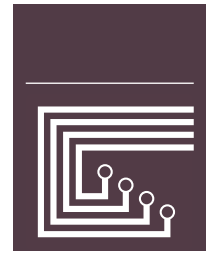# DEPARTMENT OF INFORMATION TECHNOLOGY & TELECOMMUNICATIONS

WHAT WE DO

The Department of Information Technology and Telecommunications (DoITT) provides the technology that enables City services for all who live, work, do business in and visit the City of New York. From safeguarding and modernizing NYC's technology assets, to aiding in the City's public safety and quality of life missions, to managing the nation's largest non-emergency hotline, to expanding 5G access, administering the City's mobile telecommunications franchises, overseeing interagency technology initiatives and procurements and building the infrastructure and pathways to end long-standing public and social issues, *DoITT connects NYC*. DoITT's efforts help make City government more accessible, transparent, and effective; empowers the public; and keeps our five boroughs safe, strong, and vibrant.

FOCUS ON EQUITY

Strengthening the equitable and transparent delivery of services to all New Yorkers is central to DoITT's work. DoITT manages the 311 Customer Service Center, which is the primary gateway for the public to access government services. During July 2021 to October 2021, wait times for critical COVID-19 related services for New Yorkers continued to be minimal. In Fiscal 2021, DoITT implemented the equitable rollout of 5G technology across the City by releasing poles to be reserved for 5G equipment for all mobile telecommunications carriers. DoITT has been working toward the equitable rollout of 5G across the City by strategically prioritizing historically underserved neighborhoods, primarily in the outer boroughs and Manhattan above 96th Street. DoITT oversees the LinkNYC franchise program, which provides free access to the internet across the City. DoITT continues to run and grow its robust minority and woman-owned business enterprise (M/WBE) program that encourages more City contracting with M/WBEs. DoITT looks forward to deploying new LinkNYC kiosks in underserved neighborhoods across the five boroughs. DoITT's response to COVID-19 demonstrated its commitment to supporting vulnerable and underserved New Yorkers by bringing Wi-Fi to 200+ family homeless shelters, building and maintaining the City's vaccination portal and telephone hotline (including patient referrals by community based organizations), and by continuing efforts to close the digital divide by opening up new residential broadband solicitations in underserved neighborhoods.

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.

Goal 1b Resolve all service disruptions within targeted levels.

Goal 1c Ensure all application development and IT infrastructure projects are delivered on time and within budget.

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 datasets.

SERVICE 3 **Regulate franchised cable services.**

Goal 3a Ensure customer complaints are resolved positively.

SERVICE 4 **Regulate provisioning of public telecommunication services on City streets.**

Goal 4a Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.

HOW WE PERFORMED

During the first four months of Fiscal 2022, technology was the key to enabling the City's successful transition back to the office and containing the spread of the virus through the Citywide vaccination effort.

- DoITT continued its pandemic leadership by establishing the technology infrastructure for Key to NYC Inspection efforts.

- DoITT continued to build out and support the technology platform for the City's general vaccination efforts, which include an online portal that is used by members of the public for scheduling vaccination appointments; vaccination site staff managing persons who receive a vaccine; and vaccinators administering doses.

- DoITT continued to manage the City's vaccination call center, which allows New Yorkers to schedule vaccination appointments no matter their access to the internet.

- DoITT led the City's effort to onboard private and not-for-profit vaccination providers through its vaccination technology platform.

- DoITT built several technologies to support the implementation of Key to NYC policies including the NYC COVID Safe Application and Fake Proof of Vaccination Form.

- DoITT continued to maintain the infrastructure that has enabled more than 100,000 City employees to remotely access the City's network throughout the pandemic and facilitate the safe transition back to the office.

- DoITT maintained the City's COVID-19 contact tracing application, which remains an essential part of the City's efforts to contain the spread of the virus.

Even with all of the COVID-related projects, the general work of the agency remained on track:

- DoITT continued its citywide effort to decommission legacy systems at other agencies and offices to reduce vulnerability to security threats. The number of active projects to support outside agencies continues to climb with each fiscal year. In the first four months of Fiscal 2022, the number of active projects to support outside agencies is already 75% of the overall number for Fiscal 2021.

- Text-to-911 was in operation for more than a year by the end of October 2021, with no outages and more than 34,000 text sessions between New Yorkers and 911 operators.

- In the first four months of Fiscal 2022, the number of subscriptions to the LinkNYC franchise crossed 10 million.

- DoITT updated the terms of the City's LinkNYC franchise agreement to support 5G buildout, focus on digital equity, and resume and prioritize LinkNYC installations in underserved neighborhoods.

SERVICE 1 Deliver City IT services including hardware, software and technical support.

| Goal 1a | Provide quality service delivery and performance monitoring. |

	Actual			Target		4-Month Actual	
Performance Indicators	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Systems DoITT manages	253	363	383	*	*	NA	NA
★ Newly completed projects that provide new services to the public	7	48	69	*	*	NA	NA
★ Incidents that directly impact services provided to the public	NA	106	92	⇩	⇩	NA	NA
★ Critical public safety outages	2	0	0	⇩	⇩	0	0
★ Total outage time for critical public safety infrastructure (minutes)	15,841	0	0	⇩	⇩	NA	NA

★ Critical Indicator   ✱ Equity Indicator   "NA" Not Available   ⇧⇩ Directional Target   * None

