

2020 City of Bloomington Citizens' Academy ITS

Information & Technology Services (ITS) - Rick Dietz, Director & CIO

What is ITS?

The Information & Technology Services Department (ITS) manages the City of Bloomington's IT systems, including computer hardware, software and networks. We monitor and support more than 680 workstations for 700-1000 City staff at 40+ sites including 24-7 mission critical systems at Police, Fire and Utilities departments. ITS maintains the servers and infrastructure that keep our sister City departments running. We provide IT training to City staff and coordinate IT purchasing for the City. We maintain the City's GIS (Geographic Information System) and print maps for the public. The department manages the City's fiber optic network and WiFi deployments in City buildings. We also develop and maintain the City website, the uReport service and other applications for staff and public use.

Notable Accomplishments

- 2018 Best of Indiana Award for Best Application Serving the Public for 2017 website redesign
- inRoads (2015 Code for America Technology Award, 2016 & 2018 Best of Indiana Award,)
- First city to participate in Google Summer of Code
- 2017/2018 Center for Digital Gov't's Digital City Survey award for top 10 cities for 75-125k population
- First release of a full open source Open311 application suite
- Leading community in open source software use and development... <https://github.com/City-of-Bloomington>

ITS by the Numbers

100 internal, 22 external map requests, 244 maps printed, 14 digital data requests per year. Web site usage: 85,000 visits per month, 1.02 million sessions per year (420k web/600k mobile). 680+ computers: desktops, laptops and Mobile Data Terminals (MDTs). 190 virtual and physical servers at 6 locations. 40+ in-house custom applications. Support for dozens more third-party applications. 17 miles of conduit, 11 miles of fiber in city network (BDU). 5 million incoming email messages. 75TB terabytes of data in our backup regime. 3995 cases in uReport from the public in the last year.

Useful City Web Resources

- Website: bloomington.in.gov
- uReport online issue reporting: bloomington.in.gov/uReport
- myBloomington web service: bloomington.in.gov/mybloomington
- Data Portal (B-Clear): data.bloomington.in.gov/
- Performance Dashboard: bloomington.in.gov/performance/
- Contact the City: bloomington.in.gov/contact
- Subscribe to newsletters: bloomington.in.gov/subscribe
- Events Calendar: bloomington.in.gov/calendar
- Boards & Commissions: bloomington.in.gov/boards
- Map Center: bloomington.in.gov/maps
- Job Openings: bloomington.in.gov/jobs

Connect with Us

- Contact Director: Rick Dietz - dietzr@bloomington.in.gov
- Contact Webmaster: webmaster@bloomington.in.gov
- Civic Hacking Brigade: <https://bmghack.github.io/>