

As Of <= 03/31/2023

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: ITD

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 '23	110	60		885	720	
		IT Service Center Call Abandon Rate (%)	Mar '23	2%	5%		5%	5%	
		IT Service Center Total Incoming Calls	Mar '23	10,175	n/a		75,881	n/a	
		Total # of Remedy Tickets Entered	Mar '23	15,629	n/a		n/a	n/a	
		IT Service Center First Contact Resolution Rate (FCR %)	Mar '23	57%	80%		59%	80%	
		Average Length of Call (seconds)	Mar '23	305	n/a		n/a	n/a	
		Total # of Incidents Submitted	Mar '23	9,956	n/a		64,099	n/a	
		Total # of Work Orders Submitted	Mar '23	5,673	n/a		41,264	n/a	
	Resolution Response (ITD)	Percentage Of Telephone Equipment Repairs Completed Within 48 Hours	Mar '23	90.00%	90.00%		90.00%	90.25%	
		% of Network Service Requests assigned within one business day from the time received.	Mar '23	98%	92%		98%	92%	
		% of Network Repair Calls assigned within 4 hours from the time reported by customer	Mar '23	98%	92%		98%	92%	
		% of Telephone Repair Calls assigned within 4 hours from the time reported by customer	Mar '23	95%	92%		95%	92%	
	Provide Innovative Customer Solutions	# of Projects Completed - Per Fiscal Year	2022 FY	112	n/a		112	n/a	
		% of Active Projects using contemporary Agile Methodology - Per Fiscal Year	2022 FY	77%	60%		77%	60%	
		% of Active Projects on Track - Per Fiscal Year	2022 FY	96%	75%		96%	75%	
	Enterprise Programs (ITD)	System Users - EAMS	Jan '23	8,370	7,350		n/a	n/a	
		Assets Tracked - EAMS (in thousands)	Jan '23	1,296,180	1,015,000		1,309,141	1,357,000	
		Increase in Number of GIS Layers in OpenData	'23 FQ2	890	5		n/a	n/a	
		Number of Layers Maintained in the County's Central Repository (Vector/Imagery)	'23 FQ2	1,859	1,750		n/a	n/a	
		Total eCommerce Transactions Per Month (Credit Cards and eChecks)	Mar '23	121,479	n/a		n/a	n/a	
		Documents Managed - ECM (in millions)	Mar '23	147,083,390	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	3,000	
	Systems Availability (ITD)	911 Availability Index	Mar '23	100.00%	99.90%		100.00%	99.90%	
		Email Availability	Mar '23	100.00%	100.00%		100.00%	100.00%	

Perspective Name	Objective Name	Measure Name	Last Period Updated	Actual	Target		Actual FYTD	FYTD Goal	
Customer	Systems Availability (ITD)	County Network Availability	Mar '23	99.00%	99.00%		99.00%	99.00%	
		Miami Dade County Portal Availability	Mar '23	99.990%	99.900%		n/a	n/a	
		Production Systems Availability	'23 FQ2	100.00%	99.99%		100.00%	99.99%	
Financial	Meet Budget Targets (ITD)	Expen: Qtlly Total (ITD)	'23 FQ2	\$56,130K	\$59,250K		\$108,488K	\$237,000K	
		Revenue: Qtlly Total (ITD)	'23 FQ2	\$108,363K	\$59,250K		\$117,961K	\$237,000K	
		Positions: Full-Time Filled (ITD)	'23 FQ2	833	875		838	913	
Internal	Resource Management (ITD)	Extend job offers within 3 business days of HRD approval and receipt of background checks	'23 FQ1	100%	90%		100%	90%	
		Process interdepartmental transfers within 5 business days	'23 FQ1	100%	90%		100%	90%	
		% of Current Monthly Employee Evaluations received on time	Jan '22	50%	75%		49%	75%	
Learning and Growth	Human Resources	Process tuition refund requests within 5 business days of receipt of completed packages	'23 FQ1	100%	90%		100%	90%	
		Conduct quarterly safety committee meetings and maintain minutes	'23 FQ1	100%	100%		100%	100%	

[Edit Scorecard](#)

Back to Department Scorecards

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, Mariaelena (ITD)
	IT Innovations Center	7/29/2019	Complete						Suarez, Carmen (ITD); Camner, Sue (ITD)
	Implement a County-wide standardized and simplified IT Services Billing Process	4/3/2018	Complete						Salazar, Mariaelena (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 L. (ITD)
	Enterprise Project Management Office Full Implementation	3/3/2021	Complete						Arora, Rishi (ITD)
	Enterprise Content Management	3/8/2021	Complete						Lopez, Jose L. (ITD)
IT Consolidation	Consolidation - Phase 5 (WS, ME, FR, AV, EL)	2/10/2020	In Progress						Salazar, Mariaelena (ITD)
	Consolidation - Phase 1 (PE, ID, AD)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Consolidation - Phase 2 (SW, MT, PD, CR, SP)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Consolidation - Phase 3 (PR)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Consolidation - Phase 4 (LB, HD, CO, GI, FN)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
Business Relationship Management	MOUs PHASE 5 (WS, ME, FR, AV, EL)	4/3/2018	Complete						Salazar, Mariaelena (ITD)
	MOUs PHASE 1 (PE, ID, AD)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	Establish BRM Program	3/14/2018	Complete						Salazar,

Objective Name	Initiative	As Of	Status	Budget	Timing	Quality	Risk	Scope	Owners
Business Relationship Management									Mariaelena (ITD)
	MOUs PHASE 2 (SW, MT, PD, CR, SP)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	MOUs PHASE 4 (LB, HD, CO, GI, FN)	3/14/2018	Complete						Salazar, Mariaelena (ITD)
	MOUs PHASE 3 (PR)	3/14/2018	Complete						Salazar, Mariaelena (ITD)