Goal 1b — Resolve all service disruptions within targeted levels.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Incidents by severity level - Critical	89	157	100	⇩	⇩	NA	NA
Incidents by severity level - High	1,495	1,997	1,506	*	*	NA	NA
Incidents by severity level - Medium	7,330	8,188	8,304	*	*	NA	NA
Incidents by severity level - Low	33,832	30,754	31,539	*	*	NA	NA
★ Average incident resolution time by SLA level (hours) - Critical	5	5	5	⇩	⇩	NA	NA
Average incident resolution time by SLA level (hours) - High	6	10	17	*	*	NA	NA
Average incident resolution time by SLA level (hours) - Medium	23	24	31	*	*	NA	NA
Average incident resolution time by SLA level (hours) - Low	15	21	5	*	*	NA	NA

★ Critical Indicator ❋ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1c — Ensure all application development and IT infrastructure projects are delivered on time and within budget.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Active projects for new services to the public	49	97	103	*	*	NA	NA
★ Active projects to support outside agencies	64	114	155	*	*	NA	NA

★ Critical Indicator ❋ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

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	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
NYC.gov web page views (000)	257,038.9	288,651.9	312,134.4	*	*	97,753.6	97,951.2
★ NYC.gov unique visitors (average monthly) (000)	4,373	5,438	6,397	⇧	⇧	5,785	6,480

★ Critical Indicator ❋ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 2b — Increase the number of publicly available datasets.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Data sets available for download on NYC.gov/OpenData	2,619	2,855	3,293	*	*	2,962	3,395
Datasets with data dictionaries on NYC.gov/OpenData (%)	91.3%	91.4%	92.2%	*	*	NA	NA

★ Critical Indicator ❋ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 3 Regulate franchised cable services.

Goal 3a — Ensure customer complaints are resolved positively.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Video cable complaints Citywide	NA	2,839	2,941	⇩	⇩	NA	NA
★ Video complaints resolved Citywide (%)	NA	77%	78%	⇧	⇧	NA	NA

★ Critical Indicator ❋ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

Goal 4a Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Cumulative number of LinkNYC subscribers	6,925,073	8,983,785	9,699,767	*	*	NA	10,143,363
Summonses issued for Link kiosks with inoperable phone service or unacceptable appearance	24	59	73	*	*	NA	NA
Revenue collected from LinkNYC Franchise Fees and liquidated damages ($000)	$33,823.1	$0.0	$26,875.0	$4,500.0	$5,100.0	$0.0	$1,720.3

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Citywide IT professional services contracts in use by agencies (%)	44%	49%	52%	*	*	NA	NA

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Letters responded to in 14 days (%)	NA	NA	100%	*	*	NA	100%
E-mails responded to in 14 days (%)	NA	NA	100%	*	*	NA	NA
Percent meeting time to close – cable complaint - video service (15 days)	NA	NA	53	*	*	NA	NA
Percent meeting time to close – cable complaint - billing (30 days)	NA	NA	77	*	*	NA	NA
Percent meeting time to close – cable complaint - miscellaneous (30 days)	NA	NA	85	*	*	NA	NA

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22[1]	FY23[1]	FY21	FY22
Expenditures ($000,000)[2]	$675.5	$821.7	$970.7	$746.9	$968.7	$706.9	$410.9	$524.9
Revenues ($000,000)	$160.4	$150.7	$172.1	$143.5	$167.6	$146.2	$39.6	$61.1
Personnel	1,562	1,687	1,646	1,859	1,756	1,734	1,645	1,602
Overtime paid ($000)	$1,936	$2,677	$1,262	$315	$626	$315	$651	$278

[1]February 2022 Financial Plan. [2]Expenditures include all funds "NA" - Not Available

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY21[1] ($000,000)	February 2022 Financial Plan FY22[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$162.1	$165.6	
001 - Technology Services	$87.9	$83.1	All
003 - Admin/Operations	$18.7	$18.6	All
007 - 911 Technical Operations	$15.5	$18.5	1a, 1b, 1c
009 - Mayor's Office of Media & Entertainment	$7.1	$8.3	*
011 - 311	$19.7	$20.2	*
013 - New York City Cyber Command	$13.3	$17.0	*
Other Than Personal Services - Total	$808.6	$803.1	
002 - Technology Services	$563.8	$471.4	All
004 - Admin/Operations	$42.2	$49.2	All
008 - 911 Technical Operations	$74.4	$87.1	1a, 1b, 1c
010 - Mayor's Office of Media & Entertainment	$10.3	$45.2	*
013 - 311	$34.1	$44.5	*
014 - New York City Cyber Command	$83.6	$105.6	*
Agency Total	$970.7	$968.7	

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds.   [2] Includes all funds.   [3] Refer to agency goals listed at front of chapter.   "NA" Not Available   * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS ✐

- The historical values for 'Systems DoITT manages' was amended to account for the expansion of Enterprise Directory Services systems, which enabled remote work for City workers during the COVID-19 pandemic.

- The historical values for 'Active projects for new services to the public' were amended as a result of minor data quality improvements since the Fiscal 2021 MMR.

- The historical values for 'Active projects to support outside agencies' were amended to account for the inclusion of 311 under DoITT in the citywide organizational chart.

- The indicator "Telecommunications advertisement-generated revenue" was retired because its definition did not align with the restructured LinkNYC contract.

- The indicator "Revenue collected from LinkNYC Franchise Fees and liquidated damages" was added because it better captured the revenue from the restructured LinkNYC contract.

ADDITIONAL RESOURCES

For additional information go to:

- NYC.gov:
  http://www.nyc.gov/

- NYC Open Data:
  http://nyc.gov/opendata

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