

CITY OF BALTIMORE

CATHERINE E. PUGH, Mayor



MAYOR'S OFFICE OF INFORMATION TECHNOLOGY

FRANK A. JOHNSON

Chief Digital Officer/CIO

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To: The Honorable President and Members of the Baltimore City Council
Room 400 City Hall

From: Frank Johnson, Chief Digital Officer/CIO Baltimore City Office of Information & Technology

cc: David McMillian, Director, Mayor's Office of Emergency Management

Date: March 16, 2018

Re: Council Resolution 17-0052R: Informational Hearing – Baltimore Disaster Preparedness

Baltimore City Office of Information & Technology (BCIT), formally Mayor's Office of Information Technology, supports our partnership with the Mayor's Office of Emergency Management (MOEM) by providing technology incident support, 311 incident support, Geographic Information Systems (GIS) mapping, and technology assistance and consulting during non-incident daily operations. The following identifies the four categories of support provided.

BCIT technology incident support includes:

- Providing personal computer, cabling and network support staffing 24X7 during MOEM Emergency Operation Center (EOC) activations
- Providing specialized Cyber Security and Information Technology staffing support during incidents associated with Cyber-attacks, weather, special events or any other activation.

BCIT 311 incident support includes:

- Call taking and processing staff
- Information dissemination
- Call request and Call type hourly reporting
- Initiating City-wide Robocalls
- Expanding Call Taking staff hours as requested or needed including 24X7 coverage.

BCIT GIS mapping:

- Providing 24X7 GIS mapping support during MOEM EOC activations
- Providing GIS staff 24X7.

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BCIT technology assistance and consulting during non-incident daily operations:

- Recommended and acquired Urban Areas Security Initiative Program (UASI) funding for MOEM server replacement:
 - Aged equipment exceed "sunsetting"
 - Enhancing the security of the equipment and improving resiliency
 - Improving mobility and providing autonomy during an incident
- Providing technology assistance including recommending system upgrades, evaluating Vendor proposals, cabling and network support
- Providing GIS staff mapping support as needed
- Chairing the UASI Cyber Security Regional sub-committee.

BCIT is honored and privileged to support MOEM during events in Baltimore City including weather related incidents, 2017 Sailabration, and the 200th Anniversary of the Star Spangled Banner enhancing the safety and image of Baltimore City.

Sincerely,

Frank A. Johnson

Chief Digital Officer/CIO

Baltimore City office of Information & Technology