



DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

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

- During the first four months of Fiscal 2014 DoITT maintained its key systems at an average uptime of 99.97 percent, while handling an increase in mainframe system use. Recently, DoITT increased the capacity of the shared City agencies mainframe to ensure the system continues to function reliably. To further improve performance and lower costs, DoITT continues to move towards virtual servers instead of physical servers.
- DoITT performed better than its target of three days to resolve all service incidents, taking an average of 1.4 days to resolve all incidents during the first four months of Fiscal 2014, a 22 percent decrease compared to the same period of Fiscal 2013. This decrease is consistent with a 27 percent decline in the number of service incidents seen during the reporting period.
- DoITT continues to make improvements in the way its projects are planned and carried out. Because of increased communication, information gathering and planning, DoITT delivered 82 percent of its projects on time during the first four months of Fiscal 2014.

- During the first four months of Fiscal 2014 DoITT's voice over Internet protocol (VoIP) telecommunications network uptime was 100 percent. DoITT continues to migrate phones to VoIP, a more resilient telephony network that allows users to move to different locations with little additional configuration.
- During the reporting period the number of [NYC.gov](http://nyc.gov) page views increased 69 percent. This increase is largely attributable to the [NYC.gov](http://nyc.gov) site redesign, the first in 10 years, which launched during the reporting period. The redesigned site, which is now more easily navigable on mobile devices, should result in continued growth in page views.
- DoITT has already met its Fiscal 2014 target of publishing 1,165 data sets. An increase in the number of data sets available and the promotion of events that encourage their use have resulted in the creation of nearly 300 online and mobile apps using City data.
- During the first four months of Fiscal 2014 DoITT resolved 99 percent of cable complaints within 30 days, exceeding the annual target of 98 percent. However, the average time to resolve all complaints increased from 12 days to 14 days. This increase is attributed to normal fluctuations in the length of time it takes for the cable providers to troubleshoot service issues, dispatch field technicians and settle billing disputes.
- The percentage of inspected pay phones on City streets deemed operable has increased to 66 percent during the first four months of Fiscal 2014, compared to 60 percent during the same period of Fiscal 2013. This increase is partially attributable to public pay telephone companies installing wireless cellular units to restore dial tone outages.

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 Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average uptime of key systems (mainframe, UNIX, Wintel) (%)	99.96%	99.95%	99.83%	99.99%	99.99%	99.56%	99.97%
Average utilization of shared City agencies mainframe system (%)	NA	NA	79.6%	*	*	72.2%	79.6%
Average utilization of mainframe system used by the Department of Education and DoITT (%)	NA	NA	46.5%	*	*	38.3%	44.2%
Uptime of NYC.gov (%)	99.88%	99.78%	99.99%	99.99%	99.99%	99.99%	99.98%
Uptime of NYCWiN (%)	99.97%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
Uptime of 800 MHz network (%)	99.99%	99.98%	99.99%	99.99%	99.99%	99.99%	99.99%
Uptime of Citywide Radio Network (%)	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Service incidents	144,633	207,980	219,685	*	*	90,951	66,521
★ Average time to resolve all service incidents (days)	1.4	1.5	1.8	3.0	3.0	1.8	1.4
Average time to resolve service incidents - Urgent (days)	0.8	0.3	0.8	0.1	0.1	0.9	0.3
Average time to resolve service incidents - High (days)	0.8	0.6	1.4	0.2	0.2	1.6	0.7
Average time to resolve service incidents - Medium (days)	1.2	1.6	1.4	3.0	3.0	1.4	1.2
Average time to resolve service incidents - Low (days)	1.8	1.7	1.9	6.0	6.0	2.0	1.6

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Projects delivered on time (%)	NA	NA	75%	75%	75%	75%	82%
Service catalog requests	187	170	240	*	*	68	72
Service catalog requests handled as business as usual (%)	NA	NA	23%	*	*	29%	19%
Service catalog requests that receive solutions review (%)	NA	NA	68%	*	*	59%	71%

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Service incidents - Telecommunications repair	6,096	7,194	5,634	*	*	1,896	1,480
Average time to resolve telecommunications incidents (days)	4.1	4.5	10.2	*	*	9.6	4.6
★Uptime of telecommunications network (voice over Internet protocol) (%)	NA	NA	99.97%	99.99%	99.99%	NA	100.00%

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★NYC.gov page views (000)	590,599	635,710	386,668	635,710	635,710	115,796	195,834
NYC.gov unique visitors (average monthly) (000)	2,351	2,781	3,774	*	*	3,888	3,998

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Data sets available for download on NYC.gov/OpenData	361	778	1,139	1,165	1,311	781	1,165

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Service 3: Regulate franchised cable services.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Cable complaints resolved within 30 days (%)	98.7%	99.2%	99.3%	98.0%	98.0%	99.2%	99.4%
Average time to resolve all cable complaints (days)	12	12	13	*	*	12	14

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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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Inspected phones deemed operable (%)	77%	75%	61%	75%	75%	60%	66%
Inspected phones passing scorecard appearance standards (%)	97%	98%	98%	95%	95%	99%	98%
Pay phone inspections conducted	8,435	8,614	9,286	*	*	2,956	3,385
Violations admitted to or upheld at the Environmental Control Board (%)	NA	73%	69%	*	*	80%	70%

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Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Citywide IT professional services contracts in use by agencies (%)	NA	NA	46%	*	*	NA	NA
Agencies' task orders using citywide IT professional services contracts	NA	NA	810	*	*	212	351

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Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	92%	95%	97%	*	*	98%	99%
E-mails responded to in 14 days (%)	85%	94%	96%	*	*	93%	96%
Rate of overall customer satisfaction (%)	NA	NA	NA	*	*	NA	77%

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Response to 311 Service Requests (SRs)							
Percent meeting time to close – Cable Complaint - Service (15 days)	99	98	96	*	*	99	94
Percent meeting time to close – Cable Complaint - Billing (30 days)	93	100	99	*	*	98	100
Percent meeting time to close – Cable Complaint - Miscellaneous (30 days)	98	100	99	*	*	100	99
Percent meeting time to first action – Public Payphone Complaint - Lost Coin (44 days)	73	88	64	*	*	70	92
Percent meeting time to first action – Public Payphone Complaint - Damaged Telephone (30 days)	58	59	44	*	*	52	51

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$415.4	\$452.5	\$431.6	\$448.5	\$507.4	\$457.4	\$287.1	\$175.4
Revenues (\$000,000)	\$160.6	\$166.4	\$162.4	\$168.9	\$167.0	\$161.0	\$41.7	\$51.2
Personnel	1,157	1,107	1,130	1,280	1,309	1,267	1,096	1,126
Overtime paid (\$000)	\$671	\$788	\$998	\$502	\$502	\$517	\$251	\$203

¹February 2014 Financial Plan

²Expenditures include all funds.

"NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

- The Department added the following indicator: 'rate of overall customer satisfaction (%).'

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

