



## 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 large interagency technology projects. For example, in Fiscal 2014 DoITT assumed 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 2015, DoITT will begin to implement LinkNYC, following rounds of public feedback and pilot programs exploring how best to replace the City's aging payphone infrastructure. LinkNYC will provide free, gigabit-fast Wi-Fi access for New Yorkers in neighborhoods across each of the five boroughs—also offering free domestic calling and 911 and 311 access. Moreover, LinkNYC is expected to generate at least \$500 million for the City over the next 12 years, providing additional revenue for more broadband initiatives aimed at bridging the digital divide. DoITT leads NYC Connected Communities, which provides \$3.7 million per year to a range of City partners to increase public broadband access, computer literacy and job readiness training in communities of need. DoITT also administers NYC.gov, the City's official website. 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

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### **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.

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

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### **SERVICE 3 Regulate franchised cable services.**

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

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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.

## HOW WE PERFORMED

- During the first four months of Fiscal 2015, DoITT maintained its key systems at an average uptime of 99.93 percent, a slight decrease compared to the first four months of Fiscal 2014. DoITT attributes the decrease to several end-of-life Wintel systems that experienced outages in October 2014. The systems are scheduled to be replaced during Fiscal 2015.
- Although there was a seven percent increase in service desk requests and calls to the Citywide Service Desk, DoITT performed better than last period and exceeded its target to resolve all service incidents within three days, achieving an average of 1.2 days during the first four months of Fiscal 2015. These improvements can be partially attributed to modifications to automated incident management tools, as well as the increased use of real-time incident dashboards.
- During the reporting period DoITT saw a 183 percent increase in the number of Service Catalog requests received from City agency customers. This is primarily attributable to the implementation of a new intake process.
- As a result of DoITT improving mobile device access to the NYC.gov portal, page views for NYC.gov increased 139 percent during the reporting period, even though the number of unique visitors remained somewhat constant.
- During the first four months of Fiscal 2015, 97 percent of the annual OpenData target of 1,311 datasets was published. The annual update to the NYC OpenData plan and the launch of the NYC BigApps competition have helped drive this. Several high-value datasets have been released during the reporting period, including data related to motor vehicle collisions, revised restaurant inspection results and licensed street hail livery drivers.
- DoITT continues to resolve cable complaints in a timely manner, ending the four-month period with 99.7 percent of cable complaints resolved within 30 days, a slight improvement compared to the first four months of Fiscal 2014. The average time to resolve complaints decreased from 14 to 13 days due to an increase in responsiveness by cable companies.
- DoITT saw a 17 percentage point decrease in inspected payphones deemed operable during the reporting period, largely due to the continued deterioration of the copper infrastructure. During the period DoITT conducted 22 percent more payphone inspections by using route planning efficiencies.

## 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Average uptime of key systems (mainframe, UNIX, Wintel) (%)	99.95%	99.83%	99.72%	99.99%	99.99%	99.97%	99.93%
Average utilization of shared City agencies mainframe system (%)	NA	79.6%	79.7%	*	*	79.6%	79.2%
Average utilization of mainframe system used by the Department of Education and DoITT (%)	NA	46.5%	49.2%	*	*	44.2%	52.6%
Uptime of NYC.gov (%)	99.78%	99.99%	99.93%	99.99%	99.99%	99.98%	100.00%
Uptime of NYCWiN (%)	99.99%	99.99%	100.00%	99.99%	99.99%	99.99%	100.00%
Uptime of 800 MHz network (%)	99.98%	99.99%	100.00%	99.99%	99.99%	99.99%	100.00%
Uptime of Citywide Radio Network (%)	99.99%	99.99%	100.00%	99.99%	99.99%	99.99%	100.00%

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Average time to resolve all service incidents (days)	1.5	1.8	1.2	3.0	3.0	1.4	1.2
Average time to resolve service incidents - Urgent (days)	0.3	0.8	0.7	0.1	0.1	0.3	0.9
Average time to resolve service incidents - High (days)	0.6	1.4	0.5	0.2	0.2	0.7	0.3
Average time to resolve service incidents - Medium (days)	1.6	1.4	1.0	3.0	3.0	1.2	0.9
Average time to resolve service incidents - Low (days)	1.7	1.9	1.5	6.0	6.0	1.6	1.5

