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News Release

For Immediate Release: August 9, 2017

Share! #Durham wins four national awards from @Public_Tech for using tech to enhance #localgov services & operations

Durham Wins National Awards for Technology Use to Improve Services

DURHAM, N.C. – The City of Durham has brought home several national awards for its technology use to enhance government services and operations.

The Public Technology Institute (PTI) has recognized the City's Technology Solutions Department and the City's Neighborhood Improvement Services Department for their use of technology to improve service delivery through its [2017 PTI Technology Solutions Awards](#).

Durham won a total of four awards – two in first place – in the following categories:

Telecommunications and Information Technology

- **Winner: Information Technology (IT) Governance – Creating a Culture of Efficiency through Innovation.** To provide technology services and solutions that bring optimal business value to City employees, a new IT Governance model provides governance of projects, technology standards and enterprise IT platforms, and is overseen by an IT Governance Steering Committee to ensure services and solutions align with overall organizational goals.

Innovation

- **Winner: [City Hall On The Go – Mobile Government](#).** City Hall On The Go is a mobile platform that serves, shares and connects residents with resources throughout Durham. Inspired by the many successful food trucks that call Durham home, the truck, which is overseen by the City's Neighborhood Improvement Services Department on behalf of all

City departments, visits Durham's many neighborhoods throughout the year, offers a select menu of services for residents, and attends special events, block parties and street festivals.

Web and E-Gov

- ***Significant Achievement: City of Durham uses New Website and Mobile Application to Reach the Community.*** The City's new website was specifically developed for optimal accessibility, ease of use for visitors and content managers, and offers an innovative approach to engaging the community. Featuring streamlined navigation, easy access to frequently visited content, accessibility by all mobile devices, custom content subscriptions, and integration with apps, visitors can easily access information on City services. Additionally, with apps such as "Community Voice," visitors can not only consume information, but engage with City government by publishing content as well.

Data and Performance Metrics

- ***Significant Achievement: T.E.C.H. POINT – Technology, Empowerment, Communication and Helpline.*** T.E.C.H. Point combines a self-service portal for City employees with a staffed and trained service desk that helps employees as a focal point for any needs including service request ticket escalations.

For more information about these awards, contact Technology Solutions Director Kerry Goode at (919) 560-4122, ext. 33248 or by email at Kerry.Goode@DurhamNC.gov.

About the Technology Solutions Department

The [Technology Solutions Department](#) aligns the City's information technology infrastructure and systems to the business needs of the City's departments. It designs, implements, and maintains the technology hardware, applications, and programs. Guided by the City's [Strategic Plan](#), Technology Solutions ensures that its services support making Durham a great place to live, work, and play by helping provide an innovative and high-performing organization and stewardship of the City's physical and environmental assets.

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