

The seal of the City of Houston, Texas, is a circular emblem. It features a central five-pointed star above a steam locomotive. Below the locomotive is a plow. The words "CITY OF HOUSTON" are inscribed in an arc at the top, and "TEXAS" is inscribed at the bottom. The entire seal is rendered in a light gray, semi-transparent style.

# **INFORMATION TECHNOLOGY**

# Information Technology

The CIP for Information Technology (IT) outlines significant initiatives and investments in information technology services, infrastructure, and security. It recognizes that investments may occur in one or across several years. Similar to physical structure capital projects, IT capital projects experience a lifecycle of design, construct, test, and implement.

Houston Information Technology Services (HITS) is the City's central IT department serving a broad array of City departments. HITS vision is to collaborate with stakeholders – citizens, employees, agencies, business partners – to achieve the greatest return on technology investments, now and in the future, in service to parties with a vested interest in the City.

## Highlights of the Fiscal Year 2019 - 2023 Adopted CIP include:

- **Administration and Regulatory Affairs** – 311 software solution; permit / inspection software.
- **Office of Business Opportunity** – MWBE program automation
- **Finance** – contract / procurement management solution; capital and budget projects for workflow, tracking, and reporting
- **General Services** – real estate management software
- **Houston Emergency Center** – hardware refreshes; audio-visual system upgrade
- **Houston Fire** – equipment acquisition for emergency alerting systems interfaced with Houston Emergency Center
- **Houston IT Services** – data center and network refreshes; SAP tools and solutions; server / storage upgrades; security tools; contact center upgrade; end-user software and device refresh
- **Houston Police** – equipment acquisition and operational systems refreshes; solutions centric to citizen engagement; video; analysis; and mobile technologies
- **Houston Public Library** – enhance citizen experience focusing on refresh of public computers and RFID technologies
- **Human Resources** – business process tracking and automation
- **Legal** – case management system to centralize data records and streamline business processes
- **Municipal Courts** – courtroom recording technologies; citizen registration solution



Project Allocation	Fiscal Year Planned Appropriations					2019-2023
	2019	2020	2021	2022	2023	
Initiating						
Planning						
Executing	13,535	9,170	3,646	6,075	7,605	40,031
Monitoring & Controlling						
Closing						
<b>Total Allocation</b>	<b>13,535</b>	<b>9,170</b>	<b>3,646</b>	<b>6,075</b>	<b>7,605</b>	<b>40,031</b>
<b>Source of Funds</b>						
1800 - Equipment Acquisition Consolidated Fund	13,535	9,170	3,646	6,075	7,605	40,031
<b>Total Funds</b>	<b>13,535</b>	<b>9,170</b>	<b>3,646</b>	<b>6,075</b>	<b>7,605</b>	<b>40,031</b>

**INFORMATION TECHNOLOGY IMPROVEMENTS - Summary of Funds  
2019-2023 CAPITAL IMPROVEMENT PLAN (\$ Thousands)**

CIP No.	Project	Fiscal Year Planned Appropriations					2019-2023
		2019	2020	2021	2022	2023	
<b>X-100007</b>	<b>HPD - Operational Systems Refresh</b>						
	1800 - Equipment Acquisition Consolidated Fund	600	300	300		200	1,400
	<b>Project Total</b>	600	300	300		200	1,400
<b>X-100013</b>	<b>HPD - Smartphone App For Citizens</b>						
	1800 - Equipment Acquisition Consolidated Fund	107					107
	<b>Project Total</b>	107					107
<b>X-100014</b>	<b>HPD - Smartphone App Internal</b>						
	1800 - Equipment Acquisition Consolidated Fund	268					268
	<b>Project Total</b>	268					268
<b>X-100017</b>	<b>HPD - Video Operational Growth</b>						
	1800 - Equipment Acquisition Consolidated Fund		333				333
	<b>Project Total</b>		333				333
<b>X-100023</b>	<b>HPD - IT Equipment</b>						
	1800 - Equipment Acquisition Consolidated Fund		1,951				1,951
	<b>Project Total</b>		1,951				1,951
<b>X-100025</b>	<b>HPD - Body Cameras</b>						
	1800 - Equipment Acquisition Consolidated Fund	539					539
	<b>Project Total</b>	539					539
<b>X-100027</b>	<b>HPD - In-Car Video Cams and Storage</b>						
	1800 - Equipment Acquisition Consolidated Fund	400					400
	<b>Project Total</b>	400					400
<b>X-100028</b>	<b>HPD - City-County Software Interface</b>						
	1800 - Equipment Acquisition Consolidated Fund	300					300
	<b>Project Total</b>	300					300

