

As Of &lt;= 03/31/2021

## 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:**  
Brisbane,  
Margaret  
(ITD)  
**Department:**  
ITD

Perspective Name	Objective Name	Measure Name	As Of	Actual	Business Plan Goal		Actual FYTD	FYTD Goal	
Customer	Improve Customer Service (ITD)	IT Service Center Average Speed of Answer (Seconds)	Feb '21	235	60		444	300	
		IT Service Center Call Abandon Rate	Feb '21	24%	10%		n/a	n/a	
		IT Service Center Total Incoming Calls	Feb '21	10,971	n/a		40,198	n/a	
		Total # of Remedy Tickets Entered	Aug '20	12,312	n/a		n/a	n/a	
		IT Service Center First Contact Resolution	Feb '21	67%	80%		n/a	n/a	
		Average Length of Call (seconds)	Feb '21	394	n/a		n/a	n/a	
		Total # of Incidents Submitted	Feb '21	10,299	n/a		44,730	n/a	
		Total # of Work Orders Submitted	Feb '21	3,721	n/a		18,039	n/a	
	Resolution Response (ITD)	% of computer repairs completed within 48 hours from the time received.	Feb '21	93.00%	92.00%		n/a	n/a	
		% of Computer and Network Service Requests assigned within one business day from the time received.	Feb '21	95%	95%		n/a	n/a	
		% of Computer and Network Repair Calls assigned within 4 hours from the time reported by customer	Feb '21	95%	99%		n/a	n/a	
		% of Telephone Repair Calls assigned within 4 hours from the time reported by customer	Feb '21	95%	92%		n/a	n/a	
	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%	
	Enterprise Programs (ITD)	Enterprise Asset Management System (EAMS) - Total Number of Assets Tracked	Feb '21	1,211,117	150,000		n/a	n/a	
		Increase in Number of GIS Layers in OpenData	'21 FQ2	557	5		n/a	n/a	

		Number of GIS Layers in the County's Central Repository	'21 FQ2	1,528	700		n/a	n/a	
		Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Mar '21	113,087	n/a		n/a	n/a	
		Enterprise Content Management (ECM) - Documents Managed	Mar '21	133,962,906	50,000		n/a	n/a	
	<b>Systems Availability (ITD)</b>	911 Availability Index	Feb '21	200.00%	99.90%		n/a	n/a	
		Email Availability	Mar '21	100.00%	100.00%		100.00%	100.00%	
		Network Availability	Feb '21	99.00%	99.00%		n/a	n/a	
		Portal Availability	Mar '21	99.862%	99.000%		n/a	n/a	
		Mainframe Availability	'21 FQ2	100.00%	99.99%		n/a	n/a	
<b>Financial</b>	<b>Meet Budget Targets (ITD)</b>	Expen: Qtlly Total (ITD)	'21 FQ2	\$51,587K	\$56,298K		\$121,664K	\$112,595K	
		Revenue: Qtlly Total (ITD)	'21 FQ2	\$25,716K	\$56,298K		\$133,069K	\$112,595K	
		Positions: Full-Time Filled (ITD)	'21 FQ2	825	942		826	942	
<b>Internal</b>	<b>Resource Management (ITD)</b>	Extend job offers within 3 business days of HRD approval and receipt of back-ground checks	'21 FQ1	100%	90%		n/a	n/a	
		Process interdepartmental transfers within 5 business days	'21 FQ1	100%	90%		n/a	n/a	
		% of Current Monthly Employee Evaluations received on time	Feb '21	48%	75%		n/a	n/a	
<b>Learning and Growth</b>	<b>Human Resources</b>	Process tuition refund requests within 5 business days of receipt of completed packages	'21 FQ1	100%	90%		n/a	n/a	
		Conduct quarterly safety committee meetings and maintain minutes	'21 FQ1	100%	100%		n/a	n/a	
		Percentage of time the ITD Innovations Lab is in use for trainings	Mar '21	4	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	3/3/2021	Complete						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	3/8/2021	In Progress			undefined			Aguirre, Juan (ITD)
	Enterprise Asset Management	8/1/2019	Complete						Lopez, Jose L. (ITD)
	Enterprise Project Management Office Full Implementation	3/3/2021	Complete						Arora, Rishi (ITD)
	Enterprise Content Management	3/8/2021	Complete						Lopez, Jose L. (ITD)
IT Consolidation	Consolidation - Phase 5 (WS, ME, FR, AV, EL)	3/4/2021	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)