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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)	Jun '23		59	60	944	540		
		IT Service Center Call Abandon Rate (%)	Jun '23		5%	5%	5%	5%		
		IT Service Center Total Incoming Calls	Jun '23		12,495	n/a	88,376	n/a		
		Total # of Remedy Tickets Entered	Jun '23		16,265	n/a	n/a	n/a		
		IT Service Center First Contact Resolution Rate (FCR %)	Jun '23		61%	80%	60%	80%		
		Average Length of Call (seconds)	Jun '23		298	n/a	n/a	n/a		
		Total # of Incidents Submitted	Jun '23		10,537	n/a	83,876	n/a		
		Total # of Work Orders Submitted	Jun '23		5,728	n/a	46,992	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	2022 FY		112	n/a	n/a	n/a			
	% of Active Projects on Track - Per Fiscal Year	2022 FY		96%	75%	n/a	n/a			
Radio Communication Services	Unit Cost Per Portable Radio Repair	2022 FY		\$160	\$160	\$160	\$160			
	Percentage Of Vehicle Installations	2022 FY		100%	100%	n/a	n/a			

		Completed On Time							
Enterprise Programs (ITD)		System Users - EAMS	May '23		8,686	7,350	n/a	n/a	
		Assets Tracked In The County's Asset Management System - EAMS (in thousands)	May '23		1,309,141	1,015,000	1,309,141	1,015,000	
		Number of Layers Maintained in the County's Central Repository (Vector/Imagery)	'23 FQ3		1,877	1,750	n/a	n/a	
		Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Jun '23		115,723	n/a	n/a	n/a	
		Documents Managed In The County's Document System - ECM (in millions)	Jun '23		148,605,819	142,000,000	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	Jun '23		100.00%	100.00%	100.00%	100.00%	
		Miami Dade County Portal Availability	Jun '23		99.912%	99.900%	n/a	n/a	
		Production Systems Availability	'23 FQ3		100.00%	99.99%	100.00%	99.99%	
Financial	Meet Budget Targets (ITD)	Expen: Qtly Total (ITD)	'23 FQ3		\$69,902K	\$59,250K	\$178,390K	\$177,750K	
		Revenue: Qtly Total (ITD)	'23 FQ3		\$21,036K	\$59,250K	\$138,997K	\$177,750K	
		Positions: Full-Time Filled (ITD)	'23 FQ3		838	950	838	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 meetings and maintain minutes	'23 FQ3		100%	100%	100%	100%	

[Edit Scorecard](#)

Key:  - Initiative  - Featured Objective

Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	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)
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