

**City of Alexandria, Virginia**  
**Commission on Information Technology**

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**MINUTES**

March 14, 2011 Meeting

**Meeting called order at 7:10pm.**

**Roll Call**

*Members present:* Phillip Acosta, Nina Baliga, Daniel Brooks (Vice-Chairman), Marjorie Conner, Catherine Hogan, Margaret Leary, Kostas Liopiros (Chairman), Page Moon, Debra Roepke (for Del Pepper), Lynda Y. Rudd (Secretary), Marie Schuler

*Excused:* Steven Cooper, Councilman Alicia Hughes, Helen Morris

*City Staff Present:* Shelley Santos, Suellen Savukas

**Approval of Minutes**

The minutes of the January 10, 2011 meeting were approved with modifications. There were no draft minutes of the February 24, 2011 meeting.

**E-Rate Broadband Survey - Library**

Commissioner Lynda Rudd stated that the Library's Deputy Director would present at the next full meeting of the Commission.

**E-Rate Broadband Survey - ACPS**

ACPS submitted a written presentation of their e-rate use for the Commission to review in the absence of Commissioner Helen Morris.

**Broadband Capability Survey – Chamber of Commerce**

Commissioner Page Moon presented an overview of broadband use throughout City of Alexandria businesses registered with the Chamber of Commerce.

**FY 2012 IT Plan Review**

The Chair asked that Commissioners review the plan and to submit final comments by April 15, 2011 for the Commission's report.

**IT Vision and Strategic Goals**

Chairman Liopiros presented a draft of the ITC strategic goals and asked for Commissioners to review and consider additions and changes to the document by the next official meeting.

**New Business**

The Chair suggested the Commission hold a special meeting in mid-April to approve the ITS FY 2012 IT Plan.

**Meeting adjourned at 9:00pm.**

## A Comparison of ACPS with the FCC Data from E-Rate Program and Broadband Usage Survey

ACPS is able to provide students, teachers and staff with broadband connections and hardware/software that enhance learning and the operations of the school system. ERate enables ACPS to purchase approximately \$200,000 in services and hardware and helps with recurring expenses for broadband. ACPS compares favorably with the eRate Broadband survey respondents. Specifically, we are able to provide a high-speed connection to all of our locations. We anticipate increased use of the Internet through increasing numbers of handheld devices, and we plan an increase in our speed and capacity to accommodate this increase in usage.

FCC Data from E-Rate Program and Broadband Usage Survey	ACPS Details
<p><i>Almost All Have At Least Some Broadband:</i>            95% of all E-rate survey respondents have some form of terrestrial broadband connection to at least one facility, while 2% use satellite and 3% use dial-up.</p>	<p>ACPS has had 100% broadband since 1998.</p>
<p><i>Faster Broadband Speeds Needed:</i>            However, nearly 80% of all survey respondents say their broadband connections do not fully meet their current needs. Slow connection speed is the primary reason current Internet connectivity does not meet the needs for 55% of these respondents.</p>	<p>The 2009-1010 school year was the first year ACPS experienced inadequate service. During this school year, ACPS increased the connection from 45MB to 100 MB. Traditional computer labs have been replaced with multiple mobile labs in the elementary schools, increasing access and reliance on broadband. ACPS plans on doubling the connection in the next school year by providing a 2<sup>nd</sup> circuit.</p>
<p><i>Cost is a Big Factor:</i>            39% of E-rate survey respondents cite cost of service as a barrier in meeting their Internet needs, and 27% cite cost of installation as a barrier.</p>	<p>The high cost of services has been a barrier. However, the cost per megabit has been decreasing over recent years. Installation costs are minimal compared to service fees.</p>
<p><i>E-Book Use to Greatly Increase:</i>            56% of all E-rate survey respondents expect to implement or expand the use of digital textbooks in the next two to three years, and 45% expect to implement or expand the use of handheld devices for educational purposes.</p>	<p>ACPS expects an increase in handheld devices, including ebooks and other tablets.</p>

