

## Scorecard - Information Technology Department

Information									
<b>Name:</b>	Information Technology Department								
<b>Description:</b>	The Information Technology Department (ITD) is the central technology provider for MiamiDade County. ITD provides information technology services that enable and support the operations of all County departments, external governmental agencies, residents and the public at large, including making information and services easily accessible to citizens and visitors of Miami-Dade County. ITD plans, develops, manages, and maintains a reliable and secure information technology infrastructure, including network, radio and hardware/software platforms, to support countywide and departmental specific applications and services. ITD partners with other County departments, management, and key technology providers to implement and maintain technology solutions that enable efficient operations, delivery of County services, and coordinates with the Information Technology Leadership Council (ITLC) on IT policy and practices. The Department establishes business processes to ensure that IT standards, methodologies, security, and project management are implemented in accordance with best practices. Key stakeholders include all County departments, Miami-Dade County municipal governments, local, state, and federal agencies, elected officials, Miami-Dade County residents, businesses, visitors, and the public that visits the County's website worldwide.								
<b>Domain:</b>	ITD								
<b>Owners:</b>	Petisco, Angel (ITD)								
Details									
		As Of		Actual	Business Plan Goal		FYTD Actual	FYTD Goal	Owners
▼ 1 Customer									
1 Customer									
▼ Improve Customer Service (ITD)									
Kaimchan, Kawal (ITD);									
Improve Customer Service (ITD)									
Total # of Work Orders Submitted	Jun '19			2,787	n/a		n/a	n/a	Kaimchan, Kawal (ITD);
Total Contact Volume	May '12	☑		5,518	7,250	☑	4,572	7,250	Vespe, Cristina (ITD);
Total # of Incidents Submitted	Jun '19			8,782	n/a		n/a	n/a	Kaimchan, Kawal (ITD);
ITD Customer Satisfaction Level (Yearly)	2007	🟡		82%	85%		n/a	n/a	Kaimchan, Kawal (ITD);
IT Service Center First Contact Resolution	Jun '19	🟢		80%	62%	🟢	80%	62%	Kaimchan, Kawal (ITD);
Total # of Remedy Tickets Entered	Jun '19			11,569	n/a		n/a	n/a	Kaimchan, Kawal (ITD);
Average Length of Call (seconds)	Jun '19			253	n/a		n/a	n/a	Kaimchan, Kawal (ITD);
IT Service Center Call Abandon Rate	Jun '19	🟢		1%	10%	🟢	1%	10%	Vespe, Cristina (ITD);
IT Service Center Total Incoming Calls	Jun '19			8,002	n/a		64,100	n/a	Vespe, Cristina (ITD);
IT Service Center Average Speed of Answer (Seconds)	Jun '19	🟢		52	60		n/a	420	Vespe, Cristina (ITD); Kaimchan, Kawal (ITD)
▼ Resolution Response (ITD)									
Information Technology Department									
Resolution Response (ITD)									
% of Computer and Network Service Requests assigned within one business day from the time received.	Jan '19	🟢		95%	95%	🟢	95%	95%	Aguirre, Juan (ITD)
% of Computer and Network repairs completed within 48 hours from the time recieved.	Jan '19	☑		79.00%	92.00%	☑	77.00%	92.00%	Aguirre, Juan (ITD)
% of Telephone Equipment repairs within 48 hours from the time received.	Jan '19	🟡		88.00%	90.00%	🟡	87.50%	90.00%	Aguirre, Juan (ITD)
% of Telephone Repair Calls assigned within 4 hours from the time reported by customer	Jan '19	☑		98%	99%	☑	98%	99%	Aguirre, Juan (ITD)
% of Computer and Network Repair Calls assigned within 4 hours from the time reported by customer	Jan '19	☑		96%	99%	☑	96%	99%	Aguirre, Juan (ITD)
▼ IT Industry Service Comparables to ITD Service Costs									
Information Technology Department									
IT Industry Service Comparables to ITD Service Costs									
95% of vehicle Installations completed on time	Jun '19	🟢		100%	95%	🟢	100%	95%	Gross, Thomas (ITD)
Monthly Radio System User Fee - ITD	'19 FQ3	🟢		27	27	🟢	27	27	27 Smoak, Allen (ITD); Cast, Cindy (ITD); Gross, Thomas (ITD)
Monthly Average Radio Repair Costs Per Device - ITD	Jun '19	🟢		138	250	🟢	152	250	Cast, Cindy (ITD); Smoak, Allen (ITD); Gross, Thomas (ITD)
▼ IT Industry Professional Services Hourly Rates Comparable to ITD									
Information Technology Department									
IT Industry Professional Services Hourly Rates Comparable to ITD									
Professional Hourly Rate - GIS Tech - Esri	2019 FY	🟢		\$90	\$110		n/a	n/a	Lopez, Jose L. (ITD)
Professional Hourly Rate - Architecture Data Conversion - Tyler Tech	2019 FY	🟢		\$125	\$125		n/a	n/a	Camner, Sue (ITD); Suarez, Carmen (ITD)
Professional Hourly Rate - Architecture Systems Configuration & Dev - Tyler Tech	2019 FY	🟢		\$125	\$125		n/a	n/a	Suarez, Carmen (ITD); Camner, Sue (ITD)
Professional Hourly Rate - GIS Project Manager - Esri	2019 FY	🟢		\$165	\$277		n/a	n/a	Lopez, Jose L. (ITD)
Professional Hourly Services - IT Project Management (under \$10m) - Source: Project Management Institute	2019 FY	🟢		\$46	\$61		n/a	n/a	Arora, Rishi (ITD)
Professional Hourly Rate - GIS Software	2019 FY	☑		\$195	\$120		n/a	n/a	Lopez, Jose L. (ITD)

