

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Rahul Merchant, Commissioner

What We Do

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 services. 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 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; and administers telecommunications franchise contracts providing fiber, cable television, pay telephones and mobile telecom equipment installed on City property and streets.

Our Services and Goals

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

- Goal 1a: Provide quality 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 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 telecommunications service.

Service 2: Support sharing and management of citywide data and information.

- Goal 2a: Increase the public's use of City government information through NYC.gov.
- Goal 2b: Increase the number of publicly available data sets.

Service 3: Regulate franchised cable services.

- Goal 3a: Ensure customer complaints are resolved in a timely manner.

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.

How We Performed in Fiscal 2013

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

Goal 1a: Provide quality service delivery and performance monitoring for DoITT-managed systems.

In Fiscal 2013 DoITT continued to provide City agencies with sustained, high-quality service delivery of key IT systems, maintaining a 99.83 percent combined uptime for Mainframe, UNIX, and Wintel systems (more than 5,800 physical and virtual servers), slightly below the Fiscal 2012 uptime of 99.95 percent. During Fiscal 2013 utilization of the City's two key mainframe systems was 79.6 percent and 46.5 percent respectively, consistent with industry standards. DoITT also maintained NYC.gov, Citywide Radio Network and 800 MHz Network uptimes at the Fiscal 2013 targets of 99.99 percent.

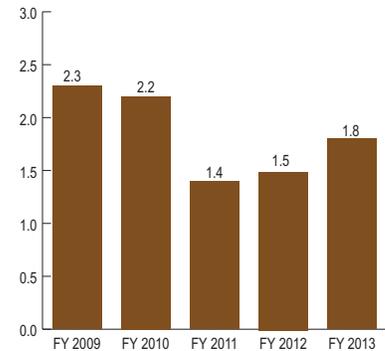
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average uptime of key systems (mainframe, UNIX, Wintel) (%)	99.99%	99.99%	99.96%	99.95%	99.83%	99.99%	99.99%	Up	Neutral
Average utilization of shared City agencies mainframe system (%)	NA	NA	NA	NA	79.6%	*	*	Neutral	NA
Uptime of NYC.gov (%)	99.95%	99.99%	99.88%	99.78%	99.99%	99.99%	99.99%	Up	Neutral
Uptime of NYCWiN (%)	NA	99.99%	99.97%	99.99%	99.99%	99.99%	99.99%	Up	NA
Uptime of 800 MHz network (%)	NA	99.99%	99.99%	99.98%	99.99%	99.99%	99.99%	Up	NA
Uptime of Citywide Radio Network (%)	NA	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	Up	NA

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

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

During Fiscal 2013 an additional 14 City agency data centers were migrated into DoITT's state-of-the-art data center. Due to these migrations, DoITT service desk contacts increased by 100 percent for calls, 59 percent for e-mail and six percent for service incidents. Despite these increases, some of which are attributable to Hurricane Sandy damage, DoITT managed to exceed its Fiscal 2013 targets for average time to resolve its medium and low priority incidents. Although DoITT missed the targets for average time to resolve its urgent and high incidents, the agency surpassed its target for average time to resolve all service desk incidents, ending Fiscal 2013 at 1.8 days.

Average Time to Resolve Service Desk Incidents (days)



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Service incidents	140,082	145,208	144,633	207,980	219,685	*	*	Neutral	Up
★ Average time to resolve all service incidents (days)	2.3	2.2	1.4	1.5	1.8	4.2	3.0	Down	Down
Average time to resolve service incidents - Urgent (days)	NA	4.0	0.8	0.3	0.8	0.1	0.1	Down	NA
Average time to resolve service incidents - High (days)	NA	0.9	0.8	0.6	1.4	0.2	0.2	Down	NA
Average time to resolve service incidents - Medium (days)	NA	1.3	1.2	1.6	1.4	3.0	3.0	Down	NA
Average time to resolve service incidents - Low (days)	NA	3.5	1.8	1.7	1.9	6.0	6.0	Down	NA

