hackney,Anthony E	25,000.00	Early Out Incentive (Retirement)
2024	Davis,Fletcher L	25,000.00	Early Out Incentive (Retirement)
2024	Davis,Fletcher L	24,095.02	Terminal Leave (Resignation)
2024	Harris,Cheryl A	20,000.00	Early Out Incentive (Retirement)
2024	Hackney,Anthony E	14,026.92	Terminal Leave (Resignation)
2024	Gupta,Harsh V	13,679.94	Terminal Leave (Resignation)
2024	McCutchen,Tyrone	11,533.93	Terminal Leave (Resignation)
2024	Smith,Naidia T.	1,912.77	Terminal Leave (Resignation)
2024	Harris,Cheryl A	1,707.18	Terminal Leave (Resignation)
2024	Wingfield II,Anthony	437.16	Terminal Leave (Resignation)
2024	Carter,Allisha	228.38	Terminal Leave (Resignation)

28. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.

Response: American Federation of Government Employees (AFGE), Local 1403, AFL-CIO. The compensation agreement was effective from October 1, 2020 through September 30, 2023. Although the expiration date of the Agreement was September 30, 2023, the terms of the Agreement continue in effect until a new successor agreement is negotiated and executed. It is OCTO's understanding that the parties are currently in negotiation. American Federation of State, County and Municipal Employees (AFSCME), Local 1200 is covered under the AFSCME Master Agreement. Although the expiration date of the Agreement is September 30, 2010, the terms of the Agreement continue in effect until a new successor agreement is negotiated and executed. Bargaining is pending, the parties are not currently in negotiation.

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29. Please list all open capital projects and capital projects in the financial plan under the agency’s purview, including the amount budgeted, actual dollars spent so far, any remaining balances, and the status of the project. In addition, please provide a description of any projects which are experiencing delays or which require additional funding.

Response: Please reference Attachment Q29 – TO0 Active Capital Project Status

30. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or funded during FY 23 and FY 24, to date. Please submit a hard copy to the Committee of any study, research paper, report, or analysis that is complete.

Response: List of Reports

Report Name	Fiscal Year
BEAD Five Year Action Draft Plan	FY23
DC Internet Equity Status Report	FY23
Draft State Digital Equity Draft Plan	FY24
Draft Bead Initial Proposal Volume 1 and 2	FY24

Please note once the draft plans are finalized, we will forward a copy for the Council’s review.

Please reference Attachment Q30 – DC Internet Equity Status Report.

LEGISLATIVE, REGULATORY AND LEGAL ACTIVITY

31. Please explain any significant impacts on your agency, if any, of any legislation passed at the federal or local level during FY 23 and FY 24, to date.

Response: The Internet Equity Amendment Act of 2022 became effective during FY 23. This law amended the Office of the Chief Technology Officer Establishment Act of 1998 to clarify the obligation and function of the Office of the Chief Technology Officer to pursue reasonable, affordable, and equitable access to high-speed internet services for all District residents and businesses, to require the Office of the Chief Technology Officer to identify and remedy various barriers to equitable internet access, and to require a status report on the District's participation in certain federal programs promoting internet equity, a study of the feasibility of federally funded fiber and conduit broadband infrastructure, and an assessment of the extent of certain potential gaps in federally supported internet equity programs.

32. Please list and describe any regulations promulgated by the agency in FY 23 and FY 24, to date, and the status of each.

Response: OCTO has not promulgated any regulations in FY23 and FY24 to date.

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33. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to financial liability or will result in a change in agency practices and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success.

Response: Bennett v. District of Columbia, Case No. 1:18-cv-01839 (D.D.C.): Former MSS employee, separated in April 2016, filed in Federal District Court in August 2018, alleging various employment discrimination violations.

Mecca v. District of Columbia, Case No. 2021-CA-001534-B (D.C. Super. Ct.): Two former CSS employees (Carl Mecca and Khalid Fallah) separated in September 2017, filed in May 2021, alleging age discrimination. Mediation tentatively scheduled for February 2024.

D.C. Open Government Coalition v. District of Columbia, 2023 CAB 007251 (D.C. Super. Ct.): Plaintiff alleges the DC Freedom of Information Act requires agencies to generate new records if responsive material may be found in existing data bases, OCTO contends that the DC Freedom of Information Act does not require the generation of new records to respond to FOIA requests.

34. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY 23 or FY 24, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Response: OCTO did not settle any lawsuits in FY 23 or FY 24 to date.

35. Is OCTO currently party to any active non-disclosure agreements? If so, please provide all allowable information on all such agreements, including the number of agreements and the department(s) within OCTO associated with each agreement.

Response: OCTO is not party to any NDA that prevents public access to material otherwise subject to disclosure under FOIA. OCTO's use of NDAs in an employment context is addressed in response to question 36, below.

36. Does OCTO require non-disclosure agreements for any employees or contractors?

Response: Yes. Because of the security sensitive nature of OCTO's mission, OCTO enters into non-disclosure agreements with FTEs and contractors.

37. Please list the administrative complaints or grievances that the agency received in FY 23 and FY 24, to date, broken down by source. Please describe any changes to agency policies or procedures that have resulted from complaints or grievances that were resolved in FY 23 or FY 24, to date.

Response: The following administrative matters have been anonymized because they relate to specific employees or contractors.

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An OEA Matter: An employee was paid significant amounts of money in unworked overtime. The supervisor who wrongfully approved the time entries was terminated. The employee was also terminated for fraudulent time entry resulting in personal enrichment and for failing to cooperate with the interview about his misconduct. The case is currently on remand for further proceedings. Prehearing conference scheduled for January 2024.

An OEA Matter: An employee terminated for repeated insubordination over several days after refusing to appear for a disciplinary interview. The employee appealed their termination to OEA. OEA is currently considering whether to hold a hearing.

An EEOC Matter: An employee alleges OCTO violated the ADA for failing to provide full-time telework to help avoid the stress of commuting and the impact that stress has on a claimed disability. Attempt at mediation was unsuccessful. EEOC investigation may commence.

An EEOC Matter: A former contractor alleges he/she was an employee and faced racial discrimination from another contractor. OCTO contends these contractors are not constructively employees as the employee alleges, and therefore are not within the scope of EEOC jurisdiction on the facts alleged. Mediation has been scheduled.

38. Please list all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency is required to complete in FY 23 and FY 24, to date. For each requirement, please list the date the report was required and the date it was produced. If the agency did not produce the report on the mandated timeline, please explain why.

Response: DC Official Code § 1-1403.01(b) required OCTO to prepare an internet equity status report and deliver it to Council within 90 days of March 10, 2023. OCTO prepared and delivered to the Council an internet equity status report on November 9, 2023. The report was not produced in the mandated timeline due to an extended internal review from the Executive.

The Chief Data Officer's Annual Report, Mayor's Order 2018-050. Due March 10, 2023, reflecting the inventory of the District's enterprise datasets as of December 10, 2022. OCTO prepared and published the report on March 10, 2023.

FOIA Report, pursuant to 1 DCMR 413.5. Due December 31, 2023, and submitted December 28, 2023.

Under DPM Section 1810, OCTO is required to make regular filings to the Board of Ethics and Government Accountability, including the annual filings described at Section 1810.4. OCTO submitted its Financial Disclosure Statement filers on March 1, 2023.

39. Please provide the number of FOIA requests for FY 23, and FY 24, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimate number of FTEs required to process requests, the estimated number of hours spend responding to these requests, and the cost of compliance.

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Response: OCTO received a total of 15 FOIA requests from the beginning of FY23 to date. Of the number of requests OCTO received, 1 of those requests were granted in full, 0 of the requests were partially granted, 4 requests are currently pending, and 15 were referred to other agencies.

OCTO processes 13 FOIA requests received within 15 days, 2 took longer than fifteen days, with a median response time of 5 days. One FTE is responsible for processing the FOIA requests and that employee has spent a total of 20 hours processing the FOIA requests received at OCTO from October 1, 2022, to date. The total cost of review and processing time for FOIA requests received by OCTO is \$1,384.59 based on the FTE's pay grade.

40. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency that were completed during FY 23 and FY 24, to date.

Response: List of Investigations and Audits

Investigations: OCTO is not aware of any current investigations of OCTO or its employees, or of any such investigations completed during FY 23 and FY 24 to date.

OCTO conducts internal disciplinary investigations to develop the factual record and to support any proposals of discipline under DPM Chapter 16. If, during any such investigations, OCTO discovers evidence of possible waste, fraud, or abuse, OCTO refers the matter to the Office of the Inspector General. It is OCTO's understanding that the existence or status of any such referrals is confidential and cannot be disclosed without the permission of the Office of the Inspector General.

