

Community Impact Statement Recommendation

To: Downtown Los Angeles Neighborhood Council Board

From: Government Liaison Committee

Date Approved by Committee: 23 February 2022

For Board Consideration on: 8 March 2022

Re: Council File 21-1255 - Digital Modernization / Customer-Friendly Digital Services / Resident and Business Digital Engagement

Motion or Recommendation of the committee:

The Government Liaison Committee recommends a **YES** vote on CF **21-1255**.

For	X	Against unless amended	
For if amended		No Position	
Against		Neutral Position	

Committee Vote Count: (5) Yes; (0) No; (0) Abstain

Additional Language:

Summary:

CF 21-1255 seeks to modernize and streamline government.

ITGS

MOTION

The COVID-19 pandemic disrupted our world in countless ways. From Zoom work meetings to virtual family gatherings, we changed almost every facet of our daily lives to stop the spread of the virus. At the City of Los Angeles, facilities and public counters were forced to close, many in-person services were converted to digital, and over 18,000 City staff, not familiar with working from home, were migrated to telework. While posing significant challenges, these transitions forced the City to improve the quality and availability of digital government services, helping to demonstrate the opportunities presented by fully leveraging the City's online presence.

Digitized government services have many benefits. For residents, they are more accessible and greatly improve customer experience. For City departments, they streamline processes and operations, reduce costs, drive data-driven decision-making, and foster an ongoing culture of innovation. Ultimately, ensuring City services and information are available online in easily navigable and translatable formats will improve quality of life for Los Angeles' diverse communities, businesses, and visitors.

In February of 2021, after analyzing nearly 100 different City services that were impacted by COVID-19, the Information Technology Agency (ITA) released the *City of Los Angeles Digital Strategy: COVID-19 Pandemic & Beyond*, which identified a number of key technologies that, if implemented, would dramatically improve how residents and businesses digitally engage L.A. City government. ITA's recommendations include digitizing services through modern websites, allowing the acceptance of e-signatures, and integrating City departments into a streamlined online payment portal for online bill payment, among others.

The City Council should now take action to implement these recommendations and build upon them to implement a comprehensive digital modernization effort for the City of Los Angeles. And to ensure that customer-friendly digital services become a permanent part of City government, the Council should ensure that appropriate resources are allocated and the City's Administrative and Municipal Codes are updated, where appropriate.

The challenges presented by the COVID-19 pandemic have provided the City with an unprecedented opportunity to create new, better digital systems rather than simply returning to the status quo. The changes we make now will improve residents' interactions with the City for decades to come.

I THEREFORE MOVE that the City Council instruct the Information Technology Agency, with support from relevant City departments, as needed, to report back within 120 days with recommendations for Council action to modernize the City of Los Angeles' online presence and to ensure the website content of all City departments is accessible from a single, user-friendly website and internet domain. The report should address the following:

- Ensuring that all City department content is easily navigable from a unified City of Los Angeles website and domain;
- Eliminating all independent City department domains;
- Ensuring that all City and City department websites are mobile-responsive (i.e. layout automatically adjusts itself depending on the size of the user's screen);
- Ensuring that all City and City department websites comply with the American with Disabilities Act (ADA) Section 508 requirements for website accessibility;

 OCT 27 2021

- Resources and protocols needed to offer translated website content for all City and City department websites in the languages currently offered by the Los Angeles County Registrar-Recorder/County Clerk for ballot access;
- Instituting protocols for periodically reviewing and resolving broken links on all City and City department websites;
- Instituting protocols to ensure City and department website content is up-to-date and relevant to best engage website users and encourage return visits;
- Instituting protocols to ensure that City and department website content is easily accessible and uses non-technical language that is simple and easy to understand;
- Instituting protocols to ensure that all City and City department websites include links to necessary disclaimers and privacy policies in the footer of each page so that visitors are always aware of the City's policies and conditions of use; and
- Instituting protocols to ensure that all City and City department websites are hosted securely through a current SSL (Secure Sockets Layer) certificate so that website sessions are encrypted and maintain public trust in the security of the City's websites.

