

Baltimore City Information Technology

Agency Overview

The Baltimore City Office of Information and Technology (BCIT) partners with agencies to deliver critical information technology services to the citizens, businesses, employees and other constituents of Baltimore City. BCIT's mission is to provide sustainable infrastructure and technology to support and enhance City departments, communities, businesses, and mayoral goals. BCIT is dedicated to providing a positive and modern user experience.

BCIT's key services areas include the emergency responders 800MHz Land-Mobile Radio (LMR) system, Computer Aided Dispatch (CAD) 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). When these services require physical assets, BCIT manages those. The City's first ever digital transformation strategy outlines the vision for future capital investment programs to ensure an ever-evolving information technology office.

Capital Projects

BCIT's FY22-27 capital program aims to stabilize the City's aging technology systems and infrastructure, such as storage, fiber, and switches. The objective is to modernize underlying infrastructure to enable it to adapt to evolving technology for years to come. BCIT's capital projects include hardware and infrastructure upgrades, installation, replacements and systems refresh. Moreover, capital program investments are also required to develop and improve software applications and associated infrastructure. These investments in technology hardware and software will provide future benefits to the City.

In addition, the agency is responsible for 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. Some functions that cannot be done with existing staff, such as design and planning, are outsourced.

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 depends solely on general fund sources (including General Obligation bonds) to fund its capital program.