**INFORMATION TECHNOLOGY IMPROVEMENTS - Summary of Funds  
2019-2023 CAPITAL IMPROVEMENT PLAN (\$ Thousands)**

CIP No.	Project						2019-2023	
		2019	2020	2021	2022	2023		
<b>X-100031</b>	<b>HPD - Command Center Video Wall</b>							
	1800 - Equipment Acquisition Consolidated Fund		55					55
	<b>Project Total</b>		55					55
<b>X-100032</b>	<b>HPD - Air Support Inventory Contl System</b>							
	1800 - Equipment Acquisition Consolidated Fund	57						57
	<b>Project Total</b>	57						57
<b>X-100035</b>	<b>HPD - Crime Analysis Integrated System</b>							
	1800 - Equipment Acquisition Consolidated Fund	585						585
	<b>Project Total</b>	585						585
<b>X-100050</b>	<b>HPD - Mobile Technology Refresh</b>							
	1800 - Equipment Acquisition Consolidated Fund					525		525
	<b>Project Total</b>					525		525
<b>X-120007</b>	<b>HFD - EAS Upgrade</b>							
	1800 - Equipment Acquisition Consolidated Fund					2,000		2,000
	<b>Project Total</b>					2,000		2,000
<b>X-150005</b>	<b>HEC - Dispatch Server Refresh</b>							
	1800 - Equipment Acquisition Consolidated Fund		287					287
	<b>Project Total</b>		287					287
<b>X-150011</b>	<b>HEC - Firehouse Hardware</b>							
	1800 - Equipment Acquisition Consolidated Fund		82					82
	<b>Project Total</b>		82					82
<b>X-150018</b>	<b>HEC - Audio-Video Refresh</b>							
	1800 - Equipment Acquisition Consolidated Fund		571					571
	<b>Project Total</b>		571					571

**INFORMATION TECHNOLOGY IMPROVEMENTS - Summary of Funds  
2019-2023 CAPITAL IMPROVEMENT PLAN (\$ Thousands)**

CIP No.	Project						2019-2023	
		2019	2020	2021	2022	2023		
<b>X-160004</b>	<b>MCD - Courtroom Electronic Recording</b>							
	1800 - Equipment Acquisition Consolidated Fund		155				155	
	<b>Project Total</b>		155				155	
<b>X-160007</b>	<b>MCD - Online Class Registration</b>							
	1800 - Equipment Acquisition Consolidated Fund		28				28	
	<b>Project Total</b>		28				28	
<b>X-250002</b>	<b>GSD - Real Estate Module</b>							
	1800 - Equipment Acquisition Consolidated Fund		416				416	
	<b>Project Total</b>		416				416	
<b>X-340010</b>	<b>HPL - Radio Frequency ID Technology</b>							
	1800 - Equipment Acquisition Consolidated Fund			417			417	
	<b>Project Total</b>			417			417	
<b>X-340014</b>	<b>HPL - Public Facing Computers</b>							
	1800 - Equipment Acquisition Consolidated Fund		313				313	
	<b>Project Total</b>		313				313	
<b>X-510002</b>	<b>OBO - MWBE Automation</b>							
	1800 - Equipment Acquisition Consolidated Fund		78				78	
	<b>Project Total</b>		78				78	
<b>X-640001</b>	<b>SAP-CIP Enhancements</b>							
	1800 - Equipment Acquisition Consolidated Fund	51	53			25	129	
	<b>Project Total</b>	51	53			25	129	
<b>X-640017</b>	<b>FIN - SAP Budgeting Software</b>							
	1800 - Equipment Acquisition Consolidated Fund	2,125					2,125	
	<b>Project Total</b>	2,125					2,125	

