

Baltimore City Office of Information & Technology

Agency Overview

The Baltimore City Office of Information and Technology (BCIT) is responsible for providing information technology leadership to the entire City, utilizing and leveraging information technology to enhance productivity, broaden the capabilities, and reduce the operating costs of Baltimore City government, thereby improving the quality and timeliness of services delivered to the residents and other constituencies.

BCIT's core services include infrastructure, information security, public safety technologies, the non-emergency 311 system, and applications and data. Within these areas, BCIT manages the emergency responders 800MHz Land-Mobile Radio (LMR) system, Computer Aided Dispatch (CAD) system, CitiWatch Closed-Circuit Television (CCTV), broadband fiber maintenance, website development and maintenance, data centers, citywide software systems, hardware both to support employees and the City's network, GIS, enterprise application management.

Capital Projects

BCIT's FY23-28 capital program aims to stabilize and modernize the underlying infrastructure and applications to enable them to the ever-increasing demands of a digital society. BCIT's Capital projects include cybersecurity improvements; hardware refreshes, expanding cloud storage capabilities; a redesign of the City's website; modernization of the mainframe; system upgrades and replacements; application integrations, rationalization and enterprise software development and improvements.

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