

Remarks before the Arlington County Board, March 3, 2016

Mary Crannell on behalf of the Information Technology Advisory Commission

Thank you Madam Chair for the opportunity to speak to the Board today. My name is Mary Crannell and I am the Vice Chair, speaking on behalf of the Information Technology Advisory Commission to address the needs of the County's Information Technology. The Chair of the Information Technology Advisory Commission, Mr. Frank Jazzo is here today and he will be available to respond to questions concerning the budget needs of the County for Information Technology as well.

The Information Technology Advisory Commission reviewed the Department of Technology Services (DTS) budget and we support the 19.9M dollar budget which reflects a 2.6 percent increase over last year's budget.

DTS is not only technology it is about people and process. **First**, the people. I work with CIOs and their teams in the US and outside the US -- this **Arlington** team is committed to efficiency and innovation. Under the leadership of Jack Belcher we are fortunate to have a CIO who not only asks – how do we save money but also how do we invest in the future.

**Second**, the process. Teams closest to the problems are able to make informed decisions and react quickly to technological issues. Encouraging responsible decision making at the front line of the organization increases the quality of decision making and builds our technology leadership bench for the future.

Jack has streamlined the Department to accomplish two goals. First, to ensure the current level of service is maintained for County Residents and County Staff. Second, to build technology infrastructure for the future. It is imperative that DTS not only address current needs but plan for future needs given the technology refresh demand, consumer expectations for real-time access to services and the ability to connect things, as well as people, to monitor situations and to respond.

We currently benefit from DTS' focus on the future. For example, The Dark Fiber project was created thru the foresight of the DTS Department. Jack knew we would need "big pipes" for "big data." Foresight allowed us to accomplish a monumental task at a fraction of the cost. This is why it is critical to support the budget in its

entirety – so the DTS team is able to make wise decisions now that increase our options and opportunity windows for the future.

**Third**, the technology. We all know technology is everywhere in our lives and the County needs to keep pace with the increasing demands of other departments and the public. For example, according to a recent Gartner report by 2020 (just four years from now) the Internet of Things will include nearly 21 billion devices. For government at all levels, including local governments, the Internet of Things enables a digital transformation of services. We need to make sure we provide DTS an opportunity to execute a digital strategy that keeps pace.

Technology enables our fire and police to protect us, Our County personnel to respond rapidly and Arlington citizens to access critical information easily. DTS supports 150 applications and the budget reflects mandated costs to refresh and to maintain current service levels. In addition, it remains critically important to protect our digital privacy. DTS is the champion for spearheading transparency (Open Data initiative) and protecting the data privacy of our citizens.

Approving the DTS budget will achieve two objectives. First, to maintain service to constituents and second, to create a sustainable competitive advantage for our community. Technology has become an integral part of our critical infrastructure – investing in smart technology feeds the economic engine of Arlington County and improves the day-to-day life for all our citizens.

If Arlington's vision is to develop and to implement a "smart city" strategy, the budget approval process needs to reflect not only a commitment to sustainment but also innovation. ITAC looks forward to advising the Board on technology investments for our collective future. Thank YOU!