

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 '24	268	60		175	60		
		IT Service Center Call Abandon Rate (%)	Jun '24	15%	5%		11%	5%		
		IT Service Center Total Number of Incoming Calls	Jun '24	8,912	n/a		92,530	n/a		
		Total Number of Remedy Tickets Entered	Jun '24	15,210	n/a		n/a	n/a		
		IT Service Center First Contact Resolution Rate (FCR %)	Jun '24	74%	80%		73%	80%		
		Average Length of Call (seconds)	Jun '24	421	n/a		410	n/a		
		Total Number of Incidents Submitted	Jun '24	9,852	n/a		96,735	n/a		
		Total Number of Work Orders Submitted	Jun '24	5,358	n/a		56,779	n/a		
		Resolution Response (ITD) - Efficiently respond to equipment repair requests	Percent Of Telephone Equipment Repairs Completed Within 48 Hours	May '24	93.00%	95.00%		92.25%	95.00%	
			Percent of Network Service Requests assigned within one business day from the time received	May '24	99%	92%		99%	92%	
Percent of Telephone Repair Incidents completed within	May '24		93.0%	95.0%		92.3%	95.0%			

		ITD service levels of 8, 24, 48 hours							
		Percent of Network Repair Incidents completed within ITD service levels of 8, 24, 48 hours	May '24	99.0%	98.0%		99.0%	98.0%	
Provide Innovative Customer Solutions		Number of Projects Completed - Per Fiscal Year	2023 FY	41	n/a		41	n/a	
		Percent of Active Projects on Track - Per Fiscal Year	2023 FY	95%	75%		95%	75%	
Ensure availability of critical radio communication services		Unit Cost Per Portable Radio Repair	2023 FY	\$160	\$160		\$160	\$160	
		Percent Of Vehicle Installations Completed On Time	2023 FY	100%	100%		100%	100%	
Enterprise Programs (ITD)		Number of System Users - EAMS	Jan '24	8,355	8,840		8,355	8,840	
		Number of Assets Tracked In The County's Asset Management System - EAMS	Jan '24	1,327,714	1,429,000		1,327,714	1,429,000	
		Number of data sets maintained in the County's Open Data portal - Cumulative	'24 FQ3	574	687		1,793	2,748	
		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 FQ3	1,920	1,860		5,711	7,440	
		Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Jun '24	116,937	115,000		117,158	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	Jun '24	158,069,709	155,000,000		159,066,356	155,000,000	

		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 FQ3	300	186		612	744	
	Enhance Cyber Security (ITD)	Percent of Email Availability	Jun '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%	
	Ensure availability of critical systems (ITD)	Percent of 911 Availability	May '24	100.00%	99.90%		100.00%	99.90%	
		Percent of Email Availability	Jun '24	100.00%	100.00%		100.00%	100.00%	
		Miami Dade County Portal Availability	Jun '24	100.00%	99.90%		99.98%	99.90%	
		Production Systems Availability	'24 FQ3	100.00%	99.99%		100.00%	99.99%	
		Percent of uptime of 24/7 WAN (Wide Area Network) network availability	May '24	99.98%	99.99%		99.99%	99.99%	
Financial	Meet Budget Targets (ITD)	Expn: Qtly Total (ITD)	'24 FQ3	\$56,430K	\$63,000K		\$184,129K	\$252,000K	
		Revenue: Qtly Total (ITD)	'24 FQ3	\$19,032K	\$63,000K		\$149,998K	\$252,000K	
		Positions: Full-Time Filled (ITD)	'24 FQ3	875	953		871	953	
Internal	Resource Management (ITD)	Percent of Current Monthly Employee Evaluations received on time	Jun '24	53%	75%		38%	75%	
Learning and Growth	Human Resources	Conduct quarterly safety committee meetings and maintain minutes	'24 FQ3	100%	100%		100%	100%	
		Number of monthly hires and promotions	Jun '24	1	n/a		111	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 Measures

Initiatives for Measures
There is no data for the selected filter