



# DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Rahul Merchant, Commissioner

## Key Public Service Areas

- ✓ Ensure sustained delivery of City IT services.
- ✓ Review and develop IT applications.
- ✓ 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 citywide 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 telecommunication services. DoITT establishes the City's IT strategic direction, security policies and standards; procures citywide IT services, and evaluates emerging technologies; provides project management, application development and quality assurance services; maintains NYC.gov, new media development and operations, and Geographic Information Systems(GIS); operates the City's state-of-the art data center, the Citywide Radio Network (CRN), 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; 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.
- 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.

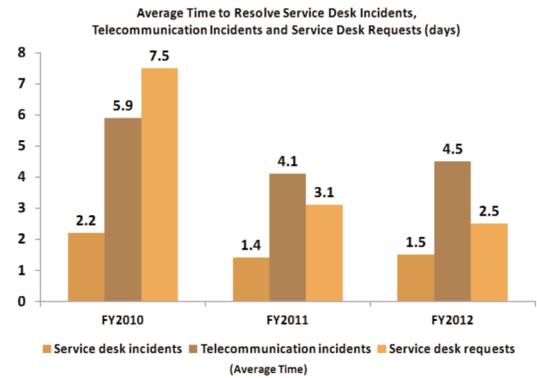
## Performance Report

### ✓ Ensure sustained delivery of City IT services.

- In Fiscal 2012 DoITT continued to provide City agencies with sustained, high-level delivery of key IT systems, maintaining a combined 99.95 percent uptime for mainframe, UNIX and Wintel. The City's wireless network, NYCWiN, the Citywide Radio Network and the 800 MHz network had a combined uptime of 99.99 percent.
- Capacity utilization of key mainframe systems averaged 63 percent for Fiscal 2012, a rate consistent with industry best standards for monitoring and management of mainframe resources. Capacity was doubled in February 2012, thus reducing the average utilization.
- Uptime for [NYC.gov](http://NYC.gov) was 99.78 percent in Fiscal 2012, a slight decrease compared to Fiscal 2011. DoITT is currently undergoing an effort to modernize the site's architecture, which will result in a more stable environment.
- The number of unique visitors to NYC.gov continues to grow and increased 18 percent in Fiscal 2012, for an average of 2.78 million visitors per month.
- The number of publicly available data sets on [Open Data](http://Open Data) increased 116 percent compared to Fiscal 2011 because of the 3rd annual

BigApps competition held in Fiscal 2012. DoITT expects further gains in Fiscal 2013 due to compliance with the Open Data legislation passed in Fiscal 2012 and the expected launch of a 4th BigApps competition this fall.

- Service desk incident ticketing increased by 44 percent in Fiscal 2012 due to additional agencies served through CITIServ, as well as an adjustment to business rules and methodology that more accurately captures all incidents. Despite the increase in workload, the average time to resolve incidents increased by less than 3 hours, from 1.4 to 1.5 days. Cross-training of resources allowed DoITT to manage the workload. Additionally, the implementation of industry best practices established by the Information Technology Infrastructure Library (ITIL) resulted in a 19 percent reduction in re-assignment and re-opening of tickets.



- Continuing a trend from Fiscal 2011, service desk requests for new services increased 15 percent in Fiscal 2012. The average time to resolve requests dropped 19 percent to 2.5 days because DoITT implemented ITIL best practices and streamlined procedures.
- Telecommunication incidents increased by 18 percent and the average time to repair an incident increased 10 percent. These increases are due to a number of factors including the City's aged telecommunications equipment and infrastructure, with repairs dependent on outside vendors. The City is moving toward a state-of-the-art unified telecommunications platform which will improve service.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ Uptime of key systems (mainframe, Unix, Wintel) (%)	99.90%	99.99%	99.99%	99.96%	99.95%	99.99%	99.99%	Neutral
Capacity utilization of key systems (mainframe) (%)	NA	NA	NA	67.94%	63.81%	*	*	NA
★ Uptime of NYC.gov (%)	99.95%	99.95%	99.99%	99.88%	99.78%	99.99%	99.99%	Neutral
★ NYC.gov unique visitors (average monthly) (000)	NA	1,859.6	1,923.1	2,350.8	2,780.7	*	*	NA
NYC.gov page views (000)	NA	NA	296,939.8	590,598.9	635,709.8	*	*	NA
Data sets available for download on NYC.gov/OpenData	NA	NA	194	361	778	*	*	NA
Service desk contacts - via telephone	49,225	38,283	26,115	32,967	30,585	*	*	Downward
Service desk contacts - via web	NA	NA	252	295	314	*	*	NA
Service desk contacts - via e-mail	NA	NA	11,757	18,190	54,207	*	*	NA
Service desk contacts - DoITT-filed	NA	NA	3,731	3,998	6,440	*	*	NA
Service desk contacts - automated	NA	NA	102,298	93,147	140,788	*	*	NA
Service desk incidents (total)	NA	140,082	145,208	144,633	207,980	*	*	NA
Incident priority level - Urgent	NA	NA	58	91	2,043	*	*	NA
Incident priority level - High	NA	NA	26,433	17,197	26,371	*	*	NA
Incident priority level - Medium	NA	NA	57,025	51,701	63,817	*	*	NA
Incident priority level - Low	NA	NA	61,692	75,644	115,749	*	*	NA
★ Average time to resolve all service desk incidents (days)	NA	2.3	2.2	1.4	1.5	4.2	4.2	NA
Average time to resolve service desk incidents - Urgent (days)	NA	NA	4.0	0.8	0.3	0.1	0.1	NA
Average time to resolve service desk incidents - High (days)	NA	NA	0.9	0.8	0.6	0.3	0.3	NA
Average time to resolve service desk incidents - Medium (days)	NA	NA	1.3	1.2	1.6	3.0	3.0	NA
Average time to resolve service desk incidents - Low (days)	NA	NA	3.5	1.8	1.7	6.0	6.0	NA
Service desk incidents - telecommunication repair	NA	NA	7,072	6,096	7,194	*	*	NA
★ Average time to resolve telecommunication incidents (days)	NA	NA	5.9	4.1	4.5	*	*	NA
Service desk requests for new/updated service	NA	NA	38,403	52,978	60,852	*	*	NA
★ Average time to resolve service desk requests (days)	NA	NA	7.5	3.1	2.5	*	*	NA
Planned IT infrastructure changes	NA	1,125	1,162	946	969	*	*	NA

