Baltimore City Information Technology

Agency Overview

Our Vision

The Baltimore City Office of Information and Technology (BCIT) partners with city agencies to deliver critical information technology services to the citizens, businesses, employees and other constituents of Baltimore City. In the spring of 2018, BCIT developed and published the City's first ever digital transformation strategy plan. The plan has been the catalyst in deciding the capital requests for FY20-25. Over the next decade engage all City departments, businesses and citizens to design, build and implement technology that creates a safe, thriving and smart city.

Our Mission

The Baltimore City Office of Information & Technology will provide sustainable infrastructure and technology to support and enhance City departments, communities, businesses, and mayoral goals.

Our Services
BCIT's key services areas include the emergency responders 800MHz Land-Mobile Radio (LMR) system, Computer Aided Dispatch (CAD) system, Emergency (9-1-1) system, Closed-Circuit Television (CCTV), and the non-emergency 3-1-1 system. Other services include maintaining broadband fiber, data centers, citywide software systems (such as the email and accounting systems), hardware (computers and servers), and the City's mainframe system. BCIT also manages cyber security for City operations. Additional services include GIS, data, and development operations (DevOps).

Capital Projects

 BCIT FY20-25 capital programs aims to stabilize the City's aging technology systems and infrastructures, such as storage, fiber and switches. The objective is to upgrade underlying infrastructure to enable it to adapt to evolving technology for years to come. BCIT's capital projects include hardware, infrastructure upgrades including replacements and system refreshments.

BCIT is also responsible for protecting the city system migrations, network upgrades, email system maintenance, and application modernization. We provide these services through a coordinated effort of the enterprise project management office (EPMO), agency senior leadership, and subject matter experts. While BCIT is enthusiastic to support all City agencies, we are committed to prioritizing Public Safety technology to support overall quality of life in the City. BCIT is also on the forefront of making advancements that will support government sustainability by investing in smart city technologies.

Our agency is solely depended on governmental bonds and general service funds for capital projects. BCIT faces the additional limitation relating to procurement processes that do not address the rapid expansion of the technology industry as a whole.