Audits: OCTO is participating in continuing monitoring of the Risk Management Framework implementation scheduled for FY 25, as part of the ACFR. The Auditor is McConnell & Jones.

In FY 24, the Office of the Inspector General completed an Evaluation of the District's Use of Cybersecurity Waivers (OIG Project 23-E-03-TO0). While the content of that Evaluation Report is not a public document, the public summary of that document is available at <https://oig.dc.gov/oig-services/reports/inspections-and-evaluations-reports>. As part of its Evaluation, OIG made 10 recommendations to OCTO. As the public summary explains in greater detail, the agencies fully agreed on 7 of those 10 recommendations, and agreed in substance that OCTO's current plans will resolve the concerns animating the 3 remaining recommendations from OIG.

OFFICE OF THE CHIEF TECHNOLOGY OFFICER

41. Please identify all electronic databases maintained by your agency, including the following:
- a. A detailed description of the information tracked within each system;
 - b. The age of the system and any substantial upgrades that were made in FY 23 or FY 24, to date, or that are planned for the system;

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- c. Whether the public is currently granted access to all or part of each system; and
- d. Whether the public could be granted access to all or part of each system.

Response: All datasets and databases classified as Level 0 are publicly accessible, with a majority through the District's Open Data Portal (<https://opendata.dc.gov>).

Please reference Attachment Q41 – TO0 FY23 & FY24 Enterprise Dataset Inventory.

42. Please describe OCTO's role in ensuring District agencies' compliance with District Data Policy, particularly around the proper handling and protection of private identifying information.

Response: OCTO has a role in several aspects of compliance with the District Data Policy. Our initial role is to lead the collection and classification of the data from every agency in the District. Further, we educate agencies on the classification of their data and ensure that the Enterprise Dataset Inventory (EDI) is available to our Security Operations Team. The EDI also requires review by agency general counsels to ensure classifications are accurate on all recorded datasets.

Our most important role to ensure compliance is the education of our users on the importance of the security of District Data and Systems. We accomplish this through our annual *Cyber Awareness Training* that occurs every year and demands 100% agency compliance.

Our final role is for our Security Operations team to lead the response to any incident where data is not handled properly. This would be with data containing personally identifiable information (PII) or any other classification of sensitive data whether it was exposed accidentally or through a cyber security incident.

OCTO also provides guidance and implementation for security protocols such as encryption of data within OCTO systems at rest and in transit across the DC network and the discovery of databases and other datasets containing PII.

43. How many District employees underwent cybersecurity training in FY 23 and FY 24, to date?

Response: 29,921 users completed the FY23 Annual Cyber Awareness Training.

44. Please describe OCTO's involvement in mitigating the damage of any data breaches that occurred at District agencies during FY23 or FY24 to date, as well as any changes to protocol or best practices as a result of these breaches.

Response: Agencies under the purview of OCTO Security Services did not report any data breach in FY23 and FY24 YTD. There were a few isolated accidental data exposure incidents that were reported because of *human error*. OCTO worked with these agencies to remediate reported incidents and ensure they are aware and make use of additional training available to agencies that handle PII and other sensitive data.

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OCTO continually works on enhancing security monitoring and controls to combat evolving threats including but not limited to replacing critical end of life devices, performing timely system upgrades, tracking, and updating end of life systems.

OCTO works closely with the agencies outside of OCTO's security purview that had data breach incidents to provide technical leadership and management support of incident response activities. Additionally, OCTO provides guidance to these agencies on adapting best practices with management of networks, systems, user accounts, adoption of security controls and tool sets.

45. Please provide the enrollment numbers for the Internet for All program in FY 23 and FY 24, to date.

Response: Internet for All has served **5,063 individuals**. OCTO conducted significant outreach to migrate existing recipients to the Federal Affordable Connectivity Program (ACP) since Internet for All's sunset at the end of FY22. In FY23, OCTO directly connected with more than **7,100 residents** to promote enrollment in the ACP program. The District currently has one of the highest rates of ACP adoption – **56 percent**, which is 16 percent higher than the national average.

46. Please describe the work of the Information Technology Investment Review Board in FY 23 and FY 24, to date, particularly as it relates to budget formulation and agencies' requests for funding. Please also share current board membership and how many times the board has met in FY 23 and FY 24, to date.

