

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)	Mar '24		93	60	116	60	
		IT Service Center Call Abandon Rate (%)	Mar '24		7%	5%	9%	5%	
		IT Service Center Total Number of Incoming Calls	Mar '24		7,900	n/a	54,429	n/a	
		Total Number of Remedy Tickets Entered	Mar '24		14,891	n/a	n/a	n/a	
		IT Service Center First Contact Resolution Rate (FCR %)	Mar '24		72%	80%	74%	80%	
		Average Length of Call (seconds)	Mar '24		409	n/a	n/a	n/a	
		Total Number of Incidents Submitted	Mar '24		9,207	n/a	55,782	n/a	
		Total Number of Work Orders Submitted	Mar '24		5,684	n/a	33,066	n/a	
	Resolution Response (ITD) - Efficiently respond to equipment repair requests	Percent Of Telephone Equipment Repairs Completed Within 48 Hours	Mar '24		90.00%	95.00%	92.00%	95.00%	
		Percent of Network Service Requests assigned within one business day from the time received	Mar '24		99%	92%	99%	92%	
		Percent of Telephone Repair Incidents completed within ITD service levels of 8, 24, 48 hours	Mar '24		90.0%	95.0%	92.0%	95.0%	
		Percent of Network Repair Incidents	Mar '24		99.0%	98.0%	99.0%	98.0%	

			completed within ITD service levels of 8, 24, 48 hours					
Provide Innovative Customer Solutions		2023 FY	Number of Projects Completed - Per Fiscal Year	41	n/a	n/a	n/a	
		2023 FY	Percent of Active Projects on Track - Per Fiscal Year	95%	75%	n/a	n/a	
Ensure availability of critical radio communication services		2023 FY	Unit Cost Per Portable Radio Repair	\$160	\$160	\$160	\$160	
		2023 FY	Percent Of Vehicle Installations Completed On Time	100%	100%	n/a	n/a	
Enterprise Programs (ITD)		Jan '24	Number of System Users - EAMS	8,355	8,840	n/a	n/a	
		Jan '24	Number of Assets Tracked In The County's Asset Management System - EAMS	1,327,714	1,429,000	1,327,714	1,429,000	
		'24 FQ2	Number of data sets maintained in the County's Open Data portal - Cumulative	537	687	1,219	1,374	
		2023 FY	Percent change in work orders in the Enterprise Asset Management System (EAMS)	2.5%	2.5%	2.5%	2.5%	
		'24 FQ2	Number of Layers Maintained in the County's Central Repository (Vector/Imagery)	1,900	1,860	3,791	3,720	
		Mar '24	Total eCommerce Transactions Per Month (Credit Cards and eChecks)	121,954	115,000	113,208	115,000	
		2023 FY	Percent change in the number of electronic signatures processed	28.1%	10.0%	28.1%	10.0%	
		Mar '24	Number of Documents Managed In The County's Document System - ECM	156,270,701	155,000,000	n/a	n/a	
		2023 FY	Percent change in eCommerce Transactions	-19.0%	5.0%	-19.0%	5.0%	
		'24 FQ2	Number of applications maintained in the County's Open Data portal - Cumulative	132	186	312	372	

<p>Enhance Cyber Security (ITD)</p> <hr/> <p>Ensure availability of critical systems (ITD)</p>	Percent of Email Availability	Mar '24		100.00%	100.00%	100.00%	100.00%		
	Percent of Purchasing Card Industry (PCI) quarterly compliance	'24 FQ1		100%	100%	100%	100%		
	Percent of compliant submission of Payment Card Industry (PCI) Compliance Attestation	2023 FY		100.00%	99.99%	100.00%	99.99%		
	Percent of 911 Availability	Mar '24		100.00%	99.90%	100.00%	99.90%		
	Percent of Email Availability	Mar '24		100.00%	100.00%	100.00%	100.00%		
	Miami Dade County Portal Availability	Mar '24		100.00%	99.90%	99.98%	99.90%		
	Production Systems Availability	'24 FQ2		100.00%	99.99%	100.00%	99.99%		
	Percent of uptime of 24/7 WAN (Wide Area Network) network availability	Mar '24		99.98%	99.99%	99.99%	99.99%		
	<p>Financial</p> <p>Meet Budget Targets (ITD)</p>	Expen: Qtly Total (ITD)	'24 FQ2		\$63,894K	\$63,000K	\$127,699K	\$126,000K	
		Revenue: Qtly Total (ITD)	'24 FQ2		\$93,123K	\$63,000K	\$130,966K	\$126,000K	
Positions: Full-Time Filled (ITD)		'24 FQ2		875	953	869	n/a		
<p>Internal</p> <p>Resource Management (ITD)</p>	Percent of Current Monthly Employee Evaluations received on time	Jan '24		36%	75%	38%	75%		
	<p>Learning and Growth</p> <p>Human Resources</p>	Conduct quarterly safety committee meetings and maintain minutes	'24 FQ1		100%	100%	100%	100%	
Number of monthly hires and promotions		Jan '24		14	n/a	43	n/a		

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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