

MEDIA RELEASE



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Norfolk Named One of America's Top Ten Digital Cities

NORFOLK, VA – The City's efforts to connect you to the world, increase your access to important information and make your life easier with a touch of a button are some of the reasons The Center for Digital Government named Norfolk, one of America's Top 10 Digital Cities for 2016.

"This award validates our efforts to provide platforms that are customer-focused," said Steven DeBerry, Chief Information Officer for the City of Norfolk. "A Top 10 Digital Cities designation is especially gratifying since we are in the first year of executing a new information technology strategic plan that includes six major strategic initiatives: refresh and build the city's technological infrastructure; create a technologically connected city; deliver enterprise business applications and support solutions; develop a seamless brand image for the city; create integrated messaging to leverage city owned platforms; and hire, train and retain a diverse and cutting edge staff."

Norfolk was recognized for a variety of technology strategies and innovations including:

- Refreshing and expanding its fiber infrastructure to provide high speed internet to critical facilities that house public safety, utilities, libraries and parks and open spaces.
- Increasing access to public Wi-Fi for residents and visitors at MacArthur Square/Tide Station, City Hall and other public spaces.

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- Encouraging open government data through numerous web applications such as:
 - Norfolk Address Information Resource (Norfolk AIR), an online tool that provides parcel specific information on every property in Norfolk.
 - Norfolk Cares Request Tracker, an online tool that allows residents to submit requests for services on-line
 - Norfolk Open GIS, a website that allows users to view and download over 45 different datasets such as address, parcel boundaries and flood zones.
 - STORM Mobile, an app that encourages citizens to report weather related events via mobile devices. The data is then added to a citywide map.
- Implementing online business systems to make it easier for residents and businesses to request permits and expedite inspections.
- Continually leverage new technology, through enhanced data back-up and cyber security software and protocol, to ensure the security of data and business continuity in the event of a catastrophic event.

The Top 10 Digital Cities Award is based on an annual survey of cities within 5 population categories. The Center for Digital Government is a national research and advisory institute focusing on information technology policies and best practices in state and local government. For more information about the Digital Cities Survey Award, <http://www.govtech.com/dc/digital-cities/>

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