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Professional Hourly Rate - GIS Software Developer - Esri	2019 FY		\$180	\$120	n/a	n/a	Lopez, Jose L. (ITD)	Professional Hourly Rate - GIS Software Developer - Esri																																																																		
Professional Hourly Rate - Architecture Project Manager - Tyler Tech	2019 FY		\$125	\$115	n/a	n/a	Camner, Sue (ITD); Suarez, Carmen (ITD)	Professional Hourly Rate - Architecture Project Manager - Tyler Tech																																																																		
Professional Hourly Rate - IT Project Management (Above \$10m)- Source: Project Management Institute	2019 FY		\$61	\$68	n/a	n/a	Arora, Rishi (ITD)	Professional Hourly Rate - IT Project Management (Above \$10m)- Source: Project Management Institute																																																																		
1.2 Provide Innovative Customer Solutions				Information Technology Department				1.2 Provide Innovative Customer Solutions																																																																		
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EPMO - Enterprise Portfolio Management Office	Strategic Plan	n/a	n/a							Arora, Rishi (ITD)																																																																
% of Active Projects using contemporary Agile Methodology	2019 FY		44%	30%	n/a	n/a	Asbert, Eelyn (ITD); Arora, Rishi (ITD)	% of Active Projects using contemporary Agile Methodology																																																																		
% of Active Projects on track	2019 FY		94%	75%	n/a	n/a	Asbert, Eelyn (ITD); Arora, Rishi (ITD)	% of Active Projects on track																																																																		
# of Projects Completed	2019 FY		35	n/a	n/a	n/a	Asbert, Eelyn (ITD); Arora, Rishi (ITD)	# of Projects Completed																																																																		
Customer Project Initiatives				Information Technology Department				Customer Project Initiatives																																																																		
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Enterprise Programs (ITD)				Information Technology Department				Enterprise Programs (ITD)																																																																		
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Initiative Name	Type	As Of	Status						%	Owners																																																																
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Enterprise Video Management & Analytics Consolidation		n/a	n/a							Aguirre, Juan (ITD); Information Technology Department																																																																
Enterprise Content Management (ECM) Documents	Jun '19		95,294,420	50,000	n/a	n/a	Crowley, Chris (ITD); Chin, Donna	Enterprise Content Management (ECM) Documents																																																																		
Electronic Document Management System (EDMS) Documents - Legacy	Jun '19		25.3million	70.0million		25.3million	70.0million	Crowley, Chris (ITD); Chin, Donna; Lopez, Jose L. (ITD)	Electronic Document Management System (EDMS) Documents - Legacy																																																																	
Enterprise Asset Management System (EAMS) - Total Number of Assets	Jun '19		989,941	150,000		989,941	150,000	Hernandez, Odilia B. (ITD); Lopez, Jose L. (ITD)	Enterprise Asset Management System (EAMS) - Total Number of Assets																																																																	
Number of GIS Layers in the County's Central Repository	'19 FQ3		1,341	700	n/a	n/a	Lopez, Jose L. (ITD); Rodriguez, Jose R (ITD)	Number of GIS Layers in the County's Central Repository																																																																		
