

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Indicator Name:	Uptime of key systems (mainframe, Unix, Wintel) (%)
Description:	Percentage of time during which key City agency systems managed and operated by DoITT (mainframe, Unix, or Wintel) are available.
Source:	IT Services-Data Center Planning, Mainframe Systems, Unix Operations, Service Delivery, Network Operations, Service Delivery
Indicator Name:	Capacity utilization of key systems (mainframe) (%)
Description:	Percentage of key City agency systems managed and operated by DoITT capacity devoted to use.
Source:	Mainframe Systems
Indicator Name:	Uptime of NYC.gov (%)
Description:	Percentage of time during which the NYC.gov website is available to the public.
Source:	Web and New Media Operations
Indicator Name:	NYC.gov unique visitors (average monthly) (000)
Description:	An average of the number of unique visitors per month, as determined by IP addresses, to one or more pages within the City website portal.
Source:	Web and New Media Operations
Indicator Name:	NYC.gov page views (000)
Description:	Cumulative number of requests to load a single HTML file ('page') on the City's website.
Source:	Web and New Media Operations
Indicator Name:	Data sets available for download on NYC.gov/OpenData
Description:	Reflects raw and geographic data sets from City agencies available to public on the City's website.
Source:	Web and New Media Operations
Indicator Name:	Service desk contacts -via telephone
Description:	Number of citywide calls to request IT assistance (the first point of contact to notify DoITT's service (help) desk that there is a disruption/need for service).
Source:	Enterprise Services Management
Indicator Name:	Service desk contacts -via web
Description:	Number of web-based citywide requests for IT assistance (the first point of contact to notify DoITT's service (help) desk that there is a disruption/need for service).
Source:	Enterprise Services Management
Indicator Name:	Service desk contacts via-e-mail
Description:	Number of citywide requests for IT assistance using e-mail (the first point of contact to notify DoITT's service (help) desk that there is a disruption/need for service).
Source:	Enterprise Services Management

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Indicator Name:	Service desk contacts -DoITT filed
Description:	Number of citywide requests for IT assistance entered into the system directly by DoITT staff (the first point of contact to notify DoITT's service (help) desk that there is a disruption/need for service).
Source:	Enterprise Services Management
Indicator Name:	Service desk contacts -automated
Description:	Number of citywide requests for IT assistance automatically entered into the system (the first point of contact to notify DoITT's service (help) desk that there is a disruption/need for service).
Source:	Enterprise Services Management
Indicator Name:	Service desk incidents (total)
Description:	Number of incidents of IT service disruption that are corrected/restored, or new IT service needs that are fulfilled, by DoITT staff.
Source:	Enterprise Services Management
Indicator Name:	Incident priority level - Urgent
Description:	Highest assigned severity level of Service Desk incidents.
Source:	Enterprise Services Management
Indicator Name:	Incident priority level - High
Description:	Second highest assigned severity level of Service Desk incidents.
Source:	Enterprise Services Management
Indicator Name:	Incident priority level - Medium
Description:	Second lowest assigned severity level of Service Desk incidents.
Source:	Enterprise Services Management
Indicator Name:	Incident priority level - Low
Description:	Lowest assigned severity level of Service Desk incidents.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve all service desk incidents (days)
Description:	Average time to resolve all service desk incidents, in calendar days, by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve incidents -Urgent (days)
Description:	Average time to resolve highest priority incidents, in calendar days, by appropriate DoITT technology group.
Source:	Enterprise Services Management

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Indicator Name:	Average time to resolve incidents - High (days)
Description:	Average time to resolve second highest priority incidents by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve incidents - Medium (days)
Description:	Average time to resolve second lowest priority incidents by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve incidents - Low (days)
Description:	Average time to resolve lowest priority incidents by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Service desk incidents - telecommunication repair
Description:	Number of citywide requests to resolve all telecommunication incidents received by the DoITT Service Desk.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve telecommunication incidents (days)
Description:	Average time, in calendar days, it takes the appropriate DoITT technology group to resolve all telecommunication incidents received by the Service Desk.
Source:	Enterprise Services Management
Indicator Name:	Service desk requests for new/updated service
Description:	Number of citywide requests for new or updated service received by the DoITT Enterprise Service Desk. Requests for service include changes and updates to existing services, such as a password reset or the development of a new user in a software application.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve service desk requests (days)
Description:	Average time, in calendar days, it takes the appropriate DoITT technology group to resolve all new or updated requests for service received by the Service Desk. Requests for service include changes and updates to existing services, such as a password reset or the development of a new user account in a software application.
Source:	Enterprise Services Management
Indicator Name:	Planned IT infrastructure changes
Description:	Number of citywide planned IT infrastructure changes (storage, server, software, etc.) implemented.
Source:	Enterprise Services Management, Citywide Service Desk & Change Management