<b>FCC Data from E-Rate Program and Broadband Usage Survey</b>	<b>ACPS Details</b>
<p><i>Most Have Speeds Greater Than 3 Mbps:</i>            10% of E-rate survey respondents have broadband speeds of 100 Mbps or greater and most (55%) have broadband speeds greater than 3 Mbps. More than half of school districts (60%) subscribe to a fiber optic connection. 66% of respondents provide some wireless connectivity for staff, students or library patrons.</p>	<p>ACPS has a 100 Mb connection. This will increase to 200 next year to meet growing demand.</p>
<p><i>E-Mail Essential for Schools:</i>            For schools, e-mail is the most-used application (almost all schools, 98%, regularly use or access e-mail), and the most essential (69% consider it the most essential).</p>	<p>Email is also the most used application in ACPS. This is followed by the use of the student information system, content management system and online subscriptions/databases.</p>
<p><i>Libraries Rely on Online Reference Materials:</i>            For libraries, online reference materials are both the most used application (86% of staff and patrons regularly use or access online reference materials) and the most essential (62% consider it the most essential).</p>	<p>ACPS relies on many online subscription-based research materials.</p>

**City of Alexandria, Virginia**  
**Commission on Information Technology**  
**Review and Recommendations on Broadband Surveys**

**Recommendations**

- Encourage and enable small business broadband providers to enter the market. Small Internet Service Provider's have disappeared due to regulations and skyrocketing infrastructure costs.
- Define and implement standards on broadband for advertising/marketing/review. Small business consumers need to be able to make informed side by side comparisons of plans.
- Implement efforts in the region to encourage broadband acceptance and implementation. With an increase in broadband utilization workers will have more opportunities to telecommute thereby putting less of a burden on the local travel/environment. Furthermore a high demand for broadband and telecommuting will increase the demand for more high speed access and drive innovation
- More access to and faster broadband speeds will drive health care costs down while improving access to information and patient emergency care information<sup>1</sup>

**Background/Findings**

- Over 94% of all businesses have DSL or better broadband connections
- 30% of businesses subscribe to a cable modem solution
- 50% of small and medium sized businesses employ DSL connections
- Small businesses spend on average \$700 per month on communication (phone, cell and Internet etc.)
- Medium sized businesses spend on average \$1500 per month on communications
- Almost one-third of businesses indicate a need for broadband speeds that require greater capacity networks than currently exist in many locations in the United States<sup>2</sup>
- The existing broadband infrastructures (cable modem, wireless, and DSL, respectively) have significant limitations when compared to fiber-to-the-premises (FTTP), which reaches only a small fraction of the United States<sup>3</sup>
- Defining broadband on speed alone is challenging and inadequate. The number of applications that businesses need to run over their data and Internet connections continues to increase
- Medical offices are generating the most new business for high speed networks of all types. Business is being driven, in part, due to the legislation requiring medical firms to implement electronic patient record keeping (Electronic Medical Records Law 2009)<sup>4</sup>

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<sup>1</sup> White: Why medicine needs broadband, Brian Dolan, August 17<sup>th</sup>, 2010, <http://mobihealthnews.com/8640/white-why-medicine-needs-broadband/>

<sup>2</sup> The Impact of Broadband Speed and Price on Small Business, Columbia Telecommunications Corporation, Kensington, MD 20895 for the SBA Office of Advocacy, <http://archive.sba.gov/advo/research/rs373tot.pdf>, pg. 3.

<sup>3</sup> Ibid. pg4.

<sup>4</sup> FCC's Broadband plan lauded as critical to health IT, Bernie Monegain, Ed. March 18, 2010 <http://www.healthcareitnews.com/news/fccs-broadband-plan-lauded-critical-health-it>

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## **ICT Vision and Strategic Goals**

**Information Technology Commission  
Alexandria, VA**

**14 March 2011**

***DRAFT***

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Issue

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The City of Alexandria has a strategic plan, but there is no equivalent plan for the use of Information and Communication Technology

**An IT vision and set of goals can provide a high-level “roadmap” for the City’s IT plans and programs to support the vision and goals/objectives set by the City’s strategic plan**

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Introduction

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**The IT Vision and Strategic Goals are built upon several simple but important principles**

