



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: July–October

- During the first four months of Fiscal 2013 DoITT continued to provide City agencies with sustained, high-performing delivery of key IT systems, maintaining a combined 99.56 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 100 percent.
- Mainframe peak utilization decreased 10 percentage points on average during the reporting period due to a 29 percent increase in the total mainframe capacity, allowing for additional workloads to be processed.
- [NYC.gov](http://nyc.gov) saw a slight increase in uptime to 100 percent for the reporting period.
- The number of unique visitors to NYC.gov increased 53 percent, with heavy access during October 2012 related to Hurricane Sandy. In the three-day span of October 29–October 31, 2012 NYC.gov received 2.3 million visits and 4.8 million page views with no degradation in service. However, during the reporting period the number of page views recorded decreased by 52 percent as a result of a web-caching service employed to handle spikes in activity such as those experienced during Hurricanes Irene and Sandy. Later in Fiscal 2013 DoITT will use a new web data collection method that will allow for the measurement of all page view activity.

- The number of public data sets available on the [NYC Open Data](#) portal increased slightly during the reporting period. DoITT expects further gains during the remainder of Fiscal 2013 as agencies add new data sets to the portal in compliance with the City's open data legislation. The launch of a fourth NYC BigApps competition later in Fiscal 2013 is also likely to contribute to these efforts.
- Calls and emails to the Citywide Service Desk more than doubled and incident ticketing increased 76 percent during the reporting period due to the migration of three additional agency data centers and two agencies' email systems into DoITT's IT infrastructure during the reporting period. With this substantial uptick in requests came an increase of 52 percent, to 2.2 days, in the average time to resolve all service incidents.
- Citywide Service Desk requests for new or updated services increased 50 percent during the reporting period, with a portion of these requests generated from the impacts of Hurricane Sandy. The average time to resolve these incidents increased from 2.4 days to 3.9 days, consistent with the increase in the number of requests.
- Telecommunications incidents decreased 21 percent due to DoITT's upgrade of 10,000 phones to voice over Internet protocol (VoIP), the City's unified communication platform. Even with these significant strides, the average time to resolve telecommunications incidents increased by less than half a day due in part to Hurricane Sandy-related incidents.
- During the reporting period a 15 percentage point decrease in payphone operability occurred as a result of inspectors concentrating on re-inspecting phones previously reported for no dial tone (non-operable).

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Average uptime of key systems (mainframe, UNIX, Wintel) (%)	99.99%	99.96%	99.95%	99.99%	99.99%	99.89%	99.56%
Average mainframe peak utilization (%)	NA	67.94%	63.81%	*	*	64.31%	54.78%
Uptime of NYC.gov (%)	99.99%	99.88%	99.78%	99.99%	99.99%	99.67%	100.00%
Uptime of NYCWIN (%)	99.99%	99.97%	99.99%	99.99%	99.99%	99.98%	99.99%
Uptime of 800 MHz network (%)	99.99%	99.99%	99.98%	99.99%	99.99%	99.99%	100.00%
Uptime of Citywide Radio Network (%)	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	100.00%

Goal 1b: Resolve all Citywide Service Desk requests and incident tickets within targeted levels.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Service incidents	145,208	144,633	207,980	*	*	63,327	111,208
★ Average time to resolve all service incidents (days)	2.2	1.4	1.5	4.2	4.2	1.4	2.2
- Urgent priority (days)	4.0	0.8	0.3	0.1	0.1	0.4	1.0
- High priority (days)	0.9	0.8	0.6	0.2	0.2	0.7	1.6
- Medium priority (days)	1.3	1.2	1.6	3.0	3.0	1.3	2.0
- Low priority (days)	3.5	1.8	1.7	6.0	6.0	1.7	2.4

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Projects delivered on time (%)	NA	NA	NA	*	↑	NA	NA
Service catalog requests	NA	187	170	*	*	56	68
Service catalog requests handled as business as usual (%)	NA	NA	NA	*	*	NA	NA
Service catalog requests that receive solutions review (%)	NA	NA	NA	*	*	NA	NA

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

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Uptime of telecommunications network (voice over Internet protocol) (%)	NA	NA	NA	*	↑	NA	NA
Service incidents - Telecommunications repair	7,072	6,096	7,194	*	*	2,432	1,926
Average time to resolve telecommunications incidents (days)	5.9	4.1	4.5	*	*	4.7	5.1

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ NYC.gov page views (000)	296,939.8	590,598.9	635,709.8	*	635,709.8	243,249.1	115,795.5
NYC.gov unique visitors (average monthly) (000)	1,923.1	2,350.8	2,780.7	*	*	2,540.2	3,887.7

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Data sets available for download on NYC.gov/OpenData	194	361	778	*	859	776	781

Service 3: Regulate franchised cable services.