Increase in Number of GIS Layers in OpenData	n/a		n/a	n/a	n/a	n/a	Rodriguez, Jose R (ITD)	Increase in Number of GIS Layers in OpenData																																																																		
Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Jun '19		157,470	147,171	n/a	n/a	De La Cruz, Angela (ITD); Feldmann, Gladys (ITD); Mcclaskey, Maritza (ITD)	Total eCommerce Transactions Per Month (Credit Cards and eChecks)																																																																		
1.3 Provide Reliable and Secure Technology Systems				Information Technology Department				1.3 Provide Reliable and Secure Technology Systems																																																																		
Systems Availability (ITD)				Information Technology Department				Systems Availability (ITD)																																																																		
911 Availability Index	Jan '19		100.00%	99.90%		100.00%	99.90%	Aguirre, Juan (ITD)	911 Availability Index																																																																	
Mainframe Availability	'19 FQ3		100.00%	99.90%		300.00%	299.70%	Suarez, Reinaldo (ITD); Mederos, Jorge E. (ITD); Garcia, Juan (ITD); Toyos, Ramon Jr. (ITD)	Mainframe Availability																																																																	
Network Availability	Jan '19		99.90%	99.00%		99.95%	99.00%	Aguirre, Juan (ITD)	Network Availability																																																																	
Email Availability	Jun '19		100.00%	100.00%		100.00%	100.00%	Mederos, Jorge (ITD); Schmekel, Lars (ITD); Arteaga, Cliff (ITD)	Email Availability																																																																	
Portal Availability	Jun '19		100.00%	99.00%	n/a	n/a	Suarez, Carmen (ITD); Camner, Sue (ITD); Sanchoo-siewnarine, Mala D. (ITD)	Portal Availability																																																																		
Enhance Cyber Security (ITD)				Schmekel, Lars (ITD)				Enhance Cyber Security (ITD)																																																																		
% of public facing and critical servers with current patches installed	Dec '18		90%	100%		90%	100%	Schmekel, Lars (ITD); Bain, Sherrilyn (ITD); Gray, Gary A. (ITD)	% of public facing and critical servers with current patches installed																																																																	
% of machines with up to date Antivirus software compliance	Jun '19		99%	98%		99%	98%	Schmekel, Lars (ITD); Eirea, Maria (ITD); Gray, Gary A. (ITD)	% of machines with up to date Antivirus software compliance																																																																	
2 Financial				2 Financial																																																																						
2.1 Meet Budget Targets (ITD)				Petisco, Angel (ITD)				2.1 Meet Budget Targets (ITD)																																																																		
Expen: Qtly Total (ITD)	'19 FQ3		\$51,693K	\$52,674K		\$172,644K	\$158,021K	Petisco, Angel (ITD)	Expen: Qtly Total (ITD)																																																																	
Revenue: Qtly Total (ITD)	'19 FQ3		\$25,376K	\$52,674K		\$142,156K	\$158,019K	Petisco, Angel (ITD)	Revenue: Qtly Total (ITD)																																																																	
3 Internal				3 Internal																																																																						
3.1 Improve Efficiency of Internal Procedures				Information Technology Department				3.1 Improve Efficiency of Internal Procedures																																																																		

