



WHAT WE DO

The Department of Information Technology and Telecommunications (DoITT) is the City's Information Technology (IT) utility, ensuring the sustained, efficient delivery of IT services, infrastructure and telecommunications services. DoITT establishes the strategic direction for citywide IT operations, security policies and standards; procures citywide IT services; evaluates emerging technologies; provides project management, application development, quality assurance and support services; maintains NYC.gov and Geographic Information Systems (GIS); operates the City's state-of-the-art data center, the Citywide Radio Network (CRN), the dedicated wireless network (NYCWiN), the wired network (CityNet), the Citywide Service Desk and telecommunications systems; and administers telecommunications franchise contracts providing fiber, cable television, pay telephones and mobile telecom equipment installed on City property and streets. The agency manages large interagency technology projects. For example, in Fiscal 2014 DoITT assumed the management of the Emergency Communications Transformation Program (ECTP). ECTP involves the implementation of technology required for two fully redundant call answering centers in the City's 911 emergency communications system.

FOCUS ON EQUITY

DoITT works to expand broadband access citywide with a focus on traditionally underserved areas. In Fiscal 2015 DoITT announced that the LinkNYC network will replace the City's aging payphone infrastructure. LinkNYC will provide free, up to gigabit-speed Wi-Fi access for New Yorkers in neighborhoods across each of the five boroughs and offer free domestic calling, including 911 and 311 access. Moreover, LinkNYC is expected to generate at least \$500 million for the City over its first 12 years, providing additional revenue for more broadband initiatives aimed at bridging the digital divide. DoITT leads NYC Connected Communities, a program that provides \$3.7 million per year to a range of City partners to increase public access to broadband, computer literacy and job readiness training in low-income communities. DoITT also administers NYC.gov, the City's official website. [NYC.gov](http://nyc.gov) is easily accessed by desktop computer, smartphone or tablet and is available in approximately 90 languages.

OUR SERVICES AND GOALS

SERVICE 1 Deliver City IT services including hardware, software and technical support.

- Goal 1a Provide quality service delivery and performance monitoring for DoITT-managed systems.
- Goal 1b Resolve all citywide service desk requests and incident tickets within targeted levels.
- Goal 1c Ensure all application development and IT infrastructure projects led by DoITT's project management office are delivered on time and within budget.
- Goal 1d Ensure effective management of the City's telecommunications service.

SERVICE 2 Support sharing and management of citywide data and information.

- Goal 2a Increase the public's use of City government information through NYC.gov.
- Goal 2b Increase the number of publicly available data sets.

SERVICE 3 Regulate franchised cable services.

- Goal 3a Ensure customer complaints are resolved in a timely manner.

SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

- Goal 4a Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.

HOW WE PERFORMED IN FISCAL 2015

SERVICE 1 Deliver City IT services including hardware, software and technical support.

Goal 1a Provide quality service delivery and performance monitoring for DoITT-managed systems.

In Fiscal 2015 DoITT continued to provide agencies with reliable, high quality service, maintaining an average uptime of key systems of 99.36 percent. During the reporting period key mainframe systems received significant upgrades, including the installation of a new enterprise processor, which will allow future growth for multiple City agency applications. During this period, DoITT took measures to improve services with a significant upgrade of its enterprise incident management software.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Average uptime of key systems (mainframe, UNIX, Wintel) (%)	99.96%	99.95%	99.83%	99.72%	99.36%	99.99%	99.99%	Up	Neutral
Average utilization of shared City agencies mainframe system (%)	NA	NA	79.6%	79.7%	72.3%	*	*	Neutral	NA
Average utilization of mainframe system used by the Department of Education and DoITT (%)	NA	NA	46.5%	49.2%	57.6%	*	*	Neutral	NA
Uptime of NYC.gov (%)	99.88%	99.78%	99.99%	99.93%	99.99%	99.99%	99.99%	Up	Neutral
Uptime of NYCWiN (%)	99.97%	99.99%	99.99%	100.00%	100.00%	99.99%	99.99%	Up	Neutral
Uptime of 800 MHz network (%)	99.99%	99.98%	99.99%	100.00%	100.00%	99.99%	99.99%	Up	Neutral
Uptime of Citywide Radio Network (%)	99.99%	99.99%	99.99%	100.00%	100.00%	99.99%	99.99%	Up	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 1b Resolve all citywide service desk requests and incident tickets within targeted levels.

DoITT performed better than its target of three days to resolve all service incidents, maintaining an average of 1.3 days in Fiscal 2015, despite a nearly five percent increase in overall reported incidents. While there was a 33 percent increase in the highest priority incidents – the “urgent” and “high” tickets — the average time to resolve these priority incidents was stable compared to Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Service incidents	144,633	207,980	219,685	188,745	197,166	*	*	Neutral	Up
★Average time to resolve all service incidents (days)	1.4	1.5	1.8	1.2	1.3	3.0	3.0	Down	Neutral
Average time to resolve service incidents - Urgent (days)	0.8	0.3	0.8	0.7	0.7	0.1	0.1	Down	Up
Average time to resolve service incidents - High (days)	0.8	0.6	1.4	0.5	0.4	0.2	0.2	Down	Down
Average time to resolve service incidents - Medium (days)	1.2	1.6	1.4	1.0	1.0	3.0	3.0	Down	Down
Average time to resolve service incidents - Low (days)	1.8	1.7	1.9	1.5	1.8	6.0	6.0	Down	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 1c Ensure all application development and IT infrastructure projects led by DoITT’s project management office are delivered on time and within budget.

