Departmental Quarterly Performance Report

Enterprise Technology Services Department (ETSD)

Reporting Period:
FY 03-04
2nd Quarter

I. Performance Initiatives	Page 2
II. Personnel Status	Page 4
III. Financial Performance	Page 5
IV. Department Director Review	Page 7

Departmental Quarterly Performance Report
Department Name: ETSD
Reporting Period: FY 03-04 2nd Qtr.

MAJOR PERFORMANCE INITIATVES

Describe Key Initiatives and Status	Check all that apply
ES4-1: Use friendly e-government sharing information and providing expanded hours and services. **Answer Center** *Infrastructure* ▪ Approximately 55% of the 311 hardware has been installed. Pending hardware items include IVRs, recorders, and the Avaya Telephone Switch upgrade. Software and Hardware configuration is in process. ▪ New CSR Release 3.9.1. has been installed, bringing 3-1-1 software solution implementation to 78% completion rate. *Integration* ▪ Completed initial integration testing for interface of Answer Center applications with existing County applications and data.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
ES4-2: Available, reliable systems **Increase capacity of core network** ▪ Core network equipment to expand the transmission speed and capacity has been delivered and installed. Fiber optic connectivity is being checked and system is being tuned. **Increase Mainframe Capacity** ▪ On 4/11/04 the data center division completed the install of two new CPUs with 450 MIPs (million instructions per second) each, on schedule and under budget, **Improve Execution Success Rate of Production Batch Jobs** ▪ Completed 99.6% of all application-related production batch jobs satisfactorily, without errors.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
ES4-3: Responsive service deployment and resolution of technology problems **Data Warehouse** ▪ Completed 90% of the production deployment of Juvenile Assessment Center (JAC) data warehouse. ▪ Completed 100% of the development of the infrastructure to facilitate the creation and ongoing operation of data warehouses. **Develop Process for maintaining standards** ▪ As of April 2004, ETSD has adopted a standards template. The next step will be for each group to enter their standards and then publish the information on the web. **Improve Technical and Management Skills of ETSD staff** ▪ Provided training on "Mediation and Resolving Workplace Conflict" for 60 management staff.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*
ES4-4: Smart, Coordinated IT Investments **Coordinate major IT purchases** ▪ Increased use of Enterprise Infrastructure Platforms such as Regatta for County applications to leverage economies-of-scale as opposed to the use of independent and isolated equipment which is costly to maintain. Three fully configured Regatta's are in place and supporting various applications, including the County's Portal that was migrated from IBM as of March 2004. ▪ Negotiated an upgrade fee associated with the County's new CPU with Computer Associates (CA), saving ETSD $245,000. ▪ Negotiated an interim solution with MCI for long distance charges. This will reduce communications costs by sending all long distance traffic to the MCI WorldCom network during the period needed to award a new long distance competitive solicitation for local, national, and international long distance services. In the mean time, the agreement will provide savings of up to $30,000 on a monthly basis, once all existing SunCom services are transitioned.	__ *Strategic Plan* X *Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

ES4-5: Technology projects completed as planned **Implement Project Management Office (PMO) concept and associated Project Management methodology throughout ETSD** ▪ Major departmental projects are being tracked on a monthly basis and monthly project management status meetings are also taking place. Additionally, projects experiencing problems or delays are being tracked on a weekly basis. ▪ Working with ERD and FIU, the schedule for the next series of Project Management Certification courses has been developed.	__ *Strategic Plan* *X Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ **(Describe**
ES4-6: County processes improved through information technology **Plan and Install Countywide Broadband Wireless Network** ▪ Currently reviewing existing technologies and various proposed vendor solutions to meet the unique requirements for Miami-Dade County for an integrated, converged network providing high speed wireless access to voice, video and data services.	__ *Strategic Plan* *X Business Plan* __ *Budgeted Priorities* __ *Customer Service* __ *ECC Project* __ *Workforce Dev.* __ *Audit Response* __ *Other*_____ *(Describe)*

Departmental Quarterly Performance Report
Department Name: ETSD
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PERSONNEL SUMMARY

A. *Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	590	652	590	65	629	54				

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

C. Turnover Issues

D. Skill/Hiring Issues

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

F. Other Issues

Departmental Quarterly Performance Report
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FINANCIAL SUMMARY

