

GOALS & STRATEGIES

Information Technology Services (ITS)

Laura Triggs, Deputy City Manager and Acting ITS Director

Program & Headline Indicators	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	TARGET
Customer Services Program					
Percent of employees rating City personal computers as good or excellent (favorable trend: ▲)	-	-	76%	▲ 80%	80%
Number of PCs that are replaced (favorable trend: ▲)	-	353	▼ 351	▼ 272	500
Percent of employees reporting satisfaction with help desk services (favorable trend: ▲)	92%*	-	68%	▲ 75%	90%
Percent of help desk incident requests resolved within three days (favorable trend: ▲)	52%	▲ 56%	▲ 65%	▼ 56%	56%
Number of help desk calls for service (includes all IT divisions) (favorable trend: N/A)	-	10,553	▼ 10,341	▼ 10,000	9,500
Security Program					
Percent of time City IT assets and data are reliable and secure (favorable trend: ▲)	-	-	96%	▼ 95%	95%
Communications Support Program					
Number of hours that the City telephone network is down (favorable trend: ▼)	-	6	▼ 5	— 5	5
Percent of incident requests assigned to telecommunications team resolved within three days (favorable trend: ▲)	61%	▲ 63%	▲ 65%	— 65%	65%
Network Operations Program					
Percent of time the City's network or servers are unavailable (favorable trend: ▼)	-	-	1%	— 1%	1%
Percent of customers rating email and other online communication tools as good or excellent (favorable trend: ▲)	92%*	-	82%	▲ 93%	95%
Enterprise Business Systems Support Program					
Percent of surveyed City employees that say ITS software meets their work needs and requirements (favorable trend: ▲)	-	-	68%	▲ 70%	85%
Applications Program					
Percent of surveyed City employees who say that GIS data and information met their decision-making needs (favorable trend: ▲)	-	-	56%	▲ 60%	80%
IT Project Management Program					
Percent of customers that rate IT project management services as good or excellent (favorable trend: ▲)	92%*	-	84%	▲ 90%	92%
Percent of IT projects completed within scope (favorable trend: ▲)	88%	-	87%	▲ 90%	90%

*Survey approach was updated for FY 2015

Key:

▲ Favorable trend in year-to-year performance	▲ Unfavorable trend in year-to-year performance	▲ Year-to-year performance (no favorable trend)	— Performance trend is the same year-to-year
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