Response: The Information Technology Investment Review Board's (ITIRB) objective is to review and make recommendations to the City Administrator through the Budget Director about proposed and ongoing technology projects. This includes both IT capital projects and IT operating enhancements. The Board is composed of members from each cluster with significant experience in technology and operational project management. The Board provides guidance about the confidence in what projects should or should not be funded based on six scoring categories (project readiness, stakeholder support, performance goals, and business case, cost estimates, risk and alternatives, and comprehensive plan alignment).

The Board does not rank or prioritize projects against one another (e.g., public safety vs education projects). Additionally, the Board identifies whether it believes the budget estimates are accurate or sufficient based on the responses from the agencies, as well as identifies opportunities for agencies to jointly participate in a technology project or utilize existing or enterprise systems within the District.

In FY24, the Board met twelve (12) times and in FY23, and the Board met seventeen (17) times. For the FY23 and FY24 board membership list please reference Attachment Q46 – Information Technology Investment Review Board Membership List.

47. How many photo-identification cards (formerly known as "One Cards") did OCTO provide in FY 23 and FY 24, to date, for students, children, adults, and seniors?

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Response: List of cards issued in FY 23 and FY 24 YTD

FY 2023		FY 2024	
Student	3064	Student	491
Staff	58	Staff	6
Public	1194	Public	200
Senior	220	Senior	52

48. Please provide an update on any work that has been completed in FY 23 or FY 24, to date, regarding the overhaul of the DC.gov website.

Response: In FY 23 OCTO completed and assessed more than 1,200 survey responses from District residents across all eight (8) wards. In addition, OCTO held six (6) live listening sessions to gather direct feedback and ideas. The results of both are being used by the design partner in its initial analysis. The design partner was finally onboarded at the end of FY 23 after significant procurement delays.

OCTO, along with the newly engaged partner, is working to finalize the design, architecture, and development strategy for the new DC.gov. The design standard will showcase our DC Values, and the vibrancy of our unique DC culture. This will further allow us to have a realistic focus on core accessibility and equitable capabilities – whether it’s a mobile-centric design or easing the ability to allow for multi-language access or stricter adherence to WCAG 2.2 guidelines.

49. How many small group training sessions with the Department of Aging and Community Living’s Tech Talk series has OCTO administered in FY 23 and FY 24, to date?

Response: In FY23, OCTO administered over **50** Tech 101 sessions and **25** stakeholder engagement events. In FY24 YTD, OCTO has administered **19** Tech 101 sessions and **10** stakeholder engagement events.

50. Please provide an updated list of Wifi Hotspots administered by or in partnership with OCTO that currently exist within the District, broken down by ward.

Response: Total installed outdoor WiFi devices: 810 at 382 unique locations. Total WiFi Coverage area: 8.0551 square miles = 18.42% (8.0551/43.723) of DC populated areas

Ward	Outdoor WiFi Hotspots
1	75
2	103
3	66
4	81
5	110

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Ward	Outdoor WiFi Hotspots
6	91
7	108
8	175
Maryland	1
Total Count	810

51. Please describe the work of the Interagency Data Team in FY 23 and FY 24, to date. Please list the current membership of the team.

Response: The Interagency Data Team is a community of data analysts, data scientists or agency liaisons, who convene regularly with representation from District agencies. District government participants engage in discussions regarding the team’s core mission and priorities for a better kind of data culture – collection, application, sharing, classification, and governance to name a few.

The team is led by the OCTO assigned Chief Data Officer (CDO), and directly supports the District of Columbia’s Data Policy. The list of presentations and other related items to the Interagency Data Team are posted publicly.

Please reference Attachment Q51 – Interagency Data Team Membership List for the current membership.

Please note, the membership of this team changes as new employees are onboarded and existing employees leave District government.

52. Please list any accomplishments of the Tech Together DC initiative in FY 23 and FY 24, to date.

Response: In FY23, OCTO held over 50 Tech 101 sessions and held 25 stakeholder engagement events (both in person and virtually) with residents and community organizations to understand their perspective on broadband and digital equity needs and gaps, and their aspirations for connectivity and inclusion. Additionally, the State Broadband and Digital Equity Office completed and submitted D.C.’s BEAD Five-Year Action Plan.

In FY24, OCTO held 19 Tech 101 sessions and 10 stakeholder engagement events (in-person and virtually) with residents and community organizations. OCTO also submitted the initial draft of D.C.’s State Digital Equity Plan and submitted the BEAD Initial Proposal.