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

DoITT has made enhancements to its delivery of requests made through its service catalog, which have increased 41 percent compared to Fiscal 2012. DoITT streamlined the process for handling requests so that some can be handled as business-as-usual (BAU) operational requests, while others are subject to additional review to determine technical feasibility and resource availability. During the second quarter of Fiscal 2013, the percent of projects delivered on time decreased slightly due to Hurricane Sandy and the subsequent recovery period when resources were reallocated to projects aimed at helping restore City services. However, with strategic resource allocation and prioritization, DoITT regained momentum in the second half of Fiscal 2013, ending the year with an average of 75 percent of its projects delivered in a timely fashion.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Projects delivered on time (%)	NA	NA	NA	NA	75%	*	↑	Up	NA
Service catalog requests	NA	NA	187	170	240	*	*	Neutral	NA
Service catalog requests handled as business as usual (%)	NA	NA	NA	NA	23%	*	*	Neutral	NA
Service catalog requests that receive solutions review (%)	NA	NA	NA	NA	68%	*	*	Neutral	NA

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

In Fiscal 2013 DoITT saw a 22 percent decrease in the number of telecommunications incidents from Fiscal 2012. This decrease can be attributed in part to previously implemented upgrades in the existing telecommunications infrastructure. However, the average time to repair telecommunications incidents increased from 4.5 days in Fiscal 2012 to 10.2 days in Fiscal 2013 due to the impact of Hurricane Sandy. Since fall 2012, DoITT has expedited the migration of approximately 5,000 additional telephones to voice over Internet protocol (VoIP), which maintained a network uptime at 99.97 percent in Fiscal 2013. In the last quarter of the reporting period, the average time to resolve telecommunications incidents decreased to 4.8 days.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Service incidents - Telecommunications repair	NA	7,072	6,096	7,194	5,634	*	*	Neutral	NA
Average time to resolve telecommunications incidents (days)	NA	5.9	4.1	4.5	10.2	*	*	Down	NA
★ Uptime of telecommunications network (voice over Internet protocol) (%)	NA	NA	NA	NA	99.97%	*	99.99%	Up	NA

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Service 2: Support sharing and management of citywide data and information.

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

[NYC.gov](http://nyc.gov), the City's official website, serves as a critical gateway to all City services online, including key features such as 311 Online, online payments, NYC Business Express and Business Solutions, and all City agency web sites. To ensure availability of increasingly important features such as video, business transactions and other interactive applications, during Fiscal 2013 DoITT began upgrading and modernizing the site's infrastructure. The number of unique visitors to NYC.gov increased steadily over the past five fiscal years, including a 36 percent increase from Fiscal 2012 to Fiscal 2013. Due to a precautionary technology change made in preparation for Hurricane Sandy, DoITT was unable to track all page view activity during and immediately following the storm. Therefore, the number of page views is not comparable from Fiscal 2012 to Fiscal 2013. DoITT is currently implementing a new web data collection method and tool that will allow it to accurately measure page view activity. DoITT also expects to launch the re-designed NYC.gov in Fiscal 2014, the first site re-design in 10 years.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ NYC.gov page views (000)	NA	296,940	590,599	635,710	386,668	*	635,710	Up	NA
NYC.gov unique visitors (average monthly) (000)	1,860	1,923	2,351	2,781	3,774	*	*	Up	Up

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

The [NYC Open Data](http://nyc.gov/open-data) portal provides access to public data sets produced by City agencies and other organizations. At the end of Fiscal 2013, more than 1,100 data sets were available, an increase of 46 percent compared to Fiscal 2012. The data sets are now available using application programming interface (API) and in a variety of machine-readable formats, making it easier than ever to access and process large amounts of City data. In fall 2013 DoITT will publish a compliance plan outlining the public data sets the City will release over the next five years.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Data sets available for download on NYC.gov/OpenData	NA	194	361	778	1,139	*	1,165	Up	NA

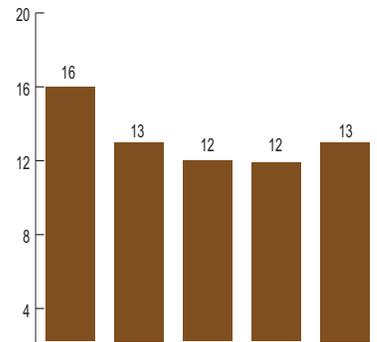
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Service 3: Regulate franchised cable services.

Goal 3a: Ensure customer complaints are resolved in a timely manner.

