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	**Improve Customer Service (ITD)**	IT Service Center Average Speed of Answer (Seconds)	Sep '23	▼	110	60	1,141	720	▼
		IT Service Center Call Abandon Rate (%)	Sep '23	▼	10%	5%	5%	5%	▲
		IT Service Center Total Incoming Calls	Sep '23		9,564	n/a	118,920	n/a	
		Total # of Remedy Tickets Entered	Sep '23		15,207	n/a	n/a	n/a	
		IT Service Center First Contact Resolution Rate (FCR %)	Aug '23	▼	63%	80%	60%	80%	▼
		Average Length of Call (seconds)	Sep '23		391	n/a	n/a	n/a	
		Total # of Incidents Submitted	Sep '23		9,460	n/a	113,566	n/a	
		Total # of Work Orders Submitted	Sep '23		5,747	n/a	64,676	n/a	
	Resolution Response (ITD)	Percentage Of Telephone Equipment Repairs Completed Within 48 Hours	May '23	🟨	90.00%	93.00%	90.00%	93.00%	🟨
		% of Network Service Requests assigned within one business day from the time received	May '23	▲	98%	92%	98%	92%	▲
	Provide Innovative Customer Solutions	# of Projects Completed - Per Fiscal Year	2023 FY		41	n/a	n/a	n/a	
		% of Active Projects on Track - Per Fiscal Year	2023 FY	▲	95%	75%	n/a	n/a	
	Radio Communication	Unit Cost Per Portable Radio	2023 FY	▲	$160	$160	$160	$160	▲

	Services	Repair							
		Percentage Of Vehicle Installations Completed On Time	2023 FY	🟩▲	100%	100%	n/a	n/a	🟩▲
	Enterprise Programs (ITD) ◈	System Users - EAMS	Sep '23	🟩▲	8,322	8,200	n/a	n/a	
		Assets Tracked In The County's Asset Management System - EAMS (in thousands)	Sep '23	🔼	1,317,443	1,357,000	1,317,443	1,357,000	🟥▼
		Number of Layers Maintained in the County's Central Repository (Vector/Imagery)	'23 FQ4	🟩▲	1,878	1,750	n/a	n/a	
		Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Sep '23		115,157	n/a	n/a	n/a	
		Documents Managed In The County's Document System - ECM (in millions)	Sep '23	🔼	150,378,903	150,000,000	n/a	n/a	
	Enhance Cyber Security (ITD)	Purchasing Card Industry (PCI) quarterly compliance	'23 FQ2	🟩▲	100%	100%	100%	100%	🟩▲
		Average of all threats identified (advanced threats, viruses, impersonation, SPAM) - monthly (in thousands)	Mar '23	🟩▲	300	250	1,800	1,500	🟩▲
	Systems Availability (ITD)	911 Availability Index	May '23	🟩▲	100.00%	99.90%	100.00%	99.90%	🟩▲
		Email Availability	Sep '23	🟩▲	100.00%	100.00%	100.00%	100.00%	🟩▲
		Miami Dade County Portal Availability	Sep '23	🟩▲	100.000%	99.900%	n/a	n/a	
		Production Systems Availability	'23 FQ4	🟩▲	100.00%	99.99%	100.00%	99.99%	🟩▲
Financial	Meet Budget Targets (ITD)	Expen: Qtly Total (ITD)	'23 FQ4	🟥▼	$65,034K	$59,250K	$243,424K	$237,000K	🟥▼
		Revenue: Qtly Total (ITD)	'23 FQ4	🟩▲	$104,427K	$59,250K	$243,424K	$237,000K	🟩▲
		Positions: Full-Time Filled (ITD)	'23 FQ4	🟩▲	851	950	841	n/a	🟩▲
Internal	Resource Management (ITD)	% of Current Monthly Employee Evaluations received on time	Jan '22	🟥▼	50%	75%	49%	75%	🟥▼
Learning and Growth	Human Resources	Conduct quarterly safety committee	'23 FQ3	🟩▲	100%	100%	100%	100%	🟩▲

	meetings and maintain minutes					

[Edit Scorecard]()

Key: ◆ - Initiative   ✪ - Featured Objective

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	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, Mariaelen (ITD)
	IT Innovations Center	7/29/2019	Complete			Suarez, Carmen (ITD); Camner, Susan (ITD)
	Implement a County-wide standardized and simplified IT Services Billing Process	4/3/2018	Complete			Salazar, Mariaelen (ITD)
Enterprise Programs (ITD)	Voice Over IP Enterprise Telephony	2/10/2020	In Progress			Aguirre, Juan (ITD)
	Enterprise Asset Management	8/1/2019	Complete			Lopez, Jose (ITD)
	Enterprise Project Management Office Full Implementation	3/3/2021	Complete			Arora, Rishi (ITD)
	Enterprise Content Management	3/8/2021	Complete			Lopez, Jose (ITD)
IT Consolidation	Consolidation - Phase 5 (WS, ME, FR, AV, EL)	2/10/2020	In Progress			Salazar, Mariaelen (ITD)
	Consolidation - Phase 1 (PE, ID, AD)	3/14/2018	Complete			Salazar, Mariaelen (ITD)
	Consolidation - Phase 2 (SW, MT, PD, CR, SP)	3/14/2018	Complete			Salazar, Mariaelen (ITD)
	Consolidation - Phase 3 (PR)	3/14/2018	Complete			Salazar, Mariaelen (ITD)
	Consolidation - Phase 4 (LB, HD, CO, GI, FN)	3/14/2018	Complete			Salazar, Mariaelen (ITD)
Business Relationship Management	MOUs PHASE 5 (WS, ME, FR, AV, EL)	4/3/2018	Complete			Salazar, Mariaelen (ITD)
	MOUs PHASE 1 (PE, ID, AD)	3/14/2018	Complete			Salazar, Mariaelen (ITD)
	Establish BRM Program	3/14/2018	Complete			Salazar, Mariaelen (ITD)
	MOUs PHASE 2 (SW, MT, PD, CR, SP)	3/14/2018	Complete			Salazar, Mariaelen (ITD)
	MOUs PHASE 4 (LB, HD, CO, GI, FN)	3/14/2018	Complete			Salazar, Mariaelen (ITD)
	MOUs PHASE 3 (PR)	3/14/2018	Complete			Salazar, Mariaelen (ITD)

Initiatives for Scorecard

There is no data for the selected filter