I FURTHER MOVE that the City Council instruct the Information Technology Agency, with support from relevant City departments, as needed, to report back within 120 days with recommendations for Council action to migrate the "lacity.org" domain to a ".gov" domain name.

I FURTHER MOVE that the City Council instruct the Information Technology Agency, with support from relevant City departments, as needed, to report back within 120 days with recommendations for Council action to digitize and consolidate access to all City department services. The report should address the following:

- Ensuring that all City department service requests—e.g., abandoned vehicle reports, pothole repairs, code violation reports, illegal dumping reports—are digitally accessible through the MyLA311 website and mobile app or via another City website;
- Digitizing all paper forms needed to access any City department services and ensuring that they are accessible through the MyLA311 website and mobile app or via another City website;
- Replacing all ".pdf" file forms needed to access any City department services with fillable website-based forms that are accessible through the MyLA311 website and mobile app or via another City website;
- Ensuring that an e-signature option is offered when signatures are required for City department services;
- Instituting protocols to ensure that City department services accessible through the MyLA311 website and mobile app are grouped and categorized in a user-friendly manner and written in non-technical language that is easy to understand;
- Instituting protocols to ensure that City department services accessible through the MyLA311 website and mobile app or via another City website provide users with a statement of expectations when requests are submitted, including the average response time for the request;
- Integrating payment abilities into the MyLA311 website and mobile app and any other City websites, as needed, so that residents can fully access and request fee-based services online; and
- Ensuring that all City department websites or apps that require user login or registration utilize the unified City of Los Angeles digital ID ("Angeleno Account").

I FURTHER MOVE that the City Council instruct the Information Technology Agency, with support from relevant City departments, as needed, to report back within 120 days with recommendations for Council action to ensure internal coordination among City Departments to support digitized and consolidated City department services. The report should address the following:

- Instituting protocols to ensure that all City departments integrate with the City's federated, internal identity management platform to ensure easy access by employees to enterprise City applications, improving cyber security and internal risk management;
- Instituting protocols to ensure that all City departments allow secure electronic data sharing with other City departments in cases where sharing data would reduce costs or improve City services (with the exception of sensitive or restricted data);
- Instituting protocols to ensure that all City departments add the IP addresses, Fully Qualified Domain Name (FQDN), and Uniform Resource Locator (URL) of all public-facing applications, websites, and servers (on-premise and cloud hosted) to the Information Technology Agency's Cyber Watch List, so they will be scanned regularly for vulnerabilities; and
- Instituting protocols to ensure that any City departments with identified cyber vulnerabilities identified as "Critical" or "High" work with the Information Technology Agency to address these vulnerabilities within 15 days of notification.

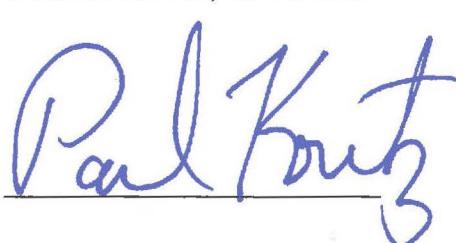
I FURTHER MOVE that the City Council instruct the City Administrative Officer, with support from the Information Technology Agency and all relevant City departments, as needed, to report on the necessary personnel and resources to implement the recommendations made by the Information Technology Agency in responding to this motion.

I FURTHER MOVE that the City Council request the City Attorney, working with the Information Technology Agency and relevant City departments, as needed, to prepare and present an ordinance to codify the City and City department obligations and standards identified by the Information Technology Agency in responding to this motion.

PRESENTED BY:


NITHYA RAMAN
Councilmember, 4th District


JOE BUSCAINO
Councilmember, 15th District



SECONDED BY:

ORIGINAL