53. Please provide an update on the outcomes of OCTO’s new STaR approach to contingent IT resource management.

Response: The Citywide Contingent IT Resource Management (STAR 2) base contract was issued back in June 2022. OCTO recently renewed the third contract option in January 2024. This program is available to all the District's public-sector organizations seeking hourly, Time and Material (T&M) resources, along with fixed-price, project-based solutions.

The contract streamlines and standardizes IT procurement, utilizing an open network of IT staffing suppliers to meet the diverse IT needs of the District. The contract is ninety-five percent

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set aside for District owned CBEs. YTD, thirty-two agencies are utilizing the contract and have engaged seven hundred and fifty-nine resources. The total contract spends YTD totals \$87.6M. More than ninety-six percent of that spend is with CBEs.

The Contingent IT Resource Management Program has been very successful, in its first year and half the program grew thirteen percent.

STAR 2 Contract Summary

Contract Summary – 01/01/2022 – 12/31/2023	
# of engagement	759
# of Agencies w/engagements	32
# of Vendors w/ engagements	94
Total Agency Expenditure	\$87,653,874
Total Subcontractor Expenditure	\$84,885,014
Total Prime Contractor Expenditure	\$2,768,859
Contract to Date CBE Commitment	96.8%

54. Please list the District data centers maintained and overseen by OCTO in FY 23 and FY 24, to date.

Response: OCTO maintains two data center locations:

- Data Center (DC1) located in Washington DC.
- Data Center (DC2) located in Virginia.

55. Please provide the number of landlines, wireless phone lines, and data plans for which the District paid for telecommunication services in FY 23 and in FY 24, to date. Telecom

Response: FY23 and FY24 Citywide Communication Devices List

Fiscal Year	Landline	Data & Other	Cellular	Wireless Data	Total
FY23	38,189	5,204	32,215	10,180	85,788
FY24	38,070	5,501	33,194	9,899	86,664

56. Please provide an update on the agency’s Community Internet Program efforts

Response: OCTO held an Internet Service Provider (ISP)/Broadband Summit in May 2023, which was attended by more than 100 service providers and partners to learn more about the CIP program. In FY23, OCTO’s first CIP partner, WeLink, was able to triple its serviceable area to include more than 10,000 households since its launch in March 2022.

57. What are the agency’s strategies for avoiding link rot or missing data on DC Government websites?

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Response: The DC.gov Web Team uses the quality control platform SiteImprove to check for broken links, accessibility issues, and ensure language is at a level for residents and businesses to digest. Each DC.gov website is scanned every three days and agency web editors get automated reports sent to them with any issues identified. The Web Team also does periodic surges to assist agencies – especially around accessibility issues.

58. Does the agency have plans to begin using artificial intelligence in any of its work? If so please explain, and please detail any precautions being taken.

Response: OCTO has already deployed solutions utilizing AI, including cybersecurity tools and email hygiene solutions that protect users from phishing and cyber incidents. Currently, OCTO has three exploratory AI pilots and is actively developing governance tools to manage and mitigate the risks any AI deployment might pose. OCTO is also working closely with several DC agencies to support pilot programs.

- DC.Gov/AI
- Opendata.dc.gov
- Digital Tutor

59. Please provide an update on OCTO’s plans for and use of federal Infrastructure Investment and Jobs Act (IIJA) funds.

Response: Summary Update:

Broadband Equity, Access, and Deployment Planning Grant Funds (BEAD) \$5,000,000

- Increase capacity of the State Broadband and Digital Equity Office and fund the development of the Five-Year Action Plan.

State Digital Equity Planning Grant Funds \$463,126

- Increase capacity of the State Broadband and Digital Equity Office and fund development of the State Digital Equity Plan.

American Rescue Plan’s Capital Projects Fund (CPF) \$14,233,491

- Support recovery from the COVID-19 public health emergency by strengthening and improving the infrastructure necessary for participation in work, education, and health monitoring that will last beyond the pandemic.
- Enable investments in capital assets designed to address inequities in access to critical services.
- Contribute to the Biden Administration’s goal of providing every American with the modern infrastructure necessary to access critical services, including a high-quality and affordable broadband internet connection.

ACP Outreach Grant \$500,000

- Pilot outreach grant programs to raise awareness of the Affordable Connectivity Program (ACP).

