

**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)	Dec '23		87	60	125	60	
		IT Service Center Call Abandon Rate (%)	Dec '23		7%	5%	9%	5%	
		IT Service Center Total Number of Incoming Calls	Dec '23		7,457	n/a	28,430	n/a	
		Total Number of Remedy Tickets Entered	Dec '23		12,720	n/a	n/a	n/a	
		IT Service Center First Contact Resolution Rate (FCR %)	Dec '23		76%	80%	72%	80%	
		Average Length of Call (seconds)	Dec '23		408	n/a	n/a	n/a	
		Total Number of Incidents Submitted	Dec '23		7,952	n/a	25,822	n/a	
	Resolution Response (ITD) - Efficiently respond to equipment repair requests	Total Number of Work Orders Submitted	Dec '23		4,768	n/a	15,717	n/a	
		Percent Of Telephone Equipment Repairs Completed Within 48 Hours	Dec '23		93.00%	95.00%	93.00%	95.00%	
		Percent of Network Service Requests assigned within one business day from the time received	Dec '23		99%	92%	99%	92%	
		Percent of Telephone Repair Incidents completed within ITD service levels of 8, 24, 48 hours	Dec '23		93.0%	95.0%	93.0%	95.0%	
		Percent of Network Repair Incidents	Dec '23		99.0%	98.0%	99.0%	98.0%	

			completed within ITD service levels of 8, 24, 48 hours							
<b>Provide Innovative Customer Solutions</b>			Number of Projects Completed - Per Fiscal Year	2023 FY		41	n/a	n/a	n/a	
			Percent of Active Projects on Track - Per Fiscal Year	2023 FY		95%	75%	n/a	n/a	
<b>Ensure availability of critical radio communication services</b>			Unit Cost Per Portable Radio Repair	2023 FY		\$160	\$160	\$160	\$160	
			Percent Of Vehicle Installations Completed On Time	2023 FY		100%	100%	n/a	n/a	
<b>Enterprise Programs (ITD)</b>			Number of System Users - EAMS	Dec '23		8,355	8,840	n/a	n/a	
			Number of Assets Tracked In The County's Asset Management System - EAMS	Dec '23		1,324,201	1,429,000	1,324,201	1,429,000	
			Number of data sets maintained in the County's Open Data portal - Cumulative	'24 FQ1		682	687	682	687	
			Percent change in work orders in the Enterprise Asset Management System (EAMS)	2023 FY		2.5%	2.5%	2.5%	2.5%	
			Number of Layers Maintained in the County's Central Repository (Vector/Imagery)	'24 FQ1		1,891	1,860	1,891	1,860	
			Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Dec '23		100,939	115,000	109,148	115,000	
			Percent change in the number of electronic signatures processed	2023 FY		28.1%	10.0%	28.1%	10.0%	
			Number of Documents Managed In The County's Document System - ECM	Dec '23		153,335,751	155,000,000	n/a	n/a	
			Percent change in eCommerce Transactions	2023 FY		-19.0%	5.0%	-19.0%	5.0%	
			Number of applications maintained in the County's Open Data portal - Cumulative	'24 FQ1		180	186	180	186	
<b>Enhance Cyber Security (ITD)</b>			Percent of Email Availability	Dec '23		100.00%	100.00%	100.00%	100.00%	
			Percent of Purchasing Card	'24 FQ1		100%	100%	100%	100%	

		Industry (PCI) quarterly compliance								
		Percent of compliant submission of Payment Card Industry (PCI) Compliance Attestation	2023 FY		100.00%	99.99%	100.00%	99.99%		
	<b>Ensure availability of critical systems (ITD)</b>	Percent of 911 Availability	Dec '23		100.00%	99.90%	100.00%	99.90%		
		Percent of Email Availability	Dec '23		100.00%	100.00%	100.00%	100.00%		
		Miami Dade County Portal Availability	Dec '23		99.87%	99.90%	99.95%	99.90%		
		Production Systems Availability	'24 FQ1		100.00%	99.99%	100.00%	99.99%		
		Percent of uptime of 24/7 WAN (Wide Area Network) network availability	Dec '23		99.99%	99.99%	99.99%	99.99%		
		<b>Financial</b>	Expen: Qtly Total (ITD)	'24 FQ1		\$63,805K	\$63,000K	\$63,805K	\$63,000K	
			Revenue: Qtly Total (ITD)	'24 FQ1		\$37,843K	\$63,000K	\$37,843K	\$63,000K	
	Positions: Full-Time Filled (ITD)		'24 FQ1		863	953	863	n/a		
	<b>Internal</b>	Percent of Current Monthly Employee Evaluations received on time	Dec '23		35%	75%	39%	75%		
		<b>Learning and Growth</b>	Conduct quarterly safety committee meetings and maintain minutes	'24 FQ1		100%	100%	100%	100%	
			Number of monthly hires and promotions	Dec '23		2	n/a	29	n/a	

[Edit Scorecard](#)

Key: - Initiative - Featured Objective

## Initiatives for Objectives

Objective Name	Initiative	As Of	Status	Budget	Timing	Owners
Enterprise Programs (ITD)	Voice Over IP Enterprise Telephony	2/10/2020	In Progress			Aguirre, Juan (ITD)

## Initiatives for Scorecard

There is no data for the selected filter