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Initiative Name		Type	As Of	Status						%	Owners								
IT Innovations Center		Strategic Plan	3/14/2018	In Progress						20%	Suarez, Carmen (ITD); Camner, Sue (ITD)								
Create a billing portal to access unified IT Services Bills			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
Implement a County-wide standardized and simplified IT Services Billing Process			4/3/2018	Complete						100%	Salazar, Mariaelena (ITD)								
3.2 Business Relationship Management										Salazar, Mariaelena (ITD) 3.2 Business Relationship Management									
Initiative Name		Type	As Of	Status						%	Owners								
MOUs PHASE 1 (PE, ID, AD)			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
MOUs PHASE 2 (SW, MT, PD, CR, SP)			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
MOUs PHASE 3 (PR)			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
MOUs PHASE 4 (LB, HD, CO, GI, FN)			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
MOUs PHASE 5 (WS, ME, FR, AV, EL)			4/3/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
Establish BRM Program			3/14/2018	Complete						100%	Collins, Michael (ITD); Salazar, Mariaelena (ITD)								
3.3 IT Consolidation										Salazar, Mariaelena (ITD) 3.3 IT Consolidation									
Initiative Name		Type	As Of	Status						%	Owners								
Consolidation - Phase 1 (PE, ID, AD)			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
Consolidation - Phase 2 (SW, MT, PD, CR, SP)			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
Consolidation - Phase 3 (PR)			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
Consolidation - Phase 4 (LB, HD, CO, GI, FN)			3/14/2018	Complete						100%	Salazar, Mariaelena (ITD); Collins, Michael (ITD)								
Consolidation - Phase 5 (WS, ME, FR, AV, EL)			3/14/2018	In Progress						20%	Collins, Michael (ITD); Salazar, Mariaelena (ITD)								
3.4 Resource Management (ITD)										Information Technology Department 3.4 Resource Management (ITD)									
% of Current Monthly Employee Evaluations received on time		Jun '19		36%						75%	32%	75% Arocho, Lylliam (ITD)		% of Current Monthly Employee Evaluations received on time					
Extend job offers within 3 business days of HRD approval and receipt of back-ground checks		'19 FQ3		100%						90%	100%	90% n/a		Extend job offers within 3 business days of HRD approval and receipt of back-ground checks					
Process interdepartmental transfers within 5 business days		'19 FQ3		100%						90%	100%	90% n/a		Process interdepartmental transfers within 5 business days					
4 Learning and Growth										4 Learning and Growth									
4.1 Human Resources										n/a 4.1 Human Resources									
Conduct quarterly safety committee meetings and maintain minutes		'19 FQ3		100%						100%	100%	100% n/a		Conduct quarterly safety committee meetings and maintain minutes					
ITD Mentorship Program - Number of Mentees		2019 FY		14						14	14	14 Malcolm, Mari (ITD); Brisbane, Margaret (ITD)		ITD Mentorship Program - Number of Mentees					
Process tuition refund requests within 5 business days of receipt of completed packages		'19 FQ3		100%						90%	100%	90% n/a		Process tuition refund requests within 5 business days of receipt of completed packages					
Percentage of time the ITD Innovations Lab is in use for trainings		Jun '19		50 (10/20)						50	n/a	n/a Suarez, Carmen (ITD); Camner, Sue (ITD); Fernandez, Jorge A. (ITD); Perez, Jose (ITD)		Percentage of time the ITD Innovations Lab is in use for trainings					