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

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Unplanned IT infrastructure changes (%)</i>	NA	12.6%	10.3%	12.6%	14.9%	*	*	NA
<i>Uptime of NYCWiN (%)</i>	NA	NA	99.99%	99.97%	99.99%	99.99%	99.99%	NA
<i>Uptime of 800 MHz network (%)</i>	NA	NA	99.99%	99.99%	99.98%	99.99%	99.99%	NA
<i>Uptime of Citywide Radio Network (%)</i>	NA	NA	99.99%	99.99%	99.99%	99.99%	99.99%	NA

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✓ **Review and develop IT applications.**

- Service catalog requests decreased 9 percent in Fiscal 2012 as fewer requests were submitted by agencies for DoITT-supported services.

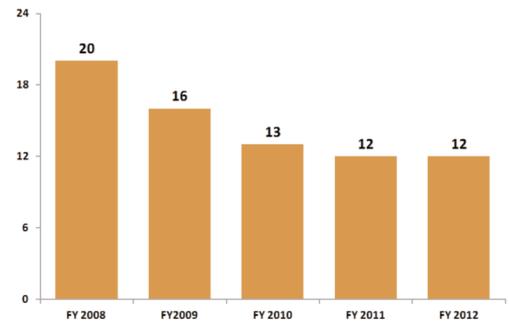
Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Service catalog requests submitted by City agencies</i>	NA	NA	NA	187	170	*	*	NA
<i>Service catalog requests for IT infrastructure</i>	NA	NA	NA	21	52	*	*	NA
<i>Service catalog requests for IT programs and applications</i>	NA	NA	NA	171	118	*	*	NA

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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.**

- The number of public pay telephone inspections increased 2 percent in Fiscal 2012. Violations issued decreased 7 percent as companies became more diligent in complying with DoITT rules.
- Phones passing appearance standards increased to 98 percent in Fiscal 2012. However, due to third party providers who failed to correct infrastructure issues, operability decreased to 75 percent during Fiscal 2012.
- Violations paid increased by 55 percent as more companies who wished to sell their telephones agreed to pay as a condition of DoITT's approval of the sale.
- The percent of violations upheld in court declined by 19 percent due to a large number of violations issued to a single franchisee that were dismissed when it became known that the failure was beyond the respondent's control.
- The City released a Request for Information to obtain feedback from the telecommunications industry on innovative and creative uses for the next public pay telephone franchises, which will replace the current agreements in 2014.
- The percentage of cable complaints resolved within 30 days increased slightly to 99 percent and the time to resolve complaints averaged 12 days, representing a downward trend.

Average time to resolve cable complaints (days)



Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ <i>Average time to resolve cable complaints (days) - All complaints</i>	20	16	13	12	12	*	*	Downward
- <i>Service complaints</i>	15	12	13	10	10	13	13	Downward
- <i>Billing complaints</i>	21	25	19	19	19	20	20	Downward
<i>All cable complaints resolved within 30 days (%)</i>	95.3%	98.7%	98.7%	98.7%	99.2%	*	*	Neutral

