



Information Technology Services Director
Hugh Miller

Hugh Miller joined the City of San Antonio in July, 2004, after tenure at Priceline.com and the San Antonio Water System. He has spent most of his career in information technology leadership in several places throughout the country. Serving as the Chief Technology Officer of the Information Technology Services Department (ITSD), Mr. Miller is responsible for providing information technology (IT) services to all City of San Antonio departments on a daily basis. ITSD also provides leadership, vision and support for all technology functions throughout the City organization.

In addition, Mr. Miller is accountable for a large technology operation which provides technical business services for over 400 City locations with over 4000 networking devices, 1250 virtual and physical servers, approximately 7,500 personal computers, more than 7,000 phones, over 450TB of SAN storage and almost 1200 database instances. The department also provides wireless services including 8,600 radios, 2,000 wireless data terminals and 1,700 cellular phones. His IT department oversees the SAP system and staff, all Public Safety and Court systems along with all City business systems. ITSD has 350 positions who deliver all of the technology services necessary to run the City of San Antonio

Mr. Miller has directed the redesigning and rebuilding of all the voice and data networks, most of the business systems, redundant datacenters and the IT service catalog. He worked with the City's energy company to build a fiber optic wide area network spanning throughout San Antonio. Additionally, he and his staff helped the Library department deploy an award winning public wireless network that runs in all of the library branches and have deployed wireless throughout most City offices and the Riverwalk. He has helped ITSD begin implementing best practices through the utilization of Information Technology Infrastructure Library and by building a service-based technology organization. Mr. Miller has been involved in renegotiating several of the technology contracts for the City and has saved the organization a substantial amount of money through these negotiations.

On December 10, 2007, Hugh's hard work and leadership was honored by being selected as one of Computerworld's Premier 100 IT Leaders for 2008. His leadership has helped the City receive the 8th top U.S. Digital Cities Awarded by the Center for Digital Government and the 2011 Computerworld Honors Program for Emerging Technologies. Mr. Miller sits on several organizations' advisory boards and has been asked to speak at many conferences throughout the US and is an Honorary Commander for the 502nd Air Base Wing.

Education

- Electrical Engineering - University Of Texas at San Antonio (1994-1997)
- Computer Engineering - Iowa State University (1998-2000)
- Graduate-level courses - University Of Texas at San Antonio (2004)

Personal

Mr. Miller moved to San Antonio when he was eight years old and has spent most of his life in the Alamo city. He has worked throughout the country including California, Connecticut, and Iowa but he has always decided to move back 'home'. He truly appreciates being able to work for the city that he loves. He enjoys competing while playing golf, basketball, and softball.