	PRIOR YEAR	CURRENT FISCAL YEAR							
			Quarter		Year-to-date				
	Actual	Total Annual Budget	Budget	Actual	Budget	Actual	$ Variance	% of Annual Budget	
Revenues									
IT Business Office	1,842	2,082	520	-	1,041	0	100.00%	0.00%	(1)
E-Gov	408	471	118	-	235	0	100.00%	0.00%	(1)
E-Services	4,848	5,220	1,305	57	2,610	531	79.66%	10.17%	(1)
E-Technologies	3,174	9,809	2,452	733	4,905	1,652	66.33%	16.84%	(1)
E-Center	2,331	2,063	516	-	1,031	-	100.00%	0.00%	(1)
Consultancy	-	394	98	-	197	-			(1)
Application Services	16,464	17,789	4,447	4,625	8,895	5,616	36.86%	31.57%	(1)
C.T.O.'s Office	993	1,914	479	106	957	106	88.90%	5.55%	(1)
Data Center Services	14,007	19,548	4,887	1,659	9,774	5,323	45.54%	27.23%	(1)
Telecommunications Consulting Services	12,911	12,076	3,019	2,569	6,038	5,278	12.58%	43.71%	(1)
Telephone & Data Field Services	9,449	12,729	3,182	2,246	6,365	4,462	29.90%	35.05%	(2)
Radio Com Services	11,320	11,849	2,962	5,429	5,924	9,980	-68.45%	84.22%	(2)
Phone Service Charge Back	16,657	16,657	4,164	6,205	8,329	9,311	-11.79%	55.90%	(3)
800 Mhz System Maintenance	1,700	1,700	425	256	850	679	20.15%	39.93%	(4)
911 Phone Lines Cost	1,305	1,330	333	-	665	-	100.00%	0.00%	(1)
Total	97,409	115,631	28,908	23,886	57,816	42,937	25.73%	37.13%	
Expenses									
IT Business Office	1,842	2,082	520	971	1,041	1,439	-38.27%	69.13%	(5)
E-Gov	404	471	118	102	235	224	4.83%	47.58%	
E-Services	4,852	5,220	1,305	1,352	2,610	2,313	11.36%	44.32%	(5)
E-Technologies	3,124	9,809	2,452	1,601	4,905	2,695	45.04%	27.48%	(5)
E-Center	2,090	2,063	516	407	1,031	842	18.35%	40.83%	(5)
Consultancy	241	394	98	161	197	342	-73.79%	86.90%	(6)
Application Services	16,514	17,789	4,447	4,547	8,895	9,158	-2.96%	51.48%	
C.T.O.'s Office	2,873	2,782	696	751	1,391	1,496	-7.51%	53.76%	
Data Center Services	16,500	21,009	5,252	7,159	10,504	9,918	5.59%	47.21%	(5)
Telecommunications Consulting Services	11,627	11,872	2,968	4,218	5,936	8,478	-42.82%	71.41%	(7)
Telephone & Data Field Services	8,750	12,381	3,095	2,427	6,190	4,596	25.75%	37.12%	(5)
Radio Com Services	8,930	9,984	2,496	1,957	4,992	4,334	13.18%	43.41%	(2)
Phone Service Charge Back	16,657	16,657	4,164	3,780	8,329	8,278	0.61%	49.70%	(3)
800 Mhz System Maintenance	1,700	1,700	425	-	850	-	100.00%	0.00%	(1)
911 Phone Lines Cost	1,305	1,330	333	454	665	628	5.59%	47.21%	(3)
Total	97,409	115,541	28,885	29,888	57,771	54,741	5.24%	47.38%	

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Notes on Financial Information:

(1) General Fund subsidies and other interfund transfers will be posted at the end of the fiscal year.

(2) Some communication equipment charges follow service requests but infrastructure is billed yearly.

(3) Some telephone costs and services billed quarterly will be charged in the next quarter.
(4) Variations in traffic fines collection affect revenue.
(5) Some licenses and other annual maintenance fees will be paid next quarter.
(6) Positions reallocated to this areas due to IT consolidation and other initiatives.
(7) Net expansion DASD hardware and telecommunications equipment paid during first quarter.

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Equity in pooled cash (000's)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
GF 060 001 to 025: ETSD activity*	(3,663)	(4,645)	(3,631)		
SO 100 104 - Project 104141 [800 Mhz maint.]	(404)	(404)	(404)		
Total	(4,067)	(5,049)	(4,035)		

**Excludes CI01: CIO Mgmt Office*

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

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STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:
(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

Anticipated shortfall in projected revenues from proprietary departments of approximately 1.1 million dollars.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature _____ Date 4-30-04