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Indicator Name:	Unplanned IT infrastructure changes (%)
Description:	Percentage of non-anticipated citywide IT infrastructure changes (storage, server, software, etc.) implemented.
Source:	Enterprise Services Management Citywide Service Desk & Change Management
Indicator Name:	Uptime of NYCWiN (%)
Description:	Percent of time during which NYCWiN, the City's critical wireless system, is available.
Source:	Wireless Technologies
Indicator Name:	Uptime of 800 MHz network (%)
Description:	Percent of time during which the 800 MHz network for citywide day-to-day and emergency communications for public safety agencies is available.
Source:	Wireless Technologies
Indicator Name:	Uptime of Citywide Radio Network (%)
Description:	Percent of time during which Citywide Radio Network (employing multiple wireless analog and digital communications technologies supporting critical FDNY and EMS dispatch services and other public safety agencies) is available.
Source:	Wireless Technologies
Indicator Name:	Service Catalog requests submitted by City agencies
Description:	Number of Service Catalog requests by agencies submitted for DoITT services.
Source:	Enterprise Services Management
Indicator Name:	Service Catalog requests for IT infrastructure
Description:	Number of Service Catalog requests that will be accommodated by Enterprise Service Desk.
Source:	Enterprise Services Management
Indicator Name:	Service Catalog requests for IT programs and applications
Description:	Number of Service Catalog requests submitted that will be reviewed by Portfolio/Project Management process.
Source:	Project Management Services
Indicator Name:	Average time to resolve all cable complaints (days) - All complaints
Description:	Average number of calendar days of all cable complaints reviewed and forwarded to cable company and notified as resolved.
Source:	Franchise Administration
Indicator Name:	- Service complaints
Description:	Average number of calendar days of all cable service complaints (interruption, outages, or poor reception) reviewed & forwarded to cable company and notified as resolved.
Source:	Franchise Administration

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Indicator Name: - Billing complaints
Description: Average number of calendar days of all cable billing complaints reviewed & forwarded to cable company and notified as resolved.
Source: Franchise Administration

Indicator Name: All cable complaints resolved within 30 days (%)
Description: The percentage of all cable complaints reviewed and forwarded to cable company and notified as resolved within 30 calendar days or less.
Source: Franchise Administration

Indicator Name: Pay phone inspections conducted
Description: Inspections of pay phones by DoITT inspectors.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Pay phone Notices of Violation issued
Description: Violations issued by DoITT inspectors for pay phones.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Pay phone violations upheld in court (%)
Description: Violations issued for pay phones that were not dismissed by ECB.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Pay phone violation fines paid (\$ 000)
Description: Amount paid for ECB pay phone violations issued.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Inspected phones deemed operable (%)
Description: The percentage of public pay telephones on City streets that DoITT inspectors found in working order.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Inspected phones passing scorecard appearance standards (%)
Description: The percentage of public pay telephones on City streets that DoITT inspectors found meeting or exceeding the City's standards for cleanliness and the absence of graffiti, based on a four-point picture-based rating scale.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: IT contracts (all engagements)
Description: Number of IT active contracts procured by DoITT.
Source: Contracts and Procurement

Indicator Name: Open IT procurements
Description: Number of IT contracts currently being procured by DoITT.
Source: Contracts and Procurement

Indicator Name: Average time to process an enterprise contract (days)
Description: Average time in days to process from the start of a contract procured by DoITT to the procurement.
Source: Contracts and Procurement

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Indicator Name: IT vendors (project-based)
Description: Number of active project-based DoITT IT vendors.
Source: Legal Services

Indicator Name: IT certifications for DoITT employees
Description: Number of DoITT employees who indicated in an annual voluntary survey that they possess one or more IT professional certifications.
Source: Human Resources