

Communications, Information and Technology

The Communications, Information and Technology Department (CITD) delivers integrated communications, digital services, and enterprise solutions to help Miami-Dade County departments engage the public, modernize operations, and improve service delivery.

Owner: Olazabal, Jorge (CITD)
Department: Communications, Information and Technology

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Enhance cyber security	PCI compliance of external facing systems achieved?	'25 FQ4	Yes	Yes	▲	Yes	Yes	▲
		Cybersecurity policy annual review completed on time?	2025 FY	Yes	Yes	▲	Yes	Yes	▲
		Percentage of CITD  cybersecurity employees completing required annual training	2025 FY	100.0%	100.0%	▲	100.0%	100.0%	▲
	Ensure availability of critical radio communication services	Unit cost per portable radio repair	2025 FY	\$160	\$160	▲	\$160	\$160	▲
		Percent of vehicle installations completed on time	2025 FY	100%	100%	▲	100%	100%	▲
	Ensure availability of critical systems	Percentage of the time that 911 is available	Mar '26	100.00%	99.90%	▲	100.00%	99.90%	▲
		Miami-Dade County portal availability	Sep '25	100.00%	99.90%	▲	99.99%	99.90%	▲
		Production systems availability	'26 FQ2	100.00%	99.99%	▲	100.00%	99.99%	▲
		Percent of uptime for servers that host the Internet Information Services (IIS)	Mar '26	99.0%	99.0%	▲	99.0%	99.0%	▲
		Percent of  Network Systems uptime availability	Mar '26	99.98%	99.00%	▲	99.96%	99.00%	▲
		Percent of Mainframe Systems Uptime availability	Mar '26	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 layers maintained in the County's central repository (Vector/Imagery)	'26 FQ2	2,035	1,990	▲	2,035	1,990	▲
		Total eCommerce transactions per month (both credit cards and eChecks, in thousands)	Mar '26	184	125	▲	169	125	▲
		Number of documents managed in the County's Document System - ECM (in millions)	Mar '26	174	160	▲	181	160	▲
		Number of  applications maintained in the County's Open Data portal - Cumulative	'26 FQ2	99	188	▼	220	376	▼
	Improve customer service	IT service center call abandon rate (%)	Mar '26	3.0%	10.0%	▲	6.0%	10.0%	▲
		IT service center  First Contact Resolution rate (FCR %)	Mar '26	72%	80%	▼	72%	80%	▼
	Increase access to government information and services 	311 total call volume	Mar '26	79,322	127,000	▼	559,276	762,000	▼
		Average call wait time (seconds)	Mar '26	88	180	▲	226	180	▼
		ADA score for  miamidade.gov web pages	'25 FQ2	52.4%	75.0%	▼	52.4%	75.0%	▼

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Increase access to government information and services 	Emails to 311	Mar '26	698	n/a		6,566	n/a	
		Advertisement added value and in-house cost savings 	'25 FQ2	508,281	150,000		1,409,748	300,000	
		Number of visits to the internet portal (in millions)	Mar '26	5	13		38	78	
		Number of "likes" to the Miami-Dade County Facebook page	Mar '26	115,440	110,000		114,781	110,000	
		Service Requests Created	Mar '26	29,408	n/a		229,075	n/a	
	Provide innovative customer solutions	Percent of active projects on track	2025 FY	96%	75%		96%	75%	
	Provide quality service delivery	Average call wait time (seconds)	Mar '26	88	180		226	180	
		Number of product translations completed (Spanish and Haitian Creole)	'25 FQ2	386	425		767	850	
	Resolution Response (ITD) - Efficiently respond to equipment repair requests	Percent of Network Service Requests assigned within one business day from the time received	Mar '26	98%	92%		98%	92%	
	Resource Management (ITD)	Percent of Current Monthly Employee Evaluations received on time	May '25	18%	75%		48%	75%	
Financial	Meet Budget Targets (CITD)	Expen: Total (CITD)	'26 FQ2	\$70,502K	\$76,247K		\$146,583K	\$152,494K	
		Positions: Full-time Filled (CITD) 	'26 FQ2	919	1,085		919	1,085	
		Revenue: Total (CITD)	'26 FQ2	\$116,310K	\$76,247K		\$131,879K	\$152,494K	
Internal	Attract and hire new talent to support operations	Percent of recruitments processed within 60 calendar days	'25 FQ2	66.67%	75.00%		46.97%	75.00%	
Learning and Growth	Evaluate Continuing Education for CITD Employee	Percentage of CITD  cybersecurity employees completing required annual training	2025 FY	100.0%	100.0%		100.0%	100.0%	

