

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. The agency manages some large interagency technology projects. For example, in May of 2014 DoITT was asked to assume the management of the Emergency Communications Transformation Program (ECTP). ECTP involves the implementation of technology required for two fully redundant call answering centers in the City's 911 emergency communications system.

FOCUS ON EQUITY

DoITT works to expand broadband access citywide and to traditionally-underserved areas in particular. In Fiscal 2014 DoITT issued a Request for Proposals (RFP) for up to 10,000 public communication points to replace current payphones. In addition to providing free access to 911 and 311, these new structures would also include free WiFi, further enhancing the City's digital inclusion efforts. Proposals will be judged in part by how equitably these new structures would be distributed across the five boroughs. DoITT leads NYC Connected Communities, a program that provides \$3.7 million per year to a range of City partners to increase public access to broadband, computer literacy, and job readiness training in low-income communities. DoITT also administers NYC.gov, the City's official website. Newly-redesigned in Fiscal 2014, NYC.gov is easily accessed by desktop computer, smartphone, or tablet. The website is available in over 100 languages and surpasses Americans with Disability Act (ADA) accessibility requirements.

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 2014

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.

DoITT continued to provide agencies with reliable, high-quality service, maintaining 99.72 percent uptime of key systems in Fiscal 2014. The slight decrease compared to Fiscal 2013 is mostly attributable to a dip in uptime of key Wintel systems in December 2013 that was caused by an end-of-life server outage. Since then, DoITT has continued to identify and replace older, obsolete servers, and has increased system monitoring in order to prevent future outages. DoITT also maintained the uptime of both its 800 MHz and Citywide Radio Network at 100 percent, despite the 87 percent combined increase in transmissions on the networks, which is predominantly attributable to this past winter's snowstorms.

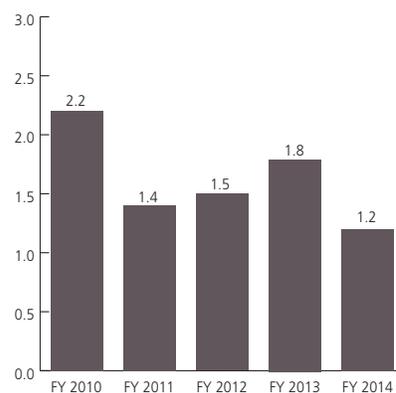
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Average uptime of key systems (mainframe, UNIX, Wintel) (%)	99.99%	99.96%	99.95%	99.83%	99.72%	99.99%	99.99%	Up	Neutral
Average utilization of shared City agencies mainframe system (%)	NA	NA	NA	79.6%	79.7%	*	*	Neutral	NA
Average utilization of mainframe system used by the Department of Education and DoITT (%)	NA	NA	NA	46.5%	49.2%	*	*	Neutral	NA
Uptime of NYC.gov (%)	99.99%	99.88%	99.78%	99.99%	99.93%	99.99%	99.99%	Up	Neutral
Uptime of NYCWiN (%)	99.99%	99.97%	99.99%	99.99%	100.00%	99.99%	99.99%	Up	Neutral
Uptime of 800 MHz network (%)	99.99%	99.99%	99.98%	99.99%	100.00%	99.99%	99.99%	Up	Neutral
Uptime of Citywide Radio Network (%)	99.99%	99.99%	99.99%	99.99%	100.00%	99.99%	99.99%	Up	Neutral

★ 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.

DoITT took an average of 1.2 days to resolve all incidents during Fiscal 2014, a 33 percent decrease compared to 1.8 days in Fiscal 2013. These improvements are attributable to a decrease in incidents, the increased use of performance monitoring, and two new incident managers who spearhead the resolution of incidents and identify ways to prevent recurrences. A decrease in emergency changes, which also contributed to the overall decrease in the number of incidents, was due to additional staff training on change management processes. The five-year trend for incident resolution is also down.

Average Time to Resolve Service Desk Incidents (days)



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Service incidents	145,208	144,633	207,980	219,685	188,745	*	*	Neutral	Up
★Average time to resolve all service incidents (days)	2.2	1.4	1.5	1.8	1.2	3.0	3.0	Down	Down
Average time to resolve service incidents - Urgent (days)	4.0	0.8	0.3	0.8	0.7	0.1	0.1	Down	Down
Average time to resolve service incidents - High (days)	0.9	0.8	0.6	1.4	0.5	0.2	0.2	Down	Down
Average time to resolve service incidents - Medium (days)	1.3	1.2	1.6	1.4	1.0	3.0	3.0	Down	Down
Average time to resolve service incidents - Low (days)	3.5	1.8	1.7	1.9	1.5	6.0	6.0	Down	Down

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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 was able to deliver 85 percent of its projects on time during Fiscal 2014, compared to only 75 percent last year, due in part to the lack of any major disruptive external events, such as Hurricane Sandy in Fiscal 2013, coupled with the implementation of new project scoping methodologies. While DoITT continues to make improvements to the way its projects are planned and carried out, including expanded use of Agile Methodologies and Human-Centered Design, a more stringent schedule change policy implemented in the last quarter of Fiscal 2014 may impact project completion time in Fiscal 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Projects delivered on time (%)	NA	NA	NA	75%	85%	75%	75%	Up	NA
Service catalog requests	NA	187	170	240	391	*	*	Neutral	NA
Service catalog requests handled as business as usual (%)	NA	NA	NA	23%	15%	*	*	Neutral	NA
Service catalog requests that receive solutions review (%)	NA	NA	NA	68%	75%	*	*	Neutral	NA

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Goal 1d

Ensure effective management of the City's telecommunications service.

