



# DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Carole Post, Commissioner

## Key Public Service Areas

- ✓ Ensure sustained delivery of City IT services.
- ✓ Review and develop IT applications and service initiatives.
- ✓ Provide assistance to consumers of franchised cable television services, and ensure the availability and cleanliness of public pay telephones on City streets.
- ✓ Manage the use of IT contracts, license agreements, and IT professional services.
- ✓ Provide high quality technical expertise for all IT services.

## Scope of Agency Operations

The Department of Information Technology and Telecommunications (DoITT) is the City's Information Technology (IT) utility, ensuring the sustained, efficient delivery of IT services, infrastructure and telecommunications. DoITT establishes the City's IT strategic direction, security policies and standards; procures citywide IT services; evaluates emerging technologies; provides project management, application development and quality assurance services; maintains NYC.gov, new media development and operations, and geographic information systems; operates the City's data center, the dedicated wireless network (NYCWiN), the wired network (CityNet), the Citywide Service Desk, and telecommunications systems; administers telecommunications franchise contracts providing fiber, cable television, pay telephones, and mobile telecom equipment installed on City property and streets; leads CITIServ, a citywide IT infrastructure consolidation program; supports the Emergency Communications Transformation Program, the Mayor's Office of Media and Entertainment, and the Health and Human Services Connect and Accelerator programs; administers 311; and fosters public-private partnerships to improve IT service delivery.

## Critical Objectives

- Provide state-of-the-art service delivery and performance monitoring of assets and resources for agency information systems, including mainframe, Unix, Wintel, and NYCWiN.
- Consolidate and rationalize agency IT infrastructure and services.
- Carry-out the mandates set out in Executive Order 140 concerning IT infrastructure consolidation and citywide IT standards and policies.
- Maintain an acceptable resolution rate of Citywide Service Desk tickets and incidents, and manage system infrastructure changes in an effective manner.
- Manage City agency telecommunication service.
- Increase the public's access to City government through NYC.gov, the City's official website, social media tools, and the development of applications for smartphones and tablets.
- Facilitate open, accessible public data.
- Prioritize and coordinate IT application projects.
- Improve oversight and use of enterprise IT contracts and license agreements.
- Manage telecommunications franchise agreements for cable telephone and internet services and public pay telephones.
- Maximize availability, operability and cleanliness of public pay telephones on City streets.
- Effectively manage IT vendor and professional services.
- Increase training and professional certification of DoITT's IT staff.

## Preliminary Performance Highlights

- During the reporting period DoITT continued to provide City agencies with sustained, high-level delivery of key IT systems, with 99.89 percent uptime for mainframe, Unix and Wintel, and 99.67 percent uptime for NYC.gov. The uptime of NYCWiN was 99.98 percent and the uptime for both the City Radio Network and 800 MHz network was 99.99 percent.
- During the reporting period the average number of visitors per month to [NYC.gov](http://NYC.gov) increased 14 percent to 2.5 million. The number of page views increased 37 percent to approximately 243 million. NYC.gov serves as a critical communications conduit for the City. In times of emergency it alerts the public and provides vital information. During Hurricane Irene NYC.gov received more than 4.3 million page views in the course of a single day (August 25, 2011), surpassing the previous peak of 2.4 million page views in a day. Given the critical nature of NYC.gov as a communications vehicle, a wholesale redesign effort called Reinvent NYC.gov has been in development since April 2011. The deployment of a new platform for NYC.gov is expected by Summer 2012 and a redesign of the homepage is expected by the end of Calendar 2012.
- The number of agency data sets available for download more than doubled to 776 and are showcased in the new [NYC Open Data](http://NYC Open Data) website. The content of these data sets can now be visualized in both graphs and maps and is available in multiple formats that can be easily used by public



application programmers. Developers are using data sets available on NYC Open Data for the [NYC BIGAPPS 3.0](#) competition launched during the reporting period.

- The average time to resolve all service desk (helpdesk) incidents remained stable at 1.4 days, which is significant because the number of incidents increased 42 percent. Additional service desk responsibilities assumed on behalf of other agencies as part of implementation of the [CITIServ](#) project contributed to the increase in incidents. The ability to maintain this resolution rate can be attributed to DoITT's use of enhanced incident workflow and monitoring tools.
- The average time to resolve service desk incidents for telecommunications assistance increased 8 percent to 4.7 days as a result of a 19.5 percent increase in telecommunications incidents, as well as a Verizon labor stoppage and damage to underground infrastructure as a result of Hurricane Irene.
- During the reporting period the average time to resolve a request for new or updated services, such as the creation of an account for a software application, decreased 44 percent to 2.4 days due to improved workflow and monitoring procedures. This decrease in average time is significant because these requests increased 16.5 percent during the reporting period.
- Public pay telephone (PPT) violations upheld in court decreased from 69 percent to 53 percent. This decrease was largely due to the fact that 17 percent (72 of 430 violations) of the PPT violations were recommended for dismissal after it became known that a third party, not the respondent, was the cause of the violating conditions.
- The increase in open IT procurements was due to the purchase of software licenses for key mainframe systems and consulting services associated with the CITIServ project.

