



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 12

**Agenda Date:** September 12, 2023

**In Control:** Audit Committee

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**DEPARTMENT:** Office of the City Auditor

**DEPARTMENT HEAD:** Kevin Barthold

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Acceptance of the Office of the City Auditor Report AU22-029 Audit of Innovation and ITSD Connected Beyond the Classroom Initiative.

**SUMMARY:**

Determine if contracts supporting the Digital Inclusion program (specifically, the Connected Beyond the Classroom initiative) are monitored to include deliverables and project management.

**BACKGROUND INFORMATION:**

Background

In 2020 the Office of Innovation, in collaboration with Bexar County, performed a Digital Inclusion Survey and Assessment (DISA). The DISA concluded about twenty percent of San Antonio households at the time did not have access to broadband internet in the home. In response, the City of San Antonio committed to helping improve the digital divide by supporting the

Connected Beyond the Classroom (CBTC) initiative with the goal of providing in-home school systems access for up to 20,000 students.

To carry out this goal, the City established agreements with three Independent School Districts (ISD) to build a collaborative, citywide, multi-government agency network. Furthermore, Motorola Inc. was engaged to install the infrastructure and software. The network expands fiber capability and access in San Antonio via Customer Premises Equipment (CPE) units in the students' home.

The CBTC initiative is managed by the Information Technology Services Department (ITSD) and the Office of Innovation. ITSD is responsible for oversight of the CBTC initiative and monitors progress and management of the project schedule. Innovation is responsible for the communication and facilitation of the relationships with the ISD's as well as coordinating vendor meetings.

As of May 2023, expenditures approximated \$17.1 million. Furthermore, 3585 CPE's were provided to the ISD's. However, only 289 were distributed by the ISD's to students, and on average, 31 were connected to the network each month.

#### Scope & Methodology

The audit scope was from July 2021 through May 2023. The scope included CBTC initiative deliverables, contract compliance, and project management.

#### Conclusions

Contracts supporting the Connected Beyond the CBTC initiative were monitored to verify deliverables and project management efforts. Expenditures were properly supported, installation of infrastructure was performed according to contract specifications, and project schedules were tracked for each phase of the initiative.

However, the participating school districts have experienced difficulty distributing CPE units to students and getting them connected to the network. The CPE units are essential for students obtaining network access and without them the CBTC initiative cannot achieve its goal of mitigating the digital divide.

#### **ISSUE:**

The item is presented for acceptance by the Audit Committee.

#### **FISCAL IMPACT:**

NA

#### **ALTERNATIVES:**

NA

**RECOMMENDATION:**

Staff recommends acceptance of this audit report.