Questions:

1. What is your Department's role in the design and implementation of City services?

2. Technology changes very rapidly. How often are we assessing our digital infrastructure and making necessary updates and changes?

3. The City has a 5YR Information and Communication Technology Plan + Digital Equity Playbook. What are the goals of the plan and what is the status of the implementation of this plan?

4. Part of our 5YR Information and Communication Technology Plan + Digital Equity Playbook's goals is to "improve the Customer Service Experience: All government services should strive to improve the customer experience. Replacing our legacy technologies, redesigning existing practices, and innovating new services is key to our modernization efforts."
   a. How is user feedback on customer service experience solicited? What is being done to ensure that feedback is being solicited from communities with limited access to technology or communities that are currently not accessing these services? Feedback from communities who have language barriers?
   b. How are we measuring successes and failures of old systems and new systems that we're implementing?

5. We used to have a Chief Innovation Officer who led the Office of Civic Innovation. What was the scope of that role and why don't we have a Chief Innovation Officer anymore?