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	▲
	Enhance cyber security	Percentage of the time that County email is available	Jun '25	▲	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%	100%	100%	100%	▲
	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 availability of critical systems	Percentage of the time that 911 is available	Jun '25	▲	100.00%	99.90%	100.00%	99.90%	▲
		Percentage of the time that County email is available	Jun '25	▲	100.00%	100.00%	100.00%	100.00%	▲
		Miami-Dade County portal availability	Jun '25	▲	100.00%	99.90%	99.99%	99.90%	▲
		Percent uptime for INFORMS PeopleSoft Applications	Jan '25	▲	99.0%	99.0%	99.0%	99.0%	▲
		Production systems availability	'25 FQ3	▲	100.00%	99.99%	100.00%	99.99%	▲
		Percent of uptime for servers that host the Internet Information Services (IIS)	Jun '25	▲	99.0%	99.0%	99.0%	99.0%	▲
		Percent of Network Systems uptime availability	Jun '25	▲	99.00%	99.00%	99.00%	99.00%	▲
		Percent of uptime of 24/7 WAN (Wide Area Network) network availability	Jun '25	▼	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%	▲
		Percent of Mainframe Systems Uptime availability	Jun '25	▲	99%	99%	99%	99%	▲
	Ensure enterprise systems usability ◈	Number of assets tracked in the County's Asset Management System - EAMS (in thousands)	Mar '25	▲	1,581	1,425	1,581	1,425	▲
		Number of data sets maintained in the County's Open Data portal - Cumulative	'25 FQ3	▼	562	690	1,717	2,070	▼
		Average monthly ecommerce transactions (In thousands)	May '25	▲	158	110	316	880	▼
		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 FQ3	▲	1,972	1,885	1,972	1,885	▲
		Total eCommerce transactions per month (both credit cards and eChecks, in thousands)	Jun '25	▲	152	115	162	115	▲
		Percent change in the number of electronic signatures processed	2024 FY	▲	17.2%	10.0%	17.2%	10.0%	▲
		Number of documents managed in the County's Document System - ECM (in millions)	Jun '25	▲	166.4	160.0	166.4	160.0	▲
		Percent change in eCommerce Transactions	2024 FY	▲	11.0%	5.0%	11.0%	5.0%	▲
		Number of applications maintained in the County's Open Data portal - Cumulative	'25 FQ3	▼	134	188	489	564	▼
	Improve customer service	IT Service Center Average Speed of Answer (Seconds)	Jun '25	▼	84	60	162	60	▼
		IT service center call abandon rate (%)	Jun '25	▼	6.0%	5.0%	8.8%	5.0%	▼
		IT Service Center Total Number of Incoming Calls	Jun '25		7,859	n/a	71,954	n/a	
		Total Number of Remedy Tickets Entered	Jun '25		16,407	n/a	n/a	n/a	
		IT service center First Contact Resolution rate (FCR %)	Jun '25	▼	72%	80%	73%	80%	▼
		Average Length of Call (seconds)	Jun '25	▼	384	420	426	n/a	
		Total Number of Incidents Submitted	Jun '25		10,294	n/a	87,438	n/a	
		Total Number of Work Orders Submitted	Jun '25		6,113	n/a	54,005	n/a	
	Provide innovative customer solutions	Percent of planned development work completed (using the agile methodology)	'25 FQ2	▲	100.0%	90.0%	100.0%	90.0%	▲
		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	
	Resolution Response (ITD) - Efficiently respond to equipment repair requests	Percent Of Telephone Equipment Repairs Completed Within 48 Hours	Jun '25	▲	90.00%	90.00%	92.22%	90.00%	▲
		Percent of Network Service Requests assigned within one business day from the time received	Jun '25	▲	98%	92%	98%	92%	▲
		Percent of Telephone Repair Incidents completed within ITD service levels of 8, 24, 48 hours	Jun '25	▼	90.0%	95.0%	91.6%	95.0%	▼
		Percent of Network Repair Incidents completed within ITD service levels of 8, 24, 48 hours	Jun '25	▲	98.0%	98.0%	98.7%	98.0%	▲
Financial	Meet Budget Targets (ITD)	Expen: Qtly Total (ITD)	'25 FQ3	▼	$66,714K	$63,000K	$200,073K	$189,000K	▼
		Revenue: Qtly Total (ITD)	'25 FQ3	▼	$25,616K	$63,000K	$151,765K	$189,000K	▼
		Positions: Full-Time Filled (ITD)	'25 FQ3	▲	842	955	860	n/a	▲
		Percentage of budget variance	'25 FQ3	▲	No Data	5.00%	n/a	5.00%	
Internal	Resource Management (ITD)	Percent of Current Monthly Employee Evaluations received on time	May '25	▼	18%	75%	48%	75%	▼
Learning and Growth	Human resources	Conduct quarterly safety committee meetings and maintain minutes	'25 FQ2	▲	100%	100%	100%	100%	▲
		Number of monthly hires and promotions	Apr '25		8	n/a	50	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