

Offered by Councilors Brian Worrell, Gabriella Coletta Zapata, Ruthzee Louijeune ,
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CITY OF BOSTON IN CITY COUNCIL

Ordinance Codifying the Department of Innovation and Technology (DoIT)

- WHEREAS:** The City of Boston increasingly relies upon data infrastructure and technology to establish programming, deliver services, and ensure equitable access to community resources; *and*
- WHEREAS:** The use of data in policymaking, program-making, and decision making will be increasingly vital as we work to build healthy, safe communities and effective, responsive institutions; *and*
- WHEREAS:** The recent citywide technology assessment highlighted significant fragmentation in technology use across departments, underscoring the need for DoIT to take the lead in coordinating cybersecurity protocols, digital infrastructure upgrades, and data governance policies to ensure system reliability, security, and equitable service delivery for all Boston residents; *and*
- WHEREAS:** Current practices in the City of Boston, combined with a lack of authorizing language in the City Code, result in jurisdictional ambiguity and intensify siloization of policies and best practices, limiting the City's ability to adopt a unified, strategic approach to technology management; *and*
- WHEREAS:** Providing the Department of Innovation and Technology (DoIT) with clear powers and authority will help streamline city services, ensure interagency compatibility, reduce costs, and improve data access, quality, and security; *and*
- WHEREAS:** DoIT plays a crucial role in facilitating interdepartmental collaboration through the establishment of Memorandums of Understanding (MOUs) between city departments, quasi-independent agencies, and external partners to enhance data sharing, streamline procurement processes, and standardize technology governance across Boston; *and*
- WHEREAS:** Sibling cities including Pittsburgh, San Francisco, and Austin, Texas, have empowered their IT departments by giving them authority over software and hardware procurement, data management, and technology strategy, demonstrating the benefits of a centralized and well-governed technology framework; *and*
- WHEREAS:** Formalizing DoIT's authority will allow the department to strategically invest in modernizing digital service delivery, ensure accessible and secure technology for city staff and residents, and expand digital equity initiatives that bridge the gap for

- b. Lead the centralization and oversight of citywide data assets, ensuring interoperability, security, and adherence to privacy laws while aligning with national data standards and best practices.

C. Oversee Technology Procurements, Infrastructure, and Security

- a. Set comprehensive standards for the procurement, development, use, maintenance, and decommissioning of technology assets, including software, hardware, and digital infrastructure.
- b. Implement fiscal accountability measures for technology investments by advising the Finance Department on responsible budgeting, cost-efficient procurement, staffing models, and funding prioritization for technology work—including ensuring that departmental technical staffing complements, rather than duplicates, centrally provided services from DoIT.
- c. Establish and enforce cybersecurity, data storage, and access protocols to ensure the integrity, protection, and responsible use of resident and City data.

D. Enhance Workforce Digital Literacy and Service Accessibility

- a. Develop, maintain and disseminate citywide digital training programs to ensure all City employees can effectively utilize technology resources, reducing operational inefficiencies.
- b. Expand Boston's digital equity initiatives, bridging the gap in digital services for historically underserved communities.
- c. Unify and update the City's web presence, ensuring accessibility, transparency, and seamless service delivery for residents.

Section 5-11.2 Severability

If any provision of this shall be held to be invalid by a court of competent jurisdiction, then such provision shall be considered separately and apart from the remaining provisions, which shall remain in full force and effect.

Section 5-11.3 Implementation

The provisions of this ordinance shall be effective upon passage.

Filed in City Council: May 9, 2025