[Edit Scorecard](#)

Key:  - Initiative * - 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

There are no Initiatives associated to the Objectives

Initiatives for Measures

Measure Name	Initiative	As Of	Status	Budget	Timing	Owners
IT service center First Contact Resolution rate (FCR %)	Modernizes contact centers with enhanced telephony, analytics, and AI tools to improve service consistency, optimize staff performance, and elevate the resident experience across the County.	3/17/2026	In Progress			Kim, Inson (CITD); Silva, Liz (CITD)
ADA score for miamidade.gov web pages	Accessible portal to enhance service requests with a modern CRM and advance the County's digital front door through an AI-powered platform that improves navigation, transparency, and service delivery.	3/20/2026	In Progress			Mullins, R. Adam (CITD); Kim, Inson (CITD)
Advertisement added value and in-house cost savings	Builds a unified approach to communication, engagement, and marketing by aligning messaging, branding, and tools to deliver consistent, measurable, and cost-effective outreach across the County.	3/20/2026	In Progress			Lopez, Kenia (CITD); Mullins, R. Adam (CITD)
Positions: Full-time Filled (CITD)	Developing a skilled and agile CITD workforce through AI, agile, and digital upskilling, expanding training and leadership	3/20/2026	In Progress			Arocho, LylIAM (CITD)

Measure Name	Initiative	As Of	Status	Budget	Timing	Owners
	capacity to foster innovation and adaptability.					
Percentage of CITD cybersecurity employees completing required annual training	Strengthening of cybersecurity by modernizing identity management, authentication, and threat detection to improve visibility, response, and secure access while meeting countywide standards	3/20/2026	In Progress			Mederos, Jorge (CITD)
Percent of Network Systems uptime availability	Modernizes network, communications, and radio systems by expanding fiber infrastructure, improving connectivity, and deploying next-gen technology to enhance performance, flexibility, and coverage.	3/20/2026	In Progress			Aguirre, Juan (CITD)
Number of applications maintained in the County's Open Data portal - Cumulative	Advances countywide data and analytics to strengthen decision-making and transparency while building a unified content system that delivers timely, accurate communication and improves public access.	3/20/2026	In Progress			Rodriguez, Jose (CITD); Lopez, Jose (CITD)

Initiatives for Scorecard

Initiative	As Of	Status	Budget	Timing	Owners
Developing a skilled and agile CITD workforce through AI, agile, and digital upskilling, expanding training and leadership capacity to foster innovation and adaptability.	3/20/2026	In Progress			Arocho, Lylliam (CITD)
Accessible portal to enhance service requests with a modern CRM and advance the County's digital front door through an AI-powered platform that improves navigation, transparency, and service delivery.	3/20/2026	In Progress			Mullins, R. Adam (CITD); Kim, Inson (CITD)
Creates a Countywide Digital Twin using countywide GIS to integrate real-time data, predictive modeling, and spatial analytics, enhancing planning, coordination, resilience, and community engagement.	3/20/2026	In Progress			Rodriguez, Jose (CITD); Lopez, Jose (CITD)
Advances countywide data and analytics to strengthen decision-making and transparency while building a unified content system that delivers timely, accurate communication and improves public access.	3/20/2026	In Progress			Rodriguez, Jose (CITD); Lopez, Jose (CITD)
Strengthening of cybersecurity by modernizing identity management, authentication, and threat detection to improve visibility, response, and secure access while meeting countywide standards	3/20/2026	In Progress			Mederos, Jorge (CITD)
Builds a unified approach to communication, engagement, and marketing by aligning messaging, branding, and tools to deliver consistent, measurable, and cost-effective outreach across the County.	3/20/2026	In Progress			Lopez, Kenia (CITD); Mullins, R. Adam (CITD)
Modernizes contact centers with enhanced telephony, analytics, and AI tools to improve service consistency, optimize staff performance, and elevate the resident experience across the County.	3/17/2026	In Progress			Kim, Inson (CITD); Silva, Liz (CITD)