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2019-2023 CAPITAL IMPROVEMENT PLAN (\$ Thousands)**

CIP No.	Project						2019-2023	
		2019	2020	2021	2022	2023		
<b>X-640018</b>	<b>FIN - Contract/Procurement Mgt System</b>							
	1800 - Equipment Acquisition Consolidated Fund					2,300	2,300	
	<b>Project Total</b>					2,300	2,300	
<b>X-640021</b>	<b>FIN - SAP Proj. Capitalization Workflow</b>							
	1800 - Equipment Acquisition Consolidated Fund			106			106	
	<b>Project Total</b>			106			106	
<b>X-650011</b>	<b>ARA - 311 Upgrade or Replacement</b>							
	1800 - Equipment Acquisition Consolidated Fund		622				622	
	<b>Project Total</b>		622				622	
<b>X-650013</b>	<b>ARA - Permit and Inspection Software</b>							
	1800 - Equipment Acquisition Consolidated Fund		815				815	
	<b>Project Total</b>		815				815	
<b>X-680003</b>	<b>Data Center Refresh</b>							
	1800 - Equipment Acquisition Consolidated Fund			1,000	500		1,500	
	<b>Project Total</b>			1,000	500		1,500	
<b>X-680012</b>	<b>Application Performance Testing Tools</b>							
	1800 - Equipment Acquisition Consolidated Fund		200				200	
	<b>Project Total</b>		200				200	
<b>X-680014</b>	<b>SAP Business Warehouse Implementation</b>							
	1800 - Equipment Acquisition Consolidated Fund		525				525	
	<b>Project Total</b>		525				525	
<b>X-680015</b>	<b>Network Refresh</b>							
	1800 - Equipment Acquisition Consolidated Fund		2,850	850		2,517	6,217	
	<b>Project Total</b>		2,850	850		2,517	6,217	

**INFORMATION TECHNOLOGY IMPROVEMENTS - Summary of Funds  
2019-2023 CAPITAL IMPROVEMENT PLAN (\$ Thousands)**

CIP No.	Project						2019-2023	
		2019	2020	2021	2022	2023		
<b>X-680017</b>	<b>SAP Training Tools</b>							
	1800 - Equipment Acquisition Consolidated Fund	1,050					1,050	
	<b>Project Total</b>	1,050					1,050	
<b>X-680022</b>	<b>Server/Storage Upgrades/Enhancements</b>							
	1800 - Equipment Acquisition Consolidated Fund	300	300	300	1,708		2,608	
	<b>Project Total</b>	300	300	300	1,708		2,608	
<b>X-680023</b>	<b>Network Security Tools</b>							
	1800 - Equipment Acquisition Consolidated Fund	50	50				100	
	<b>Project Total</b>	50	50				100	
<b>X-680024</b>	<b>Citizen Engagement Software</b>							
	1800 - Equipment Acquisition Consolidated Fund		106				106	
	<b>Project Total</b>		106				106	
<b>X-680026</b>	<b>SAP Tools Optimization</b>							
	1800 - Equipment Acquisition Consolidated Fund	400					400	
	<b>Project Total</b>	400					400	
<b>X-680030</b>	<b>PC Replacement</b>							
	1800 - Equipment Acquisition Consolidated Fund		1,000	1,000	1,000	2,055	5,055	
	<b>Project Total</b>		1,000	1,000	1,000	2,055	5,055	
<b>X-680032</b>	<b>Network Equipment Spares</b>							
	1800 - Equipment Acquisition Consolidated Fund	40	40	40			120	
	<b>Project Total</b>	40	40	40			120	
<b>X-680035</b>	<b>Application Development</b>							
	1800 - Equipment Acquisition Consolidated Fund		222				222	
	<b>Project Total</b>		222				222	