During Fiscal 2014 DoITT maintained its Voice over Internet Protocol (VoIP) telecommunications network uptime at 100 percent. The number of telecommunications service incidents decreased by approximately 31 percent from Fiscal 2013, and the average time to resolve these incidents decreased by nearly 55 percent due in part to moving more City employees to the VoIP network, which allows users to move to different locations with minimal additional configuration. In addition to 17,000 current users, DoITT plans to move an additional 12,000 employees in 12 agencies to VoIP over the next 18 months, for a total of approximately 29,000 users.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Service incidents - Telecommunications repair	7,072	6,096	7,194	5,634	3,909	*	*	Neutral	Down
Average time to resolve telecommunications incidents (days)	5.9	4.1	4.5	10.2	4.6	*	*	Down	Up
★ Uptime of telecommunications network (Voice over Internet Protocol) (%)	NA	NA	NA	99.97%	100.00%	99.99%	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.

In Fiscal 2014 the number of NYC.gov page views increased 104 percent due in part to the redesign of the website, which launched in the beginning of the fiscal year. The redesigned site features multiple improvements to help the public access City services and programs, including improved requests for service through 311 Online and online applications to City jobs.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ NYC.gov page views (000)	296,940	590,599	635,710	386,668	789,791	635,710	635,710	Up	Up
NYC.gov unique visitors (average monthly) (000)	1,923	2,351	2,781	3,774	3,778	*	*	Up	Up

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

DoITT exceeded the Fiscal 2014 target for data sets published online, ending the fiscal year with 1,273 data sets available for download on the City's Open Data portal. DoITT continues to work with City agencies to determine what data sets should be made available to the public, and has released its first update to the Open Data Plan outlining data sets scheduled to be released over the next few years.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Data sets available for download on NYC.gov/OpenData	194	361	778	1,139	1,273	1,165	1,311	Up	Up

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SERVICE 3 Regulate franchised cable services.

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

DoITT continued to resolve cable complaints in a timely manner during Fiscal 2014, with an average of 99.4 percent of cable complaints resolved within 30 days. However the average time to resolve all complaints increased by approximately one day due in part to complaints that involved issues other than service or billing, such as cable infrastructure, which take longer to resolve.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Cable complaints resolved within 30 days (%)	98.7%	98.7%	99.2%	99.3%	99.4%	98.0%	98.0%	Up	Neutral
Average time to resolve all cable complaints (days)	13	12	12	13	14	*	*	Down	Neutral

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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.

During Fiscal 2014 there was a slight increase in the operability of public pay telephones due to a pilot program to install cellular units and solar panels in units with deteriorating copper infrastructure. Additionally, there was a slight increase in the number of pay telephone inspections because of an improvement in inspection scheduling that reduced inspector driving time.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Inspected phones deemed operable (%)	81%	77%	75%	61%	65%	75%	75%	Up	Down
Inspected phones passing scorecard appearance standards (%)	95%	97%	98%	98%	97%	95%	95%	Up	Neutral
Pay phone inspections conducted	8,521	8,435	8,614	9,286	9,491	*	*	Neutral	Up
Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	73%	69%	69%	*	*	Neutral	NA

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Citywide IT professional services contracts in use by agencies (%)	NA	NA	NA	46%	57%	*	*	Neutral	NA
Agencies' task orders using citywide IT professional services contracts	NA	NA	NA	810	1,071	*	*	Neutral	NA

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Customer Experience									
Letters responded to in 14 days (%)	86%	92%	95%	97%	99%	*	*	Up	Up
E-mails responded to in 14 days (%)	86%	85%	94%	96%	97%	*	*	Up	Up
Rate of overall customer satisfaction (%)	NA	NA	NA	NA	79%	*	*	Up	NA

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Response to 311 Service Requests (SRs)									
Percent meeting time to close – Cable Complaint - Service (15 days)	93	99	98	96	97	*	*	Neutral	Neutral
Percent meeting time to close – Cable Complaint - Billing (30 days)	96	93	100	99	100	*	*	Neutral	Neutral
Percent meeting time to close – Cable Complaint - Miscellaneous (30 days)	96	98	100	99	100	*	*	Neutral	Neutral
Percent meeting time to first action – Public Payphone Complaint - Lost Coin (44 days)	87	73	88	64	97	*	*	Neutral	Neutral
Percent meeting time to first action – Public Payphone Complaint - Damaged Telephone (30 days)	75	58	59	44	77	*	*	Neutral	Neutral

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5-year Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15	
Expenditures (\$000,000) ²	\$368.8	\$415.4	\$452.5	\$431.6	\$510.2	\$507.4	\$487.5	Up
Revenues (\$000,000)	\$146.2	\$160.6	\$166.4	\$162.4	\$168.2	\$167.0	\$161.0	Up
Personnel	1,177	1,157	1,107	1,130	1,163	1,309	1,346	Neutral
Overtime paid (\$000)	\$494	\$671	\$788	\$998	\$502	\$502	\$517	Up

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

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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