60. How does the agency conduct outreach for programs like the Affordable Connectivity Program?

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Response: OCTO uses various methods to conduct outreach for the Affordable Connectivity Program (ACP). Some methods include distributing information during in-person digital literacy workshops and community events, holding online town halls, and participating in community meetings to inform residents about ACP.

61. Please provide an update on the redesign of the DC.gov website, including the purpose, goals, and estimated date of completion. Are current funds sufficient to complete the project?

Response: OCTO is working closely with its partner, DC-based partner, to finalize the design, architecture, and development stages of this project. We anticipate socializing the final designs internally and externally in Q2 FY2024. In parallel, we are drafting the statement of work for the development stage of the project. We anticipate having a prototype ready by Q4 FY2024. The full project, including the migration of agency content should be completed in FY2025. At this time, we feel we have the funding required for FY 2024.

62. Please provide an update on the DC Business Licensing Portal, including any expanded features, additions, and the estimated date of completion.

Response: The DC Business Licensing Portal, live via business.dc.gov and known as the DC Business Portal, launched on February 14, 2023, during a public event attended by OCTO, DLCP and other partners. In the ensuing months, OCTO and DLCP have prioritized integrations with OTR to provide clear indication of “clean hands” and have ensured that users of the portal can search for and registering unique trade names to ensure their business is operating using the name that they desire.

OCTO prioritized and launched enhancements for licensed Street Vendors, opening opportunities for small and local based businesses to enter an emerging marketplace, and is currently prioritizing work with DCPL’s Occupational and Professional Licensing administration to modernize their processes and capabilities. Additionally, OCTO is enhancing customer relationship management capabilities for DCLP and researching how to implement enhancements to create an efficient Basic Business License processes for the District.

The DC Business Portal is an iterative and agile project and as such does not include specific launch dates to allow OCTO to shift towards organizational priorities as they emerge – i.e., street vending; however, OCTO is working to launch two administrations – accounting and security services – in FY24 and are working to prioritize additional administrations.

63. Please provide an update on the agencies work on a Cloud Data Exchange for agencies.

Response: The OCTO Enterprise Data team completed an evaluation of several major vendors that could provide the infrastructure and tools to support the Cloud Data Exchange initiative. A vendor was selected, and the team has engaged a consultant to assist with the development and

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implementation of the architecture for the Cloud Data Exchange. The implementation component is underway, and OCTO expects the first major integration to be completed on the platform is for the PASS Cloud project.

64. When OCTO procures and establishes a new enterprise tool, either centrally or for a client agency, what determines the number of licenses that will be paid for and maintained? Does the Office offer licenses for software that specific agencies are using to other agencies across the rest of District government?

Response: OCTO depends upon the identified requirements and use cases when evaluating the licensing needs for a new or updated solution. An initial deployment may only be utilized by a limited number of users for an initial pilot phase, and as use cases are further defined and deployed additional licenses would be procured and deployed to meet the need of the end users. Some solutions may be pre-determined to be “enterprise-wide” at the outside through the requirements gathering process and at that point a fully licensed solution would then be planned and procured considering estimated impacted user counts taken from device, HR, and vendor management platforms – this is often the case with cyber security projects.

OCTO works with agencies to identify potential enterprise-wide license projects and works to prioritize those projects through our CIO discussions or through collaboration with the internal services team’s Government Operations meetings.

65. Please provide an update on the agency’s continued development of the IT management system, including the purpose, goals, and findings.

Response: The agency continues to implement components of the IT management system (ITSM) platform. OCTO had a very successful rollout of the ServiceNow platform to function as the District’s primary help desk platform. This has allowed OCTO to track service requests, define and enforce SLAs, and follow up and receive feedback from customers. Additionally, it has enabled OCTO to establish a comprehensive knowledge base to enable more self-service for agencies. OCTO has been deploying agency specific workflows within the platform to facilitate common service requests such as international travel requests, on-boarding/off-boarding, and password resets.

Since implementation, the system has received and supported the management of more than 202,000 requests. These requests have included IT Service requests (the majority), security requests (related to international travel), onboarding requests, and other service catalog items. And best of all, 96% reported they were satisfied with their experience. With over 500 self-help articles where employees can learn how to reset passwords, sign-up for training, etc. an untold number of would-be tickets were diverted.

OCTO has worked with DCHR to deploy a module specific to Human Resource functions for benefits, retirement and more. Modules for asset management, configuration management and other IT functions are actively being planned for deployment.