

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Indicator Name:	Average 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:	Average mainframe peak utilization (%)
Description:	Average capacity utilization of key mainframe systems managed and operated by DoITT.
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:	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 (supporting critical FDNY and EMS dispatch services and other public safety agencies) is available.
Source:	Wireless Technologies
Indicator Name:	Service incidents
Description:	Number of incidents of information technology (IT) service disruption that are corrected/restored, or new IT service needs that are fulfilled, by DoITT staff.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve all service incidents (days)
Description:	Average time to resolve all service incidents, in calendar days, by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve service incidents -Urgent priority (days)
Description:	Average time to resolve incidents impacting more than 100 users or an entire agency.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve service incidents - High priority (days)
Description:	Average time to resolve incidents impacting less than 100 users. Level of severity to an agency is also taken into consideration.
Source:	Enterprise Services Management
Indicator Name:	Average time to resolve service incidents - Medium priority (days)
Description:	Average time to resolve second lowest priority incidents by appropriate DoITT technology group.
Source:	Enterprise Services Management

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Indicator Name:	Average time to resolve service incidents - Low priority (days)
Description:	Average time to resolve lowest priority incidents by appropriate DoITT technology group.
Source:	Enterprise Services Management
Indicator Name:	Projects delivered on time (%)
Description:	Average percent of total projects on schedule according to their baseline finish date.
Source:	Project Management Office
Indicator Name:	Service catalog requests
Description:	Number of Service Catalog requests by agencies submitted for DoITT services.
Source:	Enterprise Services Management
Indicator Name:	Service catalog requests handled as business as usual (%)
Description:	Percentage of requests submitted through DoITT's Service Catalog that do not require solutions review.
Source:	Program and Portfolio Management
Indicator Name:	Service catalog requests that receive solutions review (%)
Description:	Percentage of requests submitted through DoITT's Service Catalog that receives analysis and evaluation to assure proper solution.
Source:	Program and Portfolio Management
Indicator Name:	Uptime of telecommunications network (voice over Internet protocol) (%)
Description:	Percent of time the City's voice over Internet protocol (VoIP) communications network is available.
Source:	Telecommunications
Indicator Name:	Service incidents - telecommunication repair
Description:	Number of requests to resolve telecommunications 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 to resolve all telecommunication incidents received by the Service Desk.
Source:	Enterprise Services Management
Indicator Name:	NYC.gov page views (000)
Description:	Cumulative number of requests to load a single HTML file ('page') on the City's website at www.nyc.gov.
Source:	Web and New Media Operations
Indicator:	NYC.gov unique visitors (average monthly) (000)
Description:	Average of the number of unique visitors per month, as determined by IP addresses, to one or more pages within the www.nyc.gov portal.
Source:	Web and New Media Operations
Indicator Name:	Data sets available for download on NYC.gov/OpenData
Description:	Reflects raw and mapped data sets from City agencies available to public on the City's website at www.nyc.gov/opendata.
Source:	Web and New Media Operations

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Indicator Name:	Cable complaints resolved within 30 days (%)
Description:	Percentage of all cable complaints received by DoITT to marked status resolved from the cable company within 30 calendar days or less.
Source:	Franchise Administration
Indicator Name:	Average time to resolve all cable complaints (days)
Description:	Average number of calendar days from when cable complaints are received by DoITT to marked status resolved from the cable company.
Source:	Franchise Administration
Indicator Name:	Inspected phones deemed operable (%)
Description:	The percentage of public pay telephones on City streets that are found in working order when inspected by DoITT.
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:	Pay phone inspections conducted
Description:	Total number of inspections of pay phones by DoITT inspectors, including re-inspections.
Source:	Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name:	Pay phone violations upheld (%)
Description:	Violations issued for pay phones that were not dismissed by the Environmental Control Board (ECB).
Source:	Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name:	Citywide IT professional services contracts in use by agencies (%)
Description:	The percentage of the value of task orders and task order amendments registered against the overall value of citywide IT professional services contracts administered by DoITT.
Source:	Vendor Management
Indicator Name:	Agencies' task orders using citywide IT professional services contracts
Description:	The number of registered task orders or task order amendments that leverage DoITT-administered Citywide Information Technology Consultant Services (ITCS-3) contracts.
Source:	Vendor Management