- That Information and Communication Technology (ICT) is a key enabler of the City's Strategic Plan
- An IT vision and strategic goals can provide a strong and clear relationship between the City's Strategic Plan and IT operations and investment decisions
- Information and Communication Technology can provide significant benefits to the City's stakeholders

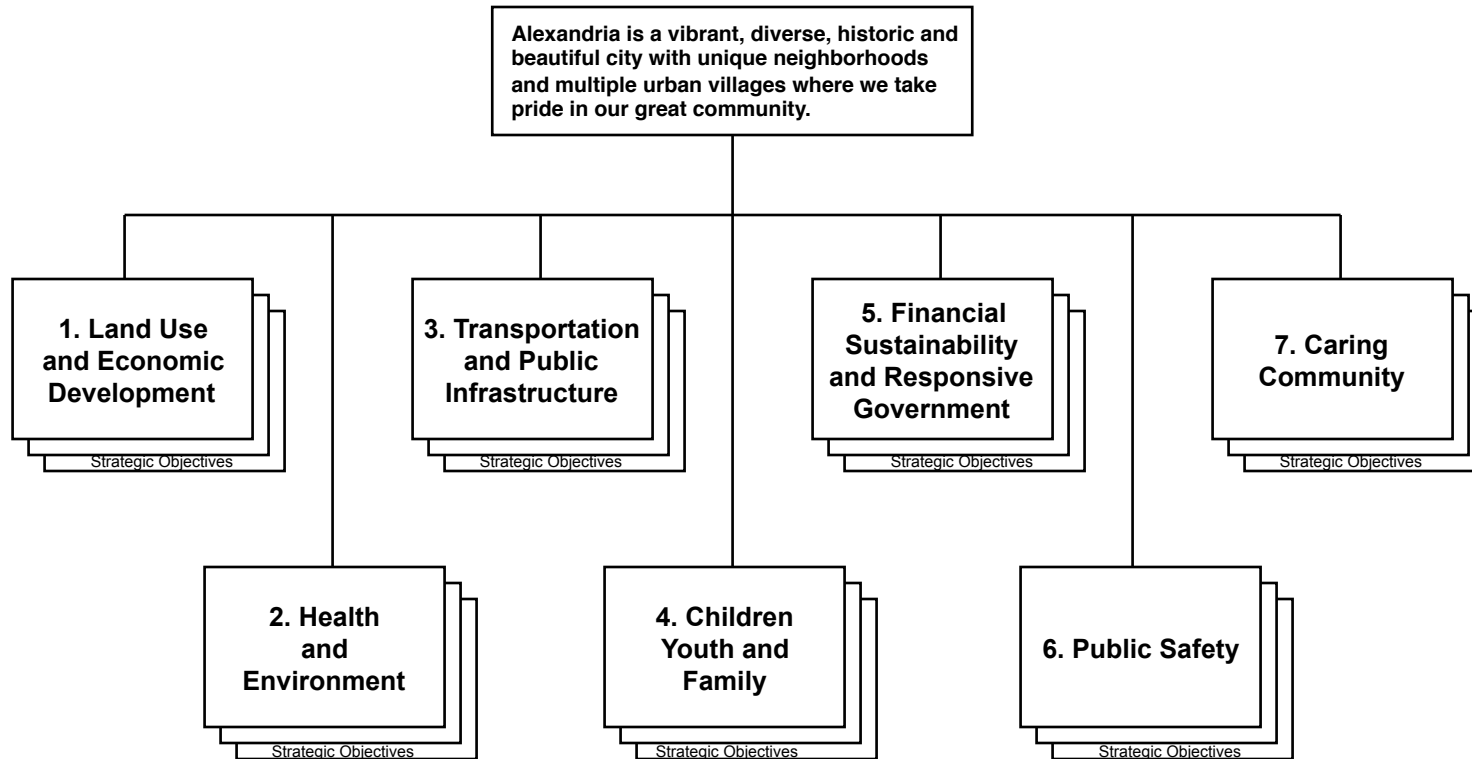
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City of Alexandria Strategic Plan