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Cable complaints resolved within 30 days (%)	98.7%	98.7%	99.2%	*	98.0%	98.9%	99.2%
Average time to resolve all cable complaints (days)	13	12	12	*	*	11	12

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Inspected phones deemed operable (%)	81%	77%	75%	83%	83%	75%	60%
Inspected phones passing scorecard appearance standards (%)	95%	97%	98%	95%	95%	95%	99%
Pay phone inspections conducted	8,521	8,435	8,614	*	*	2,747	2,956
Pay phone violations upheld (%)	71%	71%	52%	*	*	53%	55%

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

Agency-wide Management

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Citywide IT professional services contracts in use by agencies (%)	NA	NA	NA	*	*	NA	NA
Agencies' task orders using citywide IT professional services contracts	NA	NA	NA	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	86%	85%	94%	94%	94%	94%	90%
Letters responded to in 14 days (%)	86%	92%	95%	95%	95%	94%	99%
Response to 311 Service Requests (SRs)							
Percent meeting time to action (close) – Cable Complaint - Billing (30 days)	96	93	100	100	*	100	98
Percent meeting time to action (close) – Cable Complaint - Miscellaneous (30 days)	96	98	100	100	*	100	100
Percent meeting time to action (close) – Cable Complaint - Service (15 days)	93	99	98	98	*	98	99
Percent meeting time to (first) action – Public Payphone Complaint - Damaged Telephone (30 days)	75	58	59	59	*	66	52
Percent meeting time to (first) action – Public Payphone Complaint - Lost Coin (44 days)	87	73	88	88	*	98	70

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$368.8	\$415.4	\$452.5	\$446.8	\$461.9	\$415.2	\$233.2	\$287.1
Revenues (\$000,000)	\$146.2	\$160.6	\$166.4	\$159.1	\$167.8	\$168.9	\$53.0	\$41.7
Personnel	1,177	1,157	1,107	1,211	1,226	1,103	1,127	1,096
Overtime paid (\$000,000)	\$0.5	\$0.7	\$0.8	\$0.6	\$0.5	\$0.5	\$0.3	\$0.3

¹January 2013 Financial Plan
²Expenditures include all funds.

"NA" - Not Available in this report
January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- The Department added the following indicators: 'projects delivered on time (%)' and 'uptime of telecommunications network (voice over Internet protocol) (%).'
- The Department removed the following indicators: 'service desk contacts - via web,' 'service desk contacts - DoITT-filed,' and 'service desk contacts - automated' because the contacts were already covered under 'calls to service desk' and 'emails to service desk.'
- The Department replaced the indicators 'service catalog requests for IT Infrastructure' and 'service catalog requests for IT programs and applications,' with 'service catalog requests handled as business as usual (%)' and 'service catalog requests that receive solutions review (%)', and it replaced 'IT contracts,' 'open IT procurements,' and 'average time to process an enterprise contracts (days),' with 'citywide IT professional services contracts in use by agencies (%)' and 'agencies' task orders using citywide IT professional services contracts.'
- The Department re-named the following indicators: 'capacity utilization of key systems (mainframe)' to 'average mainframe peak utilization (%)'; 'service desk contacts - via telephone' to 'calls to Citywide Service Desk;' 'service desk contacts – via email' to 'emails to Citywide Service Desk;' 'planned IT infrastructure changes' to 'IT Infrastructure changes;' 'unplanned IT infrastructure changes (%)' to 'emergency IT infrastructure changes (%),' 'service catalog requests submitted by City agencies' to 'service catalog requests submitted' and 'pay phone violations upheld in court (%)' to 'pay phone violations upheld (%).'

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

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

