

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: Information Technology

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Community outreach initiatives	Number of community events to strengthen partnerships with public sector leaders and community advocates	2024 FY	▲	15	12	15	12	▲
	Improve customer service	IT Service Center Average Speed of Answer (Seconds)	Dec '24	▼	91	60	192	60	▼
		IT service center call abandon rate (%)	Dec '24	▼	6%	5%	8%	5%	▼
		IT Service Center Total Number of Incoming Calls	Dec '24		7,877	n/a	24,628	n/a	
		Total Number of Remedy Tickets Entered	Dec '24		13,866	n/a	n/a	n/a	
		IT service center First Contact Resolution rate (FCR %)	Dec '24	▼	76%	80%	76%	80%	▼
		Average Length of Call (seconds)	Dec '24	▲	420	420	431	n/a	
		Total Number of Incidents Submitted	Dec '24		9,033	n/a	28,402	n/a	
		Total Number of Work Orders Submitted	Dec '24		4,833	n/a	15,845	n/a	
	Resolution Response (ITD) - Efficiently respond to equipment repair requests	Percent Of Telephone Equipment Repairs Completed Within 48 Hours	Dec '24	▲	93.00%	90.00%	93.00%	90.00%	▲
		Percent of Network Service Requests assigned within one business day from the time received	Dec '24	▲	98%	92%	98%	92%	▲
		Percent of Telephone Repair Incidents completed within ITD service levels of 8, 24, 48 hours	Dec '24	▼	92.0%	95.0%	92.0%	95.0%	▼
		Percent of Network Repair Incidents completed within ITD service levels of 8, 24, 48 hours	Dec '24	▲	99.0%	98.0%	99.0%	98.0%	▲
		Percent of planned development work completed (using the agile methodology)	'25 FQ1	▲	100.0%	90.0%	100.0%	90.0%	▲
	Provide innovative customer solutions	Number of Projects Completed - Per Fiscal Year	2024 FY		21	n/a	n/a	n/a	
		Percent of active projects on track	2024 FY	▲	93%	75%	n/a	n/a	
	Ensure availability of critical radio communication services	Unit cost per portable radio repair	2024 FY	▲	\$160	\$160	\$160	\$160	▲
		Percent of vehicle installations completed on time	2024 FY	▲	100%	100%	n/a	n/a	
	Ensure enterprise systems usability	Number of assets tracked in the County's Asset Management System - EAMS	Jan '24	▲	1,327,714	1,429,000	1,327,714	1,429,000	▼
		Number of data sets maintained in the County's Open Data portal - Cumulative	'25 FQ1	▼	549	690	549	690	▼
		Percent change in work orders in the Enterprise Asset Management System (EAMS)	2024 FY	▼	1.0%	2.5%	1.0%	2.5%	▼

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Ensure enterprise systems usability	Number of layers maintained in the County's central repository (Vector/Imagery)	'25 FQ1	▲	1,954	1,885	1,954	1,885	▲
		Total eCommerce transactions per month (Credit Cards and eChecks)	Dec '24	▲	124,277	115,000	126,347	115,000	▲
		Percent change in the number of electronic signatures processed	2023 FY	▲	28.1%	10.0%	28.1%	10.0%	▲
		Number of documents managed in the County's Document System - ECM	Dec '24	▲	162,870,090	160,000,000	162,870,090	160,000,000	▲
		Percent change in eCommerce Transactions	2024 FY	▲	11.0%	5.0%	11.0%	5.0%	▲
	Enhance cyber security	Number of applications maintained in the County's Open Data portal - Cumulative	'25 FQ1	▲	223	188	223	188	▲
		Percentage of the time that County email is available	Dec '24	▲	100.00%	100.00%	100.00%	100.00%	▲
		PCI compliance of external facing systems achieved?	'24 FQ4	▲	Yes	Yes	Yes	Yes	▲
		Percent of compliant submission of Payment Card Industry (PCI) Compliance Attestation	2024 FY	▲	100.00%	99.99%	100.00%	99.99%	▲
	Ensure availability of critical systems	Percentage of the time that 911 is available	Dec '24	▲	100.00%	99.90%	100.00%	99.90%	▲
		Percentage of the time that County email is available	Dec '24	▲	100.00%	100.00%	100.00%	100.00%	▲
		Miami-Dade County portal availability	Dec '24	▲	99.92%	99.90%	99.97%	99.90%	▲
		Percent uptime for INFORMS PeopleSoft Applications	Dec '24	▲	99.0%	99.0%	99.0%	99.0%	▲
		Production systems availability	'25 FQ1	▲	100.00%	99.99%	100.00%	99.99%	▲
		Percent of uptime for servers that host the Internet Information Services (IIS)	Dec '24	▲	99.0%	99.0%	99.0%	99.0%	▲
		Percent of uptime of 24/7 WAN (Wide Area Network) network availability	Dec '24	▼	99.98%	99.99%	99.98%	99.99%	▼
		Percent of software service incidents completed on time per Service Level Agreement	2025 FY	▲	97.0%	90.0%	97.0%	90.0%	▲
Financial	Meet Budget Targets (ITD)	Expen: Qtlly Total (ITD)	'25 FQ1	▼	\$66,648K	\$63,000K	\$66,648K	\$63,000K	▼
		Revenue: Qtlly Total (ITD)	'25 FQ1	▲	\$81,815K	\$63,000K	\$81,815K	\$63,000K	▲
		Positions: Full-Time Filled (ITD)	'25 FQ1	▲	870	955	870	n/a	▲
Internal	Resource Management (ITD)	Percent of Current Monthly Employee Evaluations received on time	Dec '24	▼	64%	75%	62%	75%	▼
Learning and Growth	Human resources	Conduct quarterly safety committee meetings and maintain minutes	'25 FQ1	▲	100%	100%	100%	100%	▲
		Number of monthly hires and promotions	Dec '24		3	n/a	4	n/a	

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Key:  Initiative  - Featured Objective

* - This measure has been annualized to match the fiscal year-to-date total for this report. This year-to-date measure is configured based on the calendar year.

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Ensure enterprise systems usability	Voice Over IP Enterprise Telephony	2/10/2020	In Progress			Aguirre, Juan (ITD)

Initiatives for Scorecard

There is no data for the selected filter

PK_ID 00000000-0000-0000-0000-000000000010

Name contains any Information Technology Department