## Performance Report

✓ Ensure sustained delivery of City IT services.

	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY12	FY13					
<i>Performance Statistics</i>							
★ Uptime of key systems (mainframe, Unix, Wintel) (%)	99.99%	99.99%	99.96%	99.99%	99.99%	99.95%	99.89%
Capacity utilization of key systems (mainframe) (%)	NA	NA	67.94%	*	*	60.11%	64.31%
★ Uptime of NYC.gov (%)	99.95%	99.99%	99.88%	99.99%	99.99%	99.67%	99.67%
★ NYC.gov unique visitors (average monthly) (000)	1,859.6	1,923.1	2,350.8	*	*	2,233.7	2,540.2
NYC.gov page views (000)	NA	296,939.8	590,598.9	*	*	177,344.7	243,249.1
Data sets available for download on NYC.gov/datamine	NA	194	361	*	*	361	776
Service desk contacts - via telephone	38,283	26,115	32,967	*	*	9,937	9,632
Service desk contacts - via web	NA	252	295	*	*	61	70
Service desk contacts - via e-mail	NA	11,757	18,190	*	*	5,099	12,707
Service desk contacts - DoITT-filed	NA	3,731	3,998	*	*	1,111	1,548
Service desk contacts - automated	NA	102,298	93,147	*	*	29,348	42,691
Service desk incidents (total)	140,082	145,208	144,633	*	*	45,041	63,913
Incident priority level - Urgent	NA	58	91	*	*	22	91
Incident priority level - High	NA	26,433	17,197	*	*	5,987	8,649
Incident priority level - Medium	NA	57,025	51,701	*	*	14,083	25,161
Incident priority level - Low	NA	61,692	75,644	*	*	24,949	29,426
★ Average time to resolve all service desk incidents (days)	2.3	2.2	1.4	4.2	4.2	1.4	1.4
Average time to resolve service desk incidents - Urgent (days)	NA	4.0	0.8	0.1	0.1	0.7	0.4
Average time to resolve service desk incidents - High (days)	NA	0.9	0.8	0.3	0.3	0.9	0.7
Average time to resolve service desk incidents - Medium (days)	NA	1.3	1.2	3.0	3.0	1.4	1.3
Average time to resolve service desk incidents - Low (days)	NA	3.5	1.8	6.0	6.0	2.0	1.7
Service desk incidents - telecommunication repair	NA	7,072	6,096	*	*	2,036	2,432
★ Average time to resolve telecommunication incidents (days)	NA	5.9	4.1	*	*	4.3	4.7
Service desk requests for new/updated service	NA	38,403	52,978	*	*	16,644	19,396
★ Average time to resolve service desk requests (days)	NA	7.5	3.1	*	*	4.3	2.4

★ Critical Indicator "NA" - means Not Available in this report



	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY12	FY13					
<i>Performance Statistics</i>							
<i>Planned IT infrastructure changes</i>	1,125	1,162	946	*	*	944	867
<i>Unplanned IT infrastructure changes (%)</i>	12.6%	10.3%	12.6%	*	*	10.8%	13.3%
<i>Uptime of NYCWiN (%)</i>	NA	99.99%	99.97%	99.99%	99.99%	99.97%	99.98%
<i>Uptime of 800 MHz network (%)</i>	NA	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
<i>Uptime of Citywide Radio Network (%)</i>	NA	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%

★ Critical Indicator "NA" - means Not Available in this report

✓ **Review and develop IT applications and service initiatives.**

	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY12	FY13					
<i>Performance Statistics</i>							
<i>Service catalog requests submitted by City agencies</i>	NA	NA	192	*	*	40	56
<i>Service catalog requests for IT infrastructure</i>	NA	NA	21	*	*	2	12
<i>Service catalog requests for IT programs and applications</i>	NA	NA	171	*	*	38	44

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✓ **Provide assistance to consumers of franchised cable television services, and ensure the availability and cleanliness of public pay telephones on City streets.**

