

### 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	Systems Availability (ITD)	911 Availability Index	Jun '20	85.00%	99.90%		98.33%	99.90%	
		Portal Availability	Aug '20	99.999%	99.000%		n/a	n/a	
	Enhance Cyber Security (ITD)	% of machines with up to date Antivirus software compliance	Aug '20	64%	98%		96%	98%	
	Improve Customer Service (ITD)	IT Service Center Average Speed of Answer (Seconds)	Aug '20	31	60		781	660	
		IT Service Center Call Abandon Rate	Aug '20	2%	10%		10%	10%	
		IT Service Center Total Incoming Calls	Aug '20	7,037	n/a		87,260	n/a	
		Average Length of Call (seconds)	Aug '20	316	n/a		n/a	n/a	
Financial	Meet Budget Targets (ITD)	Expen: Qtly Total (ITD)	'20 FQ3	\$53,468K	\$54,878K		\$178,965K	\$164,636K	
		Revenue: Qtly Total (ITD)	'20 FQ3	\$21,101K	\$54,878K		\$156,118K	\$164,636K	
Internal	Resource Management (ITD)	% of Current Monthly Employee Evaluations received on time	Sep '20	42%	75%		42%	75%	
Learning and Growth	Human Resources	Percentage of time the ITD Innovations Lab is in use for trainings	Aug '20	0	50		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						Salazar, Mariaelena (ITD)
Enterprise Programs (ITD)	Voice Over IP Enterprise Telephony	2/10/2020	In Progress						Aguirre, Juan (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)