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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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Projects on schedule (%)	NA	75%	85%	75%	75%	82%	91%
★Projects completed on time (%)	NA	NA	NA	↑	↑	NA	68%
Service catalog requests	170	240	391	*	*	72	204
Service catalog requests handled as business as usual (%)	NA	23%	15%	*	*	19%	25%
Service catalog requests that receive solutions review (%)	NA	68%	75%	*	*	71%	68%

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### Goal 1d

Ensure effective management of the City's telecommunications service.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Service incidents - Telecommunications repair	7,194	5,634	3,909	*	*	1,480	1,244
Average time to resolve telecommunications incidents (days)	4.5	10.2	4.6	*	*	4.6	4.7
★Uptime of telecommunications network (Voice over Internet Protocol) (%)	NA	99.97%	100.00%	99.99%	99.99%	100.00%	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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ NYC.gov page views (000)	635,710	386,668	789,791	635,710	635,710	195,834	467,718
NYC.gov unique visitors (average monthly) (000)	2,781	3,774	3,778	*	*	3,998	3,868

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Data sets available for download on NYC.gov/OpenData	778	1,139	1,273	1,311	1,311	1,165	1,276

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

## SERVICE 3 Regulate franchised cable services.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Cable complaints resolved within 30 days (%)	99.2%	99.3%	99.4%	98.0%	98.0%	99.4%	99.7%
Average time to resolve all cable complaints (days)	12	13	14	*	*	14	13

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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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Inspected phones deemed operable (%)	75%	61%	65%	75%	75%	66%	49%
Inspected phones passing scorecard appearance standards (%)	98%	98%	97%	95%	95%	98%	99%
Pay phone inspections conducted	8,614	9,286	9,491	*	*	3,385	4,119
Violations admitted to or upheld at the Environmental Control Board (%)	73%	69%	69%	*	*	70%	69%

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## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Citywide IT professional services contracts in use by agencies (%)	NA	46%	57%	*	*	NA	NA
Agencies' task orders using citywide IT professional services contracts	NA	810	1,071	*	*	351	200

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Letters responded to in 14 days (%)	95%	97%	99%	*	*	99%	86%
E-mails responded to in 14 days (%)	94%	96%	97%	*	*	96%	95%
Rate of overall customer satisfaction (%)	NA	NA	79%	*	*	77%	89%

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Response to 311 Service Requests (SRs)							
Percent meeting time to close – cable complaint - service (15 days)	98	96	97	*	*	94	97
Percent meeting time to close – cable complaint - billing (30 days)	100	99	100	*	*	100	99
Percent meeting time to close – cable complaint - miscellaneous (30 days)	100	99	100	*	*	99	100
Percent meeting time to close – public payphone complaint - lost coin (44 days)	88	64	97	*	*	92	86
Percent meeting time to close – public payphone complaint - damaged telephone (30 days)	59	44	77	*	*	51	82

## AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 <sup>1</sup>	FY16 <sup>1</sup>	FY14	FY15
Expenditures (\$000,000) <sup>2</sup>	\$452.5	\$431.6	\$467.5	\$487.5	\$535.0	\$508.1	\$175.4	\$253.6
Revenues (\$000,000)	\$166.4	\$162.4	\$168.2	\$161.0	\$160.4	\$161.0	\$51.2	\$56.3
Personnel	1,107	1,130	1,163	1,346	1,498	1,499	1,126	1,161
Overtime paid (\$000)	\$788	\$998	\$777	\$517	\$517	\$517	\$203	\$171

<sup>1</sup>February 2015 Financial Plan      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Department added 'projects completed on time (%)' to measure the percentage of projects that were completed on schedule according to their baseline finish date.
- The Department revised the names of two customer service indicators to correct an error and clarify that the time to close service requests – rather than the time to first action – is being measured. 'Percent meeting time to first action-public payphone complaint-lost coin' and 'percent meeting time to first action-public payphone complaint-damaged telephone' now read: 'percent meeting time to close-public payphone complaint-lost coin' and 'percent meeting time to close-public payphone complaint- damaged telephone.'

## ADDITIONAL RESOURCES

For more information on the agency, please visit: [www.nyc.gov/doitt](http://www.nyc.gov/doitt).