

As Of <= 12/31/2025

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%	▲
		Percentage of the time that 911 is available	Dec '25	▲	100.00%	99.90%	100.00%	99.90%	▲
	Ensure availability of critical systems	Miami-Dade County portal availability	Sep '25	▲	100.00%	99.90%	99.99%	99.90%	▲
		Production systems availability	'26 FQ1	▲	100.00%	99.99%	100.00%	99.99%	▲
		Percent of uptime for servers that host the Internet Information Services (IIS)	Dec '25	▲	99.0%	99.0%	99.0%	99.0%	▲
		Percent of  Network Systems uptime availability	Dec '25	▲	99.98%	99.00%	99.92%	99.00%	▲
		Percent of Mainframe Systems Uptime availability	Dec '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 layers maintained in the County's central repository (Vector/Imagery)	'26 FQ1	▲	2,028	1,990	2,028	1,990	▲
		Total eCommerce transactions per month (both credit cards and eChecks, in thousands)	Dec '25	▲	160	125	158	125	▲
		Number of documents managed in the County's Document System - ECM (in millions)	Dec '25	▲	172	160	172	160	▲
		Number of  applications maintained in the County's Open Data portal - Cumulative	'26 FQ1	▼	121	188	121	188	▼
	Improve customer service	IT service center call abandon rate (%)	Dec '25	▲	10.0%	10.0%	7.7%	10.0%	▲
		IT service center  First Contact Resolution rate (FCR %)	Dec '25	▼	75%	80%	73%	80%	▼
	Increase access to government information and services 	311 total call volume	Dec '25	▼	81,132	127,000	238,889	381,000	▼
		Average call wait time (seconds)	Dec '25	▼	263	180	304	180	▼
		ADA score for  miamidade.gov web pages	'25 FQ2	▼	52.4%	75.0%	52.4%	75.0%	▼
		Emails to 311	Dec '25		849	n/a	2,522	n/a	

Perspective Name	Objective Name	Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	Increase access to government information and services	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)	Dec '25		4	13	13	39	
		Number of "likes" to the Miami-Dade County Facebook page	Dec '25		114,233	110,000	113,783	110,000	
	Provide innovative customer solutions	Service Requests Created	Dec '25		28,861	n/a	86,976	n/a	
		Percent of active projects on track	2025 FY		96%	75%	96%	75%	
	Provide quality service delivery	Average call wait time (seconds)	Dec '25		263	180	304	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	Dec '25		98%	92%	98%	92%	
		Resource Management (ITD)	Percent of Current Monthly Employee Evaluations received on time	May '25		75%	48%	75%	
Financial	Meet Budget Targets (CITD)	Expen: Total (CITD)	'26 FQ1		\$76,081K	\$76,247K	\$76,081K	\$76,247K	
		Positions: Full-time Filled (CITD)	'26 FQ1		924	1,085	924	1,085	
		Revenue: Total (CITD)	'26 FQ1		\$15,569K	\$76,247K	\$15,569K	\$76,247K	
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%	

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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

There are no Initiatives associated to the Measures

Initiatives for Scorecard

There are no Initiatives associated to the Scorecard

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Name contains any Communications, Information and Technology