During Fiscal 2013 the average number of days to resolve all cable complaints reported to DoITT increased slightly to 13 days, from 12 days in Fiscal 2012. Despite this minor increase, DoITT met its Fiscal 2013 targets for the average time to resolve service and billing complaints, averaging 11 and 20 days, respectively. These results are attributable to process improvements, including tracking active complaints and their resolution on a daily basis. Overall, 99 percent of all cable complaints were resolved within 30 days. The five year trend for the average time to resolve complaints is down.

Average time to resolve cable complaints (days)



Performance Indicators	Actual					Target			
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	Desired Direction	5yr Trend
★ Cable complaints resolved within 30 days (%)	98.7%	98.7%	98.7%	99.2%	99.3%	*	98.0%	Up	Neutral
Average time to resolve all cable complaints (days)	16	13	12	12	13	*	*	Down	Down

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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.

Public pay telephone inspections increased eight percent in Fiscal 2013 as a result of a new global positioning system (GPS) application used by inspectors since March 2012, helping them plan their routes more efficiently. The number of violations issued decreased 17 percent during the reporting period because the pay phone companies came into better compliance with permit terms. Although operability violations remained constant, areas of improvement were made in proper placard displays, cleanliness, maintenance and connection to the designated long distance provider. Phones passing appearance standards remained stable in Fiscal 2013; however, due to Verizon's delay in replacing deteriorating copper infrastructure, which was exacerbated by Hurricane Sandy, operability decreased from 75 percent to 61 percent. The five year trend for operability is also down. In an attempt to facilitate restored service, DoITT recently approved the installation of wireless cellular units to restore dial tone in areas where Verizon copper wire could not be repaired.

Performance Indicators	Actual					Target			
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	Desired Direction	5yr Trend
★ Inspected phones deemed operable (%)	75%	81%	77%	75%	61%	83%	75%	Up	Down
Inspected phones passing scorecard appearance standards (%)	94%	95%	97%	98%	98%	95%	95%	Up	Neutral
Pay phone inspections conducted	8,643	8,521	8,435	8,614	9,286	*	*	Neutral	Neutral
Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	73%	69%	*	*	Neutral	NA

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Agency-wide Management

Performance Indicators	Actual					Target			
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	Desired Direction	5yr Trend
Citywide IT professional services contracts in use by agencies (%)	NA	NA	NA	NA	46%	*	*	Neutral	NA
Agencies' task orders using citywide IT professional services contracts	NA	NA	NA	NA	810	*	*	Neutral	NA

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Agency Customer Service

Response to public pay telephone complaints, including damaged phones and lost coins, were slower than target due in part to the effects of Hurricane Sandy. DoITT has made process improvements in tracking its payphone service requests to ensure they are more closely monitored for timely resolution.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	86	86	85	94	96	94	94	Up
Letters responded to in 14 days (%)	62	86	92	95	97	95	95	Up
Response to 311 Service Requests (SRs)								
Percent meeting time to action (close) – Cable Complaint - Billing (30 days)	96	96	93	100	99	100	100	Neutral
Percent meeting time to action (close) – Cable Complaint - Miscellaneous (30 days)	96	96	98	100	99	100	100	Neutral
Percent meeting time to action (close) – Cable Complaint - Service (15 days)	93	93	99	98	96	98	98	Neutral
Percent meeting time to (first) action – Public Payphone Complaint - Damaged Telephone (30 days)	75	75	58	59	44	59	59	Down
Percent meeting time to (first) action – Public Payphone Complaint - Lost Coin (44 days)	87	87	73	88	64	88	88	Down

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$370.0	\$368.8	\$415.4	\$452.5	\$463.9	\$461.9	\$448.5	Up
Revenues (\$000,000)	\$145.8	\$146.2	\$160.6	\$166.4	\$162.4	\$167.8	\$168.9	Up
Personnel	1,273	1,177	1,157	1,107	1,130	1,226	1,280	Down
Overtime paid (\$000)	\$682	\$494	\$671	\$788	\$837	\$487	\$502	Up

¹Authorized Budget Level ²Expenditures include all funds. "NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

- DoITT replaced the indicator 'average mainframe peak utilization (%)' with two new indicators: 'average utilization of mainframe system used by the Department of Education and DoITT (%)' and 'average utilization of shared City agencies mainframe system (%)'.
- DoITT replaced 'pay phone violations upheld (%)' with 'violations admitted to or upheld at the Environmental Control Board (%)'.

For more information on the agency, please visit: www.nyc.gov/doitt.

