2022 City of Bloomington Citizens' Academy ITS

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

What is ITS?

Information & Technology Services (ITS) is primarily an internal service department, but we support and enable the operations of the whole City. ITS provides a foundation in information technology, communications, and audio/visual technology for the day-to-day and mission-critical operations of the City. The mission of the ITS Department is to provide the IT services, tools, training and resources necessary to maintain mission-critical City systems; empower City staff to excel in their work; to electronically engage residents in their own governance; and to advance digital equity in our community.

Notable Accomplishments

- 2022 Best of Indiana Award for Best Application Serving the Public for 2021 data portal / dashboard project
- 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

ITS resolves nearly 3,500 support tickets per year. ITS also monitors and supports more than 800 desktops, laptops and Mobile Data Terminals (MDTs) for 750 City staff at 40 sites including 24-7 mission-critical systems at Police, Fire, and Utilities departments. ITS maintains the servers (225 virtual and physical servers at 7 locations) and infrastructure (120 terabytes of data in our backup regime) that keep all City departments running. The department provides IT training to City staff and coordinates IT purchasing for the City; maintains the City's GIS (Geographic Information System); provides mapping and geospatial data services to staff and the public; supports landline and cellular phones; and manages the City's network assets (18.5 miles of conduit, 12 miles of fiber in City network) and Wi-Fi deployments in City buildings. ITS also develops and maintains the City website (4,000 average daily active users, with 1,500,000 sessions per year -- 50% mobile and 50% desktop), uReport (4,000 requests in the last year) and other open-source applications for staff and public use. And ITS coordinates the City's fiber broadband and digital inclusion initiatives including the Meridiam project and annual Digital Equity Grants.

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): bloomington.data.socrata.com/
- 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

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