



To: Coleman A. Young II, Council Member At Large
From: Art Thompson, Chief Information Officer Department of Information Technology
Date: April 9, 2025
Re: Responses to 2025-2026 Budget Analysis

Please find below responses to your questions sent on March 27, 2025, regarding the Fiscal Year 2026 Proposed Budget for the Department of Innovation Technology.

1. Cybersecurity & Data Management Investments:

With rising concerns over cyber threats, what steps is DoIT taking to enhance cybersecurity protections for critical city infrastructure and public data?

DoIT continues to improve and focus on Cyber Security. The recent addition of Andy Dold as our Chief Information Security Officer will provide the area with additional focus and leadership.

We are going to be encouraging all City employees to take their assigned award-winning cyber security training. Trained and vigilant employees are our best defense against incidents. Please encourage all your teams to take their training. The training is very brief and provides information that will help employees at work and in their personal life.

We expect to make significant progress with our recovery and restoration plans in the next 12 months.

Additional information and details on Cyber Security can be provided at a closed session.

2. Public Wi-Fi & Digital Inclusion Initiatives:

Are there plans to expand public Wi-Fi access in underserved neighborhoods, and how does this year's budget support digital equity initiatives?

The digital divide team has been working towards reducing the digital divide on a number of fronts, these include:

- TAG is continuing to work with several local partners to bring Detroit Residents opportunity and education. We have launched tech support hubs around the city to work on providing immediate assistance to residents.
- Working closely with the State and NTIA to close the digital divide. Unfortunately, many of the grant opportunities have been place on hold since January.
- We are working with our philanthropic partners on proof of concept to connect residents to more affordable internet.



This team has been renamed Technology Adaption and Growth (TAG) to better align with their role and avoid any confusion with other initiatives.

Below are three current projects the TAG team is using to address the digital divide:

D3 Project- Status of the Digital Divide in Detroit, MI:

The City of Detroit, in collaboration with Data Driven Detroit (D3), has launched an important initiative to better understand the digital divide impacting residents. By combining open-source and purchased data, the project will explore the city's digital ecosystem. In addition, a survey will be conducted to collect feedback directly from Detroiters about their experiences with internet access, device usage, and digital literacy.

To fully grasp the scope of the digital divide, the project also seeks to understand the efforts of local organizations working in this field. Key questions to be explored include:

- What are the primary barriers to digital access faced by residents, and how do they vary across neighborhoods?
- What existing programs are proving effective, and what makes them successful?
- Finally, how can resources be strategically allocated or sought to further support and expand these initiatives?

D3 Project Data Trust Board:

The City of Detroit Office of Digital Equity & Inclusion, in partnership with Data Driven Detroit (D3), is working to address the digital divide by creating a data trust that invites organizations involved in digital equity to contribute their data and expertise. This collaboration aims to expand the reach of these organizations' efforts and foster greater cooperation across similar initiatives.

The document provides an overview of the Digital Equity Database and the Governance Advisory Committee, outlining the roles and responsibilities for organizations considering participation. The data trust is a coalition of organizations contributing data to develop accessible dashboards and datasets for Detroit residents. Each organization nominates a data steward to represent their interests on the Governance Advisory Committee, which advises on policies related to data security, privacy, and sharing.

The committee's focus includes ensuring data privacy, managing access and permissions, promoting transparency and accountability, supporting ethical data use, engaging the community, and facilitating data sharing and collaboration among local organizations.



Tech Goes Home Program:

Our team at the Office of Digital Equity & Inclusion has partnered with Tech Goes Home to develop Basic Digital Literacy content and train our trainers. The Tech Goes Home program offers 15 weeks of free Digital Literacy courses and provides free devices to residents upon completion. Here is a [link to the curriculum](#) that our trainers will use as part of the program.

We plan to track key metrics such as the number of trainers active in the community,

- Number of students who complete the courses.
- Number of devices distributed during the fiscal year.

Our trainers are located in the City of Detroit Recreation Centers & Community centers, ensuring that residents across organizations receive consistent and high-quality Digital Literacy training and curriculum.

3. Smart City & Innovation Pilot Programs:

How is DoIT positioning Detroit as a leader in smart city technology, and are there plans to pilot new innovations such as smart housing infrastructure or public safety tech?

The DoIT team is working with several departments and supporting the City's smart city initiatives. This includes data cleanup and strategy to remove silos between departments to improve data quality and prepare for any AI projects. Some examples of partnering with the departments are air quality sensors, enhancing the resolution of Detroit Street View to meet needs of the Accessors Department and drone management.

4. What is the implementation timeline and impact of the new Service Desk Software Replacement initiative funded with one-time dollars?

The service desk software replacement will have the ability to incorporate the various agencies throughout the City of Detroit, with the intent of process standardization and uniformity of IT Service delivery, and Case Management workflows.

The service desk software replacement solution will be a cloud-based solution that is expected to accommodate one hundred-fifty licensed users (150), and eleven thousand (11,000) assets.

The service desk software replacement solution will be configured to accommodate the following components, and/or services:

- Incident Management
- Problem Management
- Knowledge Database
- Change Management



- Asset Management
- Service Request
- CMDB, with check in check out capabilities, ability to track multiply CI types.
- Self-service Portals, Announcements - DoIT Central City and Public Safety
- Shopping Cart – with ability for DoIT to provide estimates for internal purchases
- Estimate module
- Donation module for equipment disposal and records retention
- Procurement and Invoice Management - Purchase Request module for tracking all Central City equipment purchases by PO, requisitions, and vendor information. Includes DoIT Internal purchase program.
- Repair Work Order Management
- Appointment Booking
- Standalone case management module for other city departments.
- Informatics
- Mailroom Management – Track postage, and mail codes by department.
- Ability to retain end-user login history.

The implementation process is expected to take between six to nine months, with a possible go live date the first quarter of 2026.

5. How is DoIT ensuring that its cybersecurity investments are adaptive and responsive to modern digital threats in FY 2026?

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6. With 9 General Fund vacancies and no ARPA positions, how is DoIT managing staffing gaps and recruitment in key tech areas?

DoIT has been very successful in filling our positions over the last year. As of March 27, 2025, DoIT has 5 vacancies of which three were caused by internal positions. DoIT is excited to share that a number of our vacancies have been filled by promotions, which is great for the city and team but does create an additional vacancy to fill.

7. Goal #3- "Utilize research and public private partnerships to develop a comprehensive "Technology Adaptation and Growth" strategy to help bridge Detroit's digital divide." This goal is a much needed reality- yet of you look at the budget by service - there are no metric listed which includes this goal- can you explain why?

Growing shift in national corporate funding

Identifying a metric to measure the progress on the digital divide presents a number of challenges. The primary two are:

- Getting reliable information on the digital divide is costly for the City to do independently or very dated if third party information is used. The city has focused on using funding to address known challenges instead of funding metric research.
- Addressing the digital divide has historically been dependent on federal funding. The City of Detroit did great work and lead the nation in connecting Detroiters using the Affordable Connection Program (ACP) only to have it defunded and closed June 2024. Future federal funding for programs like this appears to be highly unlikely. This is causing us to rethink our approaches. As new paths forward are identified, we will include metrics wherever feasible.

8. Is there a future metric in this proposed 2026 Budget to incorporate this goal of private public partnerships ... to help bridge the digital divide?

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