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

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Pay phone inspections conducted</i>	10,069	8,643	8,521	8,435	8,614	*	*	Downward
<i>Pay phone Notices of Violation issued</i>	1,996	2,000	1,436	1,291	1,199	*	*	Downward
<i>Pay phone violations upheld in court (%)</i>	NA	NA	71%	71%	52%	*	*	NA
<i>Pay phone violation fines paid (\$ 000)</i>	NA	NA	\$1,412.8	\$897.5	\$1,394.7	*	*	NA
★ <i>Inspected phones deemed operable (%)</i>	83%	75%	81%	77%	75%	83%	83%	Neutral
<i>Inspected phones passing scorecard appearance standards (%)</i>	88%	94%	95%	97%	98%	95%	95%	Upward

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

- The average time to process an enterprise contract decreased 27 percent. Improvements to the IT contract process were implemented in Fiscal 2012. DoITT launched online tools to help City contract managers track and monitor contracts, as well as provide easy access to important details on existing contracts.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>IT contracts (all engagements)</i>	NA	NA	232	236	170	*	*	NA
<i>Open IT procurements</i>	NA	NA	43	72	66	*	*	NA
<i>Average time to process an enterprise contract (days)</i>	NA	NA	341	212	154	*	*	NA
<i>IT vendors (project-based)</i>	NA	NA	15	39	44	*	*	NA

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✓ **Provide high quality technical expertise for all IT services.**

- According to a voluntary survey of DoITT employees, 126 employees reported having at least one IT certification, an increase of 20 percent compared to last year's survey. DoITT continues to support ongoing training and professional development opportunities for its employees. The Department now offers workshops where City employees can earn Project Management Institute (PMI) certification credits.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>IT certifications for DoITT employees</i>	NA	NA	90	105	126	*	*	NA

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**Agency Customer Service**

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Customer Experience</i>								
<i>Percent of e-mails responded to in 14 days</i>	NA	86	86	85	94	NA	94	NA
<i>Percent of letters responded to in 14 days</i>	NA	62	86	92	95	NA	95	NA
<b>Response to 311 Service Requests (SRs)</b>								
<i>Percent meeting time to action (close) – Cable Complaint - Billing (30 days)</i>	NA	96	96	93	100	NA	100	NA
<i>Percent meeting time to action (close) – Cable Complaint - Miscellaneous (30 days)</i>	NA	96	96	98	100	NA	100	NA
<i>Percent meeting time to action (close) – Cable Complaint - Service (15 days)</i>	NA	93	93	99	98	NA	98	NA
<i>Percent meeting time to (first) action – Public Payphone Complaint - Damaged Telephone (30 days)</i>	NA	75	75	58	59	NA	59	NA
<i>Percent meeting time to (first) action – Public Payphone Complaint - Lost Coin (44 days)</i>	NA	87	87	73	88	NA	88	NA

## Agency Resources

Resource Statistics	Actual					Plan <sup>1</sup>		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) <sup>2</sup>	\$308.3	\$370.0	\$368.8	\$415.4	\$474.8	\$420.0	\$446.8	Upward
Revenues (\$ millions)	\$137.4	\$145.8	\$146.2	\$160.6	\$166.0	\$159.3	\$159.1	Upward
Personnel	1,196	1,273	1,177	1,157	1,107	1,245	1,211	Neutral
Overtime paid (\$ millions)	\$1.4	\$0.7	\$0.5	\$0.7	\$0.7	\$0.6	\$0.6	Downward

<sup>1</sup>Authorized Budget Level "NA" - Not Available in this report  
<sup>2</sup>Expenditures include all funds. The Fiscal 2012 actual expenditures will be updated in the upcoming Fiscal 2013 Preliminary Mayor's Management Report, and will be consistent with the Comprehensive Annual Financial Report of the Comptroller for Fiscal 2012, which will be released later this autumn.

## Noteworthy Changes, Additions or Deletions

- Rahul Merchant became the City's Chief Information and Innovation Officer and DoITT's Commissioner in April 2012. During the last quarter of Fiscal 2012 the Department began a comprehensive review of performance indicators to ensure alignment with its strategic priorities. Updates will be made to the Fiscal 2013 Preliminary Mayor's Management Report at the conclusion of this exercise.
- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013 DoITT's services and goals are:

Service 1: Deliver City IT services including hardware, software and technical support.

Goal 1a: Provide state-of-the-art service delivery and performance monitoring for DOITT-managed systems.

Goal 1b: Resolve all citywide service desk requests and incident tickets within targeted levels.

Goal 1c: Ensure that all application development and IT infrastructure projects led by DoITT's project management office are delivered on time and within budget.

Goal 1d: Ensure effective management of the City's telecommunication service.

Service 2: Manage City information and data on NYC.gov.

Goal 2a: Increase the public's use of City government information through NYC.gov.

Goal 2b: Increase the number of publicly available data sets.

Goal 2c: Expand the number of tools, including social media, for supporting public engagement.

Service 3: Regulate franchised cable services.

Goal 3a: Improve service delivery to subscribers of regulated cable services.

Service 4: Regulate provisioning of public pay telephones on City streets.

Goal 4a: Maximize usefulness, operability and cleanliness of public pay telephones on City streets.

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