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**The City’s Strategic Plan (2010) identifies a vision and seven strategic goals, each further defined by objectives**



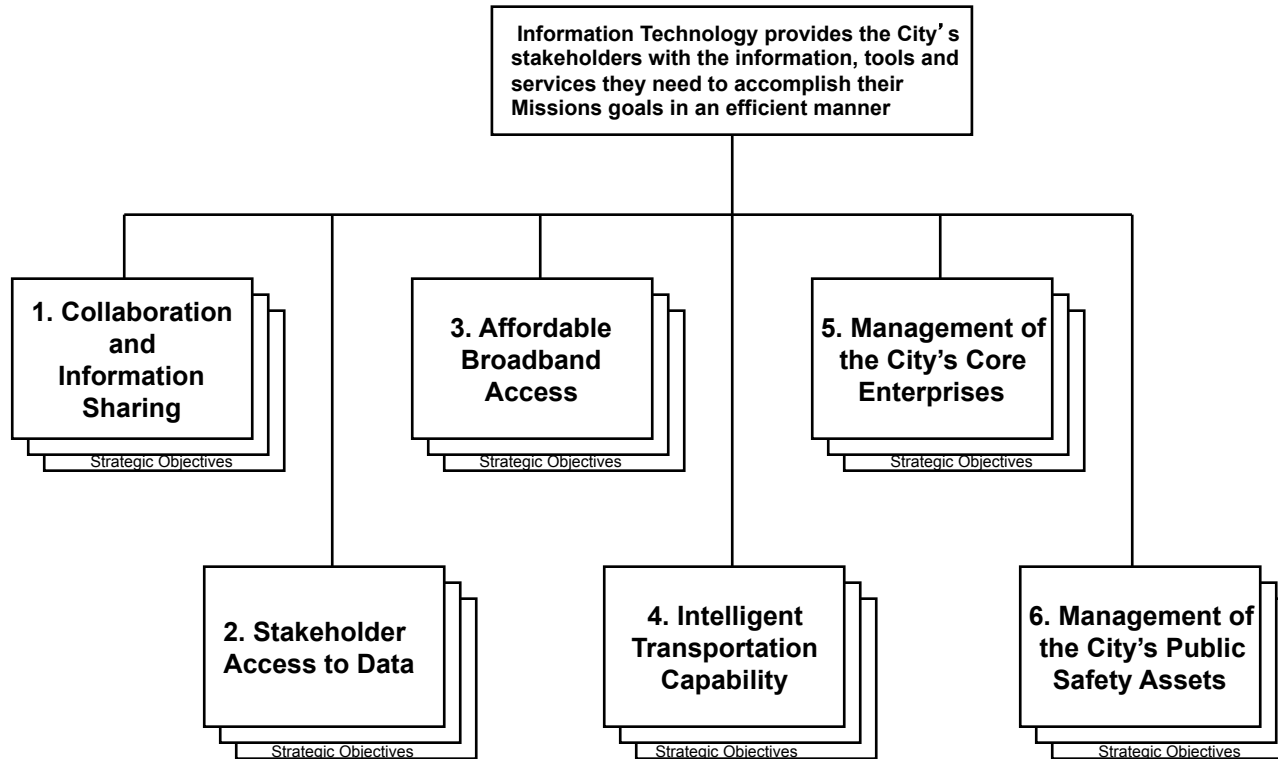
**The strategies expressed in the objectives provide a short term (three-to-five year) plan for what might be done to realize each goal**

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IT Vision and Strategic Goals

**The IT vision and strategic goals are aligned with the City’s strategic plan and with key stakeholder requirements**



**IT Strategic Objectives are specific short term goals that contribute to the achievement of the “larger” strategic goals**

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## **Stakeholders**

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- Internal stakeholders
  - City business units
  - Alexandria Library System
  - Alexandria City Public School System (ACPS)
- External stakeholders
  - Residents
  - Businesses
- Other
  - ICT service providers
  - Partners
  - Vendors

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General Principles and Attributes

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**In general, the strategic goals should be implemented in a manner that ...**

- Assures privacy of all information
- Assures security of all information
- Is customer focused, accessible and reliable

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