**INFORMATION TECHNOLOGY IMPROVEMENTS - Summary of Funds**  
**2019-2023 CAPITAL IMPROVEMENT PLAN (\$ Thousands)**

CIP No.	Project						2019-2023
		2019	2020	2021	2022	2023	
<b>X-680036</b>	<b>Desktop OS Upgrade</b>						
	1800 - Equipment Acquisition Consolidated Fund		536	268			804
	<b>Project Total</b>		536	268			804
<b>X-680037</b>	<b>EAS EGIS Infrastructure Refresh Phase II</b>						
	1800 - Equipment Acquisition Consolidated Fund	268	268				536
	<b>Project Total</b>	268	268				536
<b>X-680038</b>	<b>IT Help Desk Software Upgrades</b>						
	1800 - Equipment Acquisition Consolidated Fund	107	107				214
	<b>Project Total</b>	107	107				214
<b>X-680039</b>	<b>Legacy Application Redesign</b>						
	1800 - Equipment Acquisition Consolidated Fund	300	120				420
	<b>Project Total</b>	300	120				420
<b>X-680040</b>	<b>Master Data Management</b>						
	1800 - Equipment Acquisition Consolidated Fund	259	259				518
	<b>Project Total</b>	259	259				518
<b>X-680041</b>	<b>SAP Open Enrollment Server Storage</b>						
	1800 - Equipment Acquisition Consolidated Fund	268	134				402
	<b>Project Total</b>	268	134				402
<b>X-680042</b>	<b>SAP System to Monitor Interfaces</b>						
	1800 - Equipment Acquisition Consolidated Fund		375	321			696
	<b>Project Total</b>		375	321			696
<b>X-680044</b>	<b>Managed Contract Services</b>						
	1800 - Equipment Acquisition Consolidated Fund				350		350
	<b>Project Total</b>				350		350

**INFORMATION TECHNOLOGY IMPROVEMENTS - Summary of Funds  
2019-2023 CAPITAL IMPROVEMENT PLAN (\$ Thousands)**

CIP No.	Project						2019-2023	
		2019	2020	2021	2022	2023		
<b>X-680048</b>	<b>Enterprise Data Warehouse &amp; Analytics</b>							
	1800 - Equipment Acquisition Consolidated Fund	400					400	
	<b>Project Total</b>	400					400	
<b>X-800003</b>	<b>HR - SAP Grievance Tracking &amp; Filing</b>							
	1800 - Equipment Acquisition Consolidated Fund	50					50	
	<b>Project Total</b>	50					50	
<b>X-800009</b>	<b>HR - SAP Death Benefit Form Automation</b>							
	1800 - Equipment Acquisition Consolidated Fund		75				75	
	<b>Project Total</b>		75				75	
<b>X-900001</b>	<b>LGL - Case Mgt System Replacement</b>							
	1800 - Equipment Acquisition Consolidated Fund					500	500	
	<b>Project Total</b>					500	500	
	<b>Total Appropriations:</b>	13,535	9,170	3,646	6,075	7,605	40,031	

**INFORMATION TECHNOLOGY IMPROVEMENTS - Department Related Projects  
2019 - 2023 CAPITAL IMPROVEMENT PLAN (\$ Thousands)**

This page lists projects that support the department but are found in other sections of the Capital Improvement Plan

Section	Project	Fiscal Year Planned Appropriations					2019 -2023
		2019	2020	2021	2022	2023	
<b>Fleet</b>							
<b>W-68ADSP</b>	<b>HITS - Admin Support / Operations</b>						
	1800 - Equipment Acquisition Consolidated Fund	25	25	25	25	25	125
	<b>Project Total</b>	25	25	25	25	25	125
<b>W-68HVEY</b>	<b>HITS - Harvey Vehicles Recovery</b>						
	4039 - Misc Cap. Projects/Acquisitions CP Ser E	50					50
	<b>Project Total</b>	50					50
	<b>Total Appropriations:</b>	<b>75</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>175</b>



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