




### Information Technology Department

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.

**Owner:** Petisco, Angel (ITD)  
**Department:** ITD

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Customer	<b>Provide Innovative Customer Solutions</b>	# of Projects Completed	2019 FY	35	n/a		35	n/a	
		% of Active Projects using contemporary Agile Methodology	2019 FY	44%	30%		44%	30%	
		% of Active Projects on track	2019 FY	94%	75%		94%	75%	
	<b>Resolution Response (ITD)</b>	% of Computer and Network repairs completed within 48 hours from the time received.	May '20	90.00%	n/a		88.50%	92.00%	
		% of Computer and Network Service Requests assigned within one business day from the time received.	May '20	95%	n/a		95%	95%	
		% of Computer and Network Repair Calls assigned within 4 hours from the time reported by customer	May '20	95%	n/a		95%	99%	
		% of Telephone Repair Calls assigned within 4 hours from the time reported by customer	May '20	94%	n/a		94%	99%	
	<b>Systems Availability (ITD)</b>	911 Availability Index	May '20	100.00%	n/a		162.50%	n/a	
		Email Availability	Apr '20	100.00%	n/a		100.00%	100.00%	
		Network Availability	May '20	99.90%	n/a		99.90%	99.00%	
		Portal Availability	May '20	99.999%	n/a		n/a	n/a	
		Mainframe Availability	'20 FQ3	100.00%	99.99%		300.00%	299.97%	

	<b>Enhance Cyber Security (ITD)</b>	% of machines with up to date Antivirus software compliance	May '20	99%	n/a		99%	98%	
	<b>Enterprise Programs (ITD)</b>	Enterprise Asset Management System (EAMS) - Total Number of Assets	Apr '20	1,000,582	n/a		1,000,582	150,000	
		Electronic Document Management System (EDMS) Documents - Legacy	Apr '20	.0million	n/a		.0million	70.0million	
		Increase in Number of GIS Layers in OpenData	'20 FQ2	549	n/a		n/a	n/a	
		Number of GIS Layers in the County's Central Repository	'20 FQ2	1,388	n/a		n/a	n/a	
		Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Apr '20	79,638	168,368		n/a	n/a	
		Enterprise Content Management (ECM) Documents	Apr '20	126,648,014	n/a		n/a	n/a	
		<b>Improve Customer Service (ITD)</b>	IT Service Center Average Speed of Answer (Seconds)	Apr '20	91	60		669	420
	IT Service Center Call Abandon Rate		May '20	3%	n/a		13%	10%	
	IT Service Center Total Incoming Calls		May '20	6,450	n/a		64,645	n/a	
	IT Service Center First Contact Resolution		May '20	65%	n/a		65%	62%	
	Total # of Remedy Tickets Entered		Apr '20	1,779	n/a		n/a	n/a	
	Average Length of Call (seconds)		May '20	361			n/a	n/a	
	Total # of Incidents Submitted		Apr '20	1,779	n/a		n/a	n/a	
	Total # of Work Orders Submitted		Apr '20	2,201	n/a		n/a	n/a	
<b>Financial</b>	<b>Meet Budget Targets (ITD)</b>		Expen: Qtly Total (ITD)	'20 FQ2	\$53,274K	\$54,879K		\$128,678K	\$109,758K
		Revenue: Qtly Total (ITD)	'20 FQ2	\$21,327K	\$54,879K		\$135,017K	\$109,758K	
<b>Internal</b>	<b>Resource Management (ITD)</b>	Extend job offers within 3 business days of HRD approval and receipt of back-ground checks	'20 FQ2	100%	n/a		100%	90%	
		Process interdepartmental transfers within 5 business days	'20 FQ2	100%	n/a		100%	90%	

		% of Current Monthly Employee Evaluations received on time	Mar '20	45%	n/a	42%	75%	
Learning and Growth	Human Resources	Process tuition refund requests within 5 business days of receipt of completed packages	'20 FQ2	100%	n/a	100%	90%	
		Conduct quarterly safety committee meetings and maintain minutes	'20 FQ2	100%	n/a	100%	100%	
		Percentage of time the ITD Innovations Lab is in use for trainings	May '20	0	n/a	n/a	n/a	

[Edit Scorecard](#)

### Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Provide Innovative Customer Solutions	EPMO - Enterprise Portfolio Management Office	1/14/2020	In Progress						Arora, Rishi (ITD)
Improve Efficiency of Internal Procedures	Create a billing portal to access unified IT Services Bills	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	IT Innovations Center	7/29/2019	Complete						Camner, Sue (ITD); Suarez, Carmen (ITD)
	Implement a County-wide standardized and simplified IT Services Billing Process	4/3/2018	Complete						Collins, Michael (ITD); Salazar, Mariaelena (ITD)
Enterprise Programs (ITD)	Voice Over IP Enterprise Telephony	2/10/2020	In Progress						Aguirre, Juan (ITD); Concepcion, John (ITD)
	Enterprise Asset Management	8/1/2019	Complete						Lopez, Jose L. (ITD)
	Enterprise Project Management Office Full Implementation	2/10/2020	In Progress						Arora, Rishi (ITD)
	Enterprise Content Management	2/7/2020	In Progress						Lopez, Jose L. (ITD)
IT Consolidation	Consolidation - Phase 5 (WS, ME, FR, AV, EL)	2/10/2020	In Progress						Salazar, Mariaelena (ITD)
	Consolidation - Phase 1 (PE, ID, AD)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Consolidation - Phase 2 (SW, MT, PD, CR, SP)	3/14/2018	Complete						Salazar, Mariaelena (ITD)

	Consolidation - Phase 3 (PR)	3/14/2018	Complete							Salazar, Mariaelena (ITD)
	Consolidation - Phase 4 (LB, HD, CO, GI, FN)	3/14/2018	Complete							Salazar, Mariaelena (ITD)
Customer Project Initiatives	Municipal Plans Review	2/27/2019	Complete							Camner, Sue (ITD); Suarez, Carmen (ITD)
Business Relationship Management	MOUs PHASE 5 (WS, ME, FR, AV, EL)	4/3/2018	Complete							Salazar, Mariaelena (ITD)
	MOUs PHASE 1 (PE, ID, AD)	3/14/2018	Complete							Salazar, Mariaelena (ITD)
	Establish BRM Program	3/14/2018	Complete							Salazar, Mariaelena (ITD)
	MOUs PHASE 2 (SW, MT, PD, CR, SP)	3/14/2018	Complete							Salazar, Mariaelena (ITD)
	MOUs PHASE 4 (LB, HD, CO, GI, FN)	3/14/2018	Complete							Salazar, Mariaelena (ITD)
	MOUs PHASE 3 (PR)	3/14/2018	Complete							Salazar, Mariaelena (ITD)