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 '24	▼	182	60	171	60	▼
		IT Service Center Call Abandon Rate (%)	Sep '24	▼	11%	5%	11%	5%	▼
		IT Service Center Total Number of Incoming Calls	Sep '24		8,456	n/a	109,306	n/a	
		Total Number of Remedy Tickets Entered	Jul '24		17,632	n/a	n/a	n/a	
		IT Service Center First Contact Resolution Rate (FCR %)	Jul '24	▼	71%	80%	73%	80%	▼
		Average Length of Call (seconds)	Sep '24		455	n/a	420	n/a	
		Total Number of Incidents Submitted	Jul '24		11,394	n/a	96,735	n/a	
		Total Number of Work Orders Submitted	Jul '24		6,238	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 ITD service levels of 8, 24, 48 hours	May '24	▼	93.0%	95.0%	92.3%	95.0%	▼
		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	n/a	n/a	
		Percent of Active Projects on Track - Per Fiscal Year	2023 FY	🔼	95%	75%	n/a	n/a	
	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%	n/a	n/a	
	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	2,061	▼
		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	5,580	🔼

Perspective Name	Objective Name		Measure Name	Last Period Updated		Actual	Target	Actual FYTD	FYTD Goal	
Customer	**Enterprise Programs (ITD)**	◈	Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Sep '24	▲	132,543	115,000	119,811	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	Sep '24	◬	160,714,313	155,000,000	160,714,313	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	558	▲
	Enhance Cyber Security (ITD)		Percent of Email Availability	Sep '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	Sep '24	▲	100.00%	100.00%	100.00%	100.00%	▲
			Miami Dade County Portal Availability	Sep '24	▲	100.00%	99.90%	99.99%	99.90%	▲
			Production Systems Availability	'24 FQ4	▲	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)**		Expen: Qtly Total (ITD)	'24 FQ4	▼	$68,805K	$63,000K	$252,934K	$252,000K	▼
			Revenue: Qtly Total (ITD)	'24 FQ4	▲	$102,936K	$63,000K	$252,934K	$252,000K	▲
			Positions: Full-Time Filled (ITD)	'24 FQ4	▲	871	953	873	n/a	▲
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

Back to Start

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

PK_ID 00000000-0000-0000-0000-000000000010

Name contains any Information Technology Department