	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY12	FY13					
<i>Performance Statistics</i>							
★ <i>Average time to resolve cable complaints (days) - All complaints</i>	16	13	12	*	*	12	11
- <i>Service complaints</i>	12	13	10	13	13	10	11
- <i>Billing complaints</i>	25	19	19	20	20	18	20
<i>All cable complaints resolved within 30 days (%)</i>	98.7%	98.7%	98.7%	*	*	99.0%	98.9%
<i>Pay phone inspections conducted</i>	8,643	8,521	8,435	*	*	2,862	2,747
<i>Pay phone Notices of Violation issued</i>	2,000	1,436	1,291	*	*	422	430
<i>Pay phone violations upheld in court (%)</i>	NA	71%	71%	*	*	69%	53%
<i>Pay phone violation fines paid (\$ 000)</i>	NA	\$1,412.8	\$897.5	*	*	\$355.3	\$364.9
★ <i>Inspected phones deemed operable (%)</i>	75%	81%	77%	83%	83%	79%	75%
<i>Inspected phones passing scorecard appearance standards (%)</i>	94%	95%	97%	95%	95%	96%	95%

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✓ **Manage the use of IT contracts, license agreements, and IT professional services.**

	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY12	FY13					
<i>Performance Statistics</i>							
<i>IT contracts (all engagements)</i>	NA	232	236	*	*	190	299
<i>Open IT procurements</i>	NA	43	72	*	*	31	106
<i>Average time to process an enterprise contract (days)</i>	NA	341	212	*	*	NA	222
<i>IT vendors (project-based)</i>	NA	15	39	*	*	24	10

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✓ Provide high quality technical expertise for all IT services.

Performance Statistics	Actual			Target		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
				FY12	FY13	FY11	FY12
IT certifications for DoITT employees	NA	90	105	*	*	NA	NA

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## Agency Customer Service

The Department of Information Technology and Telecommunications provides service to its customers through its website and correspondence.

Indicator	DOITT Jul-Oct FY11	Citywide Jul-Oct FY11	DOITT Jul-Oct FY12	Citywide Jul-Oct FY12	DOITT Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	12	5	7	8	-42%	60%
Average response time for letters/mail correspondence (days)	7	11	6	9	-14%	-18%
Service requests meeting expected time of action (%)	95.2%	82.2%	92.4%	89.7%	-3%	9%
Number of 311 inquiries (to MMR agencies)	4,037	2,467,532	2,913	2,245,344	-28%	-9%

## 311 Customer Service Center Requests for Service

Top Service Requests	Total Jul-Oct FY11	Target - FY11 Days to Action	Actual - Jul-Oct FY11 Days to Action	% Meeting FY11 Target	Total Jul-Oct FY12	Target - FY12 Days to Action	Actual - Jul-Oct FY12 Days to Action	% Meeting FY12 Target
Cable Complaint - Billing	100	30.0	18	98%	63	30.0	19.8	100%
Cable Complaint - Miscellaneous	85	30.0	16	98%	43	30.0	12.8	100%
Cable Complaint - Service	598	15.0	10	100%	359	15.0	9.6	98%
Public Payphone Complaint - Damaged Telephone	141	30.0	28	73%	137	30.0	26.5	66%
Public Payphone Complaint - Lost Coin	138	44.0	25	93%	147	44.0	23.9	98%

## 311 Customer Service Center Inquiries

Top DoITT-related Inquiries	Total Jul-Oct FY11	% of DOITT Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of DOITT Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
ACCESS NYC	1,082	27%	1	976	34%	1
Cable Television Complaint - Service	917	23%	2	529	18%	2
Pay Phone Complaint - Street	495	12%	4	397	14%	3
Verizon City-Wide Cable TV Franchise	334	8%	5	368	13%	4
Cable Television Complaint - General	682	17%	3	365	13%	5



## Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12'	FY13'	Actual FY11	Actual FY12
Expenditures (\$ millions) <sup>2</sup>	\$370.0	\$368.8	\$415.4	\$420.0	\$470.5	\$417.6	\$190.6	\$233.2
Revenues (\$ millions)	\$145.8	\$146.2	\$160.6	\$159.3	\$167.3	\$159.0	\$67.0	\$53.0
Personnel	1,273	1,177	1,157	1,245	1,243	1,072	1,197	1,127
Overtime paid (\$000)	\$682	\$494	\$671	*	*	*	\$168	\$280

<sup>1</sup> January 2012 Financial Plan

**"NA"** - Not Available in this report

<sup>2</sup> Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

The figures shown in the table above include those that appear in the 311 Customer Service Center chapter of this Report.

## Noteworthy Changes, Additions or Deletions

- To accommodate peak traffic loads and increase capacity on NYC.gov and geographical information sites, DoITT is currently using cloud-based caching providers to measure the web traffic. As a result, NYC.gov utilization metrics may be revised or supplemented in the Fiscal 2012 Mayor's Management Report.

For more information please visit the website at: [www.nyc.gov/doitt](http://www.nyc.gov/doitt)

