

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 | Provide Innovative Customer Solutions | # of Projects Completed | 2020 FY | 69 | n/a | 69 | n/a | |
| | | % of Active Projects using contemporary Agile Methodology | 2020 FY | 61% | 30% | 61% | 30% | ▲ |
| | | % of Active Projects on track | 2020 FY | 91% | 75% | 91% | 75% | ▲ |
| | Resolution Response (ITD) | % of Computer and Network repairs completed within 48 hours from the time received. | Sep '20 | 92.00% | 92.00% | 89.58% | 92.00% | ▼ |
| | | % of Computer and Network Service Requests assigned within one business day from the time received. | Sep '20 | 95% | n/a | 95% | 95% | ▲ |
| | | % of Computer and Network Repair Calls assigned within 4 hours from the time reported by customer | Sep '20 | 94% | n/a | 94% | 99% | ▼ |
| | | % of Telephone Repair Calls assigned within 4 hours from the time reported by customer | Sep '20 | 95% | n/a | 95% | 99% | ▼ |
| | Systems Availability (ITD) | 911 Availability Index | '20 FH2 | 100.00% | 99.90% | 125.00% | 99.90% | ▲ |
| | | | '20 FQ4 | 100.00% | 99.90% | 125.00% | 99.90% | ▲ |
| | | | 2020 FY | 125.00% | 99.90% | 125.00% | 99.90% | ▲ |
| | | | Q3 '20 | 100.00% | 99.90% | 125.00% | 99.90% | ▲ |
| | | | Sep '20 | 100.00% | 99.90% | 125.00% | 99.90% | ▲ |
| | | Email Availability | Sep '20 | 100.00% | 100.00% | 100.00% | 100.00% | ▲ |
| | | Network Availability | Sep '20 | 99.90% | 99.00% | 99.90% | 99.00% | ▲ |
| | | Portal Availability | Sep '20 | 99.999% | 99.000% | n/a | n/a | |
| | | Mainframe Availability | '20 FQ4 | 100.00% | 99.99% | n/a | n/a | |
| | | Enhance Cyber Security (ITD) | % of machines with up to date Antivirus software compliance | Aug '20 | 64% | 98% | 96% | 98% |
| | Enterprise Programs (ITD) | 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 | Jun '20 | 0.0million | n/a | 0.0million | 70.0million | ▲ |
| | | Increase in Number of GIS Layers in OpenData | '20 FQ4 | 550 | 5 | n/a | n/a | ▲ |
| | | Number of GIS Layers in the County's Central Repository | '20 FQ4 | 1,473 | 700 | n/a | n/a | ▲ |
| | | Total eCommerce Transactions Per Month (Credit Cards and eChecks) | Jun '20 | 98,213 | 157,470 | n/a | n/a | ▼ |
| | | Enterprise Content Management (ECM) Documents | Sep '20 | 128,983,034 | 50,000 | n/a | n/a | ▲ |
| Improve Customer Service (ITD) | IT Service Center Average Speed of Answer (Seconds) | Sep '20 | 49 | 60 | 830 | 720 | ▼ | |
| | IT Service Center Call Abandon Rate | Sep '20 | 3% | 10% | 10% | 10% | ▲ | |
| | IT Service Center Total Incoming Calls | Sep '20 | 6,680 | n/a | 93,940 | n/a | | |
| | Total # of Remedy Tickets Entered | Aug '20 | 12,312 | n/a | n/a | n/a | | |
| | IT Service Center First Contact Resolution | Sep '20 | 56% | 80% | 61% | 80% | ▼ | |
| | Average Length of Call (seconds) | Sep '20 | 328 | n/a | n/a | n/a | | |
| | Total # of Incidents Submitted | Sep '20 | 7,997 | n/a | 115,159 | n/a | | |
| | Total # of Work Orders Submitted | Aug '20 | 3,755 | n/a | n/a | n/a | | |
| Financial | Meet Budget Targets (ITD) | Expen: Qtty Total (ITD) | '20 FQ4 | \$57,388K | \$54,878K | \$239,225K | \$219,514K | ▼ |
| | | Revenue: Qtty Total (ITD) | '20 FQ4 | \$83,873K | \$54,878K | \$239,227K | \$219,514K | ▲ |
| | | Positions: Full-Time Filled (ITD) | '20 FQ4 | 823 | 930 | 821 | 930 | ▲ |
| Internal | Resource Management (ITD) | Extend job offers within 3 business days of HRD approval and receipt of back-ground checks | '20 FQ3 | 100% | 90% | 100% | 90% | ▲ |
| | | Process interdepartmental transfers within 5 business days | '20 FQ3 | 100% | 90% | 100% | 90% | ▲ |
| | | % of Current Monthly Employee Evaluations received on time | Sep '20 | 42% | 75% | 42% | 75% | ▼ |
| Learning and Growth | Human Resources | Process tuition refund requests within 5 business days of receipt of completed packages | '20 FQ3 | 100% | 90% | 100% | 90% | ▲ |
| | | Conduct quarterly safety committee meetings and maintain minutes | '20 FQ3 | 0% | 100% | 67% | 100% | ▼ |
| | | Percentage of time the ITD Innovations Lab is in use for trainings | Sep '20 | 0 | 50 | n/a | n/a | ▼ |

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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) |