### Linked Objects

Child Scorecards		
Name	Owners	
Enterprise Computing and Network Infrastructure	Aguirre, Juan (ITD); Mederos, Jorge E. (ITD)	
County Services	Brisbane, Margaret (ITD)	
ITD Transportation Services	Perez, Rosie (ITD)	
Shared Services	Salazar, Mariaelena (ITD)	
Enterprise Architecture	Suarez, Carmen (ITD)	
Enterprise Application Services	Brisbane, Margaret (ITD)	
Enterprise Security	Schmekel, Lars (ITD)	
Enterprise Solutions	Lopez, Jose L. (ITD)	
Operational Support Services	Belmonte, Melissa (ITD)	
Radio Communication Services	Cast, Cindy (ITD); Gross, Thomas (ITD)	

Scorecard - Information Technology Department

Enterprise Data Center	Garcia, Juan (ITD); Garces, Tyrone (ITD); Oelkers, Peter (ITD); Mederos, Jorge E. (ITD)																																																																																																	
Enterprise Resource Planning (ERP)	Flores, Henry (ITD); Conway, Joe (ITD)																																																																																																	
Field Services	Aguirre, Juan (ITD)																																																																																																	
Customer Service Center	Kaimchan, Kawal (ITD)																																																																																																	
Public Safety/Justice	Hernandez, Magaly (ITD)																																																																																																	
▼ Parent Scorecards																																																																																																		
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Consolidation - Phase 3 (PR)		3/14/2018						100%	Complete	Salazar, Mariaelena (ITD); Collins, Michael (ITD)																																																																																								
Consolidation - Phase 4 (LB, HD, CO, GI, FN)		3/14/2018						100%	Complete	Salazar, Mariaelena (ITD); Collins, Michael (ITD)																																																																																								
Enterprise Asset Management	Strategic Plan	8/1/2019						100%	Complete	Lopez, Jose L. (ITD)																																																																																								
Enterprise Content Management	Strategic Plan	8/2/2019						99%	In Progress	Lopez, Jose L. (ITD)																																																																																								
▼ Objectives																																																																																																		
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Commentary

Action Items				
	Due Date ▲	Status ▲	Action	Owners

Comments		
Date ▼	Author	Comment
5/25/2007	Ruiz, Michael W. (DSWM)	<p>Notes from Manager's Business Review - May 25, 2007</p> <p>- GB "what would customers (3-1-1 and MDPD) say about service and changes that have been implemented"</p> <p>- GB EDMS issue and what are we using - what is the plan for the replacement of the current system?</p> <p>- Sortie - description of process and amplification of the performance measure - increase number of calls - resolution with one call. Add wait time data/dropped calls and other call metrics.</p> <p>- GB "what is the network and current system ability to implement ERP?" what should ETSD be doing to facilitate the movement toward ERP.</p>



## Scorecard - Information Technology Department

- GB needs presentation on the new security plan. Within a month presentation to GB on the priority initiatives that the department has. Use the Business Review (with the Manager) forum.

- GB question " there is lot of change taking place within ETSD "how is moral within ETSD?" - more speed on metrics and their alignment to objectives.

### Attachments & Links

External Links



Name	Created By
Business Plan 2010-11	Ashby, Erik (ITD)
Business Plan 2009-10	Rodriguez, Nadia
Business Plan 2008-09	Florin, Leo (WASD)
Business Plan 2007-08	Florin, Leo (WASD)

▼ **Attachments**

	Name	Last Updated	Checked Out By	
	Business Plan 13-14			
	Business Plan 14-15			
	Business Plan 15-16			
	Business Plan 12-13			

