

# ITS Strategic Roadmap – FY16

## Mobile Applications

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### Background

In the lives of Metro Government's citizens and employees, smartphones and tablets and the apps that run on them, have become an integral part of daily life. ITS has responded to this need by making the core services and content of Nashville.gov fully mobile-enabled through responsive design.

While a number of departments and agencies of the Metro Government have created mobile apps for the iOS or Android platforms, notably the *Nashvitality* app, there has been no concerted program to develop or maintain mobile apps other than through one-off efforts.

These isolated efforts, due to the lack of internal skills or external contracting agreements, have suffered from a lack of continued development updates and long-term sustainability.

With the assistance of the current Chief Innovation Officer, Metro ITS and other departments are exploring the possibility of leveraging the untested and immature, though promising, services of the newly formed *Nashville Civic Brigade*, an entity associated with *Code for America*.

Stakeholders for this service are the departments and agencies who are demanding these mobile applications on behalf of their customers seeking them.

### Current Strategic Drivers

1. **Mobile Computing** (Game Changing) – Metro citizens, employees, vendors and visitors are increasingly demanding the ability to interact with Metro Government department and agency services and content at any time, from anywhere, and from any device.
2. **Customer Demand: Nashvitality** (High) – The maintenance for the *Nashvitality* mobile app that was funded and built through Federal grant to the Health Department has been discontinued and no funding has been identified for ongoing maintenance and/potential growth.
3. **Open Data** (High) - The demand for government transparency continues to grow and the Dean administration responded with the Open data executive order which will enable both internal Metro groups and groups external to leverage data that had not been previously available easily in a ready to access format.
4. **Access to App Development Staff** (High) – Actually more of a constraint, ITS does not currently have access to development staff (either employee or contract) with expertise in mobile app development
5. **Mobile App Security** (High) – With data breaches in the news on seemingly a daily basis, we must strive to protect the security, availability and integrity of all systems provided by Metro for the use of our citizens.



6. **Civic Brigade** (Medium) – The Nashville Civic Brigade is a new organization that has been chartered by members of the local software development community interested in bettering the workings of government through technology. They bring to the table skills and ability to perform projects for Metro departments and agencies that either would not get funded, don't have funding, don't have priority, or address a need unanticipated within Metro Government. As a new organization, however, they lack a track record of success and sustainability.
7. **Providing Mobile Access to Mobile Unfriendly Systems** (Medium) – Existing systems within Metro that cannot be mobile due to certain security implications or the complexity/incompatibility of the systems themselves may have a subset of key functions that would lend themselves to being built into a mobile app, to give mobile access to those functions.
8. **Existing Open Source Apps** (Low) – Organizations such as Code for America in other cities have produced and developed mobile apps that can quickly, with the appropriate staff, be applied to services and content common among local government entities.

### On the Horizon Strategic Drivers

1. **Pending Administration Change** (Medium) – With the coming of the end of the Dean administration, a new administration is likely to have different, and currently unknowable, thoughts regarding mobility.

### Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	In collaboration with involved Metro departments, develop a mobile strategy, including qualifications and security standards for mobile app development, for those specific apps that are at risk.	7/15	3 months
2	Where appropriate, engage the Civic Brigade for development, management and maintenance of mobile applications with an eye toward app sustainability	7/15	TBD
3	Examine the feasibility of engaging via contract one or more application developers, with the potential outcome of a set of contracted application developers. (Funding may be required)	7/15	TBD
4	Create a set of mobile application standards, including security, by which all mobile apps endorsed by Metro must adhere to.	7/15	TBD
5	Perform an analysis on current Metro applications to determine if any could be recreated in full, or partially, in a mobile app (Funding may be required)	7/15	TBD
6	Develop a plan to determine if hiring mobile app vendors or full-time staff is appropriate to meet demand	7/15	TBD



### Medium Term Goals (6-18 months) 1/1/16 – 12/31/16

#	Goal/Objective	Est. Start	Est. Duration
1	With interested departments and agencies, examine the potential usefulness of existing Code for America apps for meeting departmental needs.	1/16	TBD

### Long Term Goals (18-36 months) 1/1/17 – 6/30/18

**TBD**

### Related Roadmaps

- Web Applications
- Nashville.gov
- Open Data