## Measures

As Of:   Sum. Lvl.:  ▼ Comparator:  ▼  

		Name	Description	Comparator Name	Sum. Lvl.	Period	Actual	Target	Variance	Owners	Domain
		# of Projects Completed	Total Number of Projects completed in the last fiscal year based on the Go-Live Date as reported by the Project Managers in the ITD EPMO Dashboard	Goal - Default	Base	2019 FY	35	n/a	n/a	Asbert, Eleyln (ITD); Arora, Rishi (ITD)	ITD
		% of Active Projects on track	% of Active Projects on track (on or ahead of schedule) as reported by Project Managers in the ITD EPMO Dashboard	Goal - Default	Base	2019 FY	94%	75%	19%	Asbert, Eleyln (ITD); Arora, Rishi (ITD)	ITD
		% of Active Projects using contemporary Agile Methodology	% of Active Projects using contemporary Agile Methodology as reported by Project Managers in the EPMO dashboard for managing projects, compared to traditional Waterfall methodology where requirements are planned and fixed at the beginning and phases follow until final delivery.	Goal - Default	Base	2019 FY	44%	30%	14%	Asbert, Eleyln (ITD); Arora, Rishi (ITD)	ITD
	VR	% of Computer and Network Repair Calls assigned within 4 hours from the time reported by customer	This measurement provides the effectiveness of the section supervisor to assign work to the technician. This function is critical to ensure that the requested service is handled in a timely manner, meeting established service level agreements and performance measurements.	Goal - Default	Base	Jan '19	96%	99%	-3%	Aguirre, Juan (ITD)	ITD
	VR	% of Computer and Network repairs completed within 48 hours from the time recieved.	The Field Services Division responses to reported trouble calls county-wide. Our objective is to resolve all reported trouble calls for desktop computers and peripherals (printers) within two business days.	Goal - Default	Base	Jan '19	79.00%	92.00%	-13.00%	Aguirre, Juan (ITD)	ITD
		% of Computer and Network Service Requests assigned within one business day from the time received.	This measurement provides the effectiveness of the section supervisor to assign work to the technician/ CSR. This function is critical to ensure that the requested service is handled in a timely manner, meeting established service level agreements and performance measurements.	Goal - Default	Base	Jan '19	95%	95%	0%	Aguirre, Juan (ITD)	ITD
	VR	% of Current Monthly Employee Evaluations received on time		Goal - Default	Base	Dec '19	41%	75%	-34%	Arocho, Lylliam (ITD)	ITD
		% of machines with up to date Antivirus software compliance	Per the computing industry standard, at least 90% of the Windows-based computers in any network should have latest computer virus updates.  The scope of this matrix is the computers managed by the Enterprise anti-virus system. This matrix is a...	Goal - Default	Base	Jan '20	99%	98%	-1%	Schmekel, Lars (ITD); Eirea, Maria (ITD); Gray, Gary A. (ITD); Montoya, Beatriz E. (ITD)	ITD
	VR	% of public facing and critical servers with current patches installed	Patch Management is a process that allows us to install vendor supplied software 'patches' to correct deficiencies that exist in the vendor's software product.  Phase I: The scope of this performance measure is all the...	Goal - Default	Base	Dec '18	90%	100%	-10%	Schmekel, Lars (ITD); Bain, Sherrilyn (ITD); Gray, Gary A. (ITD)	ITD
		% of Telephone Equipment repairs within 48 hours from the time received.	The Field Services Division responses to reported trouble calls county-wide. Our objective is to resolve all reported trouble calls for telephone systems within two business days.	Goal - Default	Base	Jan '19	88.00%	90.00%	-2.00%	Aguirre, Juan (ITD)	ITD
	VR	% of Telephone Repair Calls assigned within 4 hours from the time reported by customer	This measurement provides the effectiveness of the section supervisor to assign work to the technician/	Goal - Default	Base	Jan '19	98%	99%	-1%	Aguirre, Juan (ITD)	ITD

## Scorecard - Information Technology Department

		Section supervisor to assign work to the technician									
		CSR. This function is critical to ensure that the requested service is handled in a timely manner, meeting established service level agreements and performance measurements.									
		911 Availability Index	Goal - Default	Base	Jan '19	100.00%	99.90%	0.10%	Aguirre, Juan (ITD)	ITD	
		95% of vehicle Installations completed on time	Goal - Default	Base	Dec '19	100%	95%	5%	Gross, Thomas (ITD)	ITD	
		Average Length of Call (seconds)	Goal - Default	Base	Oct '19	235	n/a	n/a	Kaimchan, Kawal (ITD); Vespe, Cristina (ITD)	ITD	
		Conduct quarterly safety committee meetings and maintain minutes	Goal - Default	Base	'20 FQ1	100%	100%	0%	n/a	ITD	
		Electronic Document Management System (EDMS) Documents - Legacy	Objects in the Electronic Document Management System include all the folders, images of documents, pictures, and any type of files stored in the system. Th goal is to migrate all EDMS documents to the new system ECM. Documents are being migrated each day as each department is implemented in the new...	Goal - Default	Base	Dec '19	0.0million	70.0million	-70.0million	Crowley, Chris (ITD); Chin, Donna; Lopez, Jose L. (ITD)	ITD
		Email Availability	Goal - Default	Base	Jan '20	100.00%	100.00%	0.00%	Mederos, Jorge (ITD); Schmekel, Lars (ITD); Arteaga, Cliff (ITD)	ITD	
		Enterprise Asset Management System (EAMS) - Total Number of Assets	Miami-Dade County Enterprise Asset Management System (EAMS) is designed to ensure that physical assets are maintained properly and efficiently. Physical asset information, such as location, cost history, warranties, claims, meters, permits and documents are compiled and tracked. Work order...	Goal - Default	Base	Dec '19	989,846	150,000	839,846	Hernandez, Odilia B. (ITD); Lopez, Jose L. (ITD)	ITD
		Enterprise Content Management (ECM) Documents	The total number of content stored in ECM / Documentum.	Goal - Default	Base	Dec '19	103,703,610	50,000	103,653,610	Crowley, Chris (ITD); Chin, Donna	ITD
	VR	Expen: Qtly Total (ITD)	Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	Goal - Default	Base	'19 FQ4	\$56,350K	\$52,674K	\$-3,676K	Petisco, Angel (ITD); Belmonte, Melissa (ITD)	ITD
		Extend job offers within 3 business days of HRD approval and receipt of back-ground checks	Goal - Default	Base	'20 FQ1	100%	90%	10%	n/a	ITD	
		Increase in Number of GIS Layers in OpenData	Target should be: 5% higher than previous report	Goal - Default	n/a	n/a	n/a	n/a	n/a	Rodriguez, Jose R (ITD)	ITD
	VR	IT Service Center Average Speed of Answer (Seconds)	This is the average number of seconds it took for an IT Service Agent to answer. This measures the time a customer waits between connecting to the IT Service Center and having the call answered by an agent.  Target data is is based on Gartner Benchmark...	Goal - Default	Base	Oct '19	72	60	-12	Vespe, Cristina (ITD); Kaimchan, Kawal (ITD)	ITD
		IT Service Center Call Abandon Rate	Abandonment rate measures the number of calls coming to the IT Service Center that hang up.  Target data is is based on Gartner Benchmark Analytics.	Goal - Default	Base	Oct '19	27%	10%	n/a	Vespe, Cristina (ITD); Kaimchan, Kawal (ITD)	ITD
		IT Service Center First Contact Resolution	"First contact resolution measures incidents that are resolved during an end-user's first contact with the IT Service Desk. Target data is is based on Gartner Benchmark Analytics. Target of 80% Actual data is calculated using the number of incidents resolved by Service Desk Agents divided by the total...	Goal - Default	Base	Oct '19	74%	62%	12%	Kaimchan, Kawal (ITD); Vespe, Cristina (ITD)	ITD