In Fiscal 2015, 87 percent of DoITT’s active projects were on schedule, a two percentage point improvement from Fiscal 2014, due in part to expanded use of agile methodologies. In Fiscal 2015, 75 percent of completed projects were on time according to their baseline finish date. On average, for any given month in Fiscal 2015 there were 34 active projects. There was an 84 percent increase in the number of service catalog requests compared to Fiscal 2014. This is primarily attributable to the implementation of a new intake process.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Projects on schedule (%)	NA	NA	75%	85%	87%	75%	75%	Up	NA
★ Projects completed on time (%)	NA	NA	NA	NA	75%	↑	↑	Up	NA
Active projects	NA	NA	NA	NA	34	*	*	Neutral	NA
Service catalog requests	187	170	240	391	720	*	*	Neutral	Up
Service catalog requests handled as business as usual (%)	NA	NA	23%	15%	24%	*	*	Neutral	NA
Service catalog requests that receive solutions review (%)	NA	NA	68%	75%	69%	*	*	Neutral	NA

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Goal 1d Ensure effective management of the City's telecommunications service.

The number of telecommunications service incidents decreased by approximately 33 percent from Fiscal 2014 largely due to the continued migration of City employees to Voice over Internet Protocol (VoIP) telecommunications. The average time to resolve these incidents remained the same as Fiscal 2014 at 4.6 days.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Service incidents - Telecommunications repair	6,096	7,194	5,634	3,909	2,628	*	*	Neutral	Down
Average time to resolve telecommunications incidents (days)	4.1	4.5	10.2	4.6	4.6	*	*	Down	Neutral
★ Uptime of telecommunications network (Voice over Internet Protocol) (%)	NA	NA	99.97%	100.00%	100.00%	99.99%	99.99%	Up	NA

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SERVICE 2 Support sharing and management of citywide data and information.

Goal 2a Increase the public's use of City government information through NYC.gov.

In Fiscal 2015 the number of [NYC.gov](http://nyc.gov) page views increased 33 percent due in part to improved mobile device access to the NYC.gov portal, while the number of unique visitors remained constant. For the first time ever the number of page views topped one billion in Fiscal 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ NYC.gov page views (000)	590,599	635,710	386,668	789,791	1,048,341	635,710	635,710	Up	Up
NYC.gov unique visitors (average monthly) (000)	2,351	2,781	3,774	3,778	3,772	*	*	Up	Up

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Goal 2b Increase the number of publicly available data sets.

As of Fiscal 2015 DoITT has made 1,369 data sets available to the public on the [City's Open Data portal](http://cityopendata.com), exceeding its target for the year. In July 2015 DoITT released its annual update to the New York City Open Data Plan, outlining data sets scheduled to be released over the next few years. DoITT continues to work with City agencies to make additional data sets available to the public.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Data sets available for download on NYC.gov/Open-Data	361	778	1,139	1,273	1,369	1,311	1,311	Up	Up

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SERVICE 3 Regulate franchised cable services.

Goal 3a Ensure customer complaints are resolved in a timely manner.

DoITT continued to resolve cable complaints in a timely manner during Fiscal 2015, with an average of 99.8 percent resolved within 30 days, a slight improvement over Fiscal 2014. Additionally, the average time to resolve all complaints decreased by one day to 13 days in Fiscal 2015 due in part to improved responsiveness by the cable companies.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Cable complaints resolved within 30 days (%)	98.7%	99.2%	99.3%	99.4%	99.8%	98.0%	98.0%	Up	Neutral
Average time to resolve all cable complaints (days)	12	12	13	14	13	*	*	Down	Neutral

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SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

Goal 4a Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.

In Fiscal 2015 there was a slight decrease in public payphone operability, largely due to the continued deterioration of the copper infrastructure. LinkNYC, the new telecom franchise that will replace the City's aging payphone infrastructure, will incorporate climate change-related resiliency requirements, including a fiber optic network to minimize outages as a result of flooding, and battery back-up to sustain 911 calling functionality for 24 hours after a power outage. The percent of inspected phones passing appearance standards increased slightly in Fiscal 2015. DoITT conducted 11 percent more inspections compared to Fiscal 2014 as a result of routing the inspectors more efficiently.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Inspected phones deemed operable (%)	77%	75%	61%	65%	63%	75%	75%	Up	Down
Inspected phones passing scorecard appearance standards (%)	97%	98%	98%	97%	98%	95%	95%	Up	Neutral
Pay phone inspections conducted	8,435	8,614	9,286	9,491	10,571	*	*	Neutral	Up
Violations admitted to or upheld at the Environmental Control Board (%)	NA	73%	69%	69%	72%	*	*	Neutral	NA

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Citywide IT professional services contracts in use by agencies (%)	NA	NA	46%	57%	37%	*	*	Neutral	NA
Agencies' task orders using citywide IT professional services contracts	NA	NA	810	1,071	747	*	*	Neutral	NA

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience									
Letters responded to in 14 days (%)	92%	95%	97%	99%	91%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	85%	94%	96%	97%	95%	*	*	Up	Up
Rate of overall customer satisfaction (%)	NA	NA	NA	79%	90%	*	*	Up	NA

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Response to 311 Service Requests (SRs)									
Percent meeting time to close – cable complaint - service (15 days)	99	98	96	97	96	*	*	Neutral	Neutral
Percent meeting time to close – cable complaint - billing (30 days)	93	100	99	100	100	*	*	Neutral	Neutral
Percent meeting time to close – cable complaint - miscellaneous (30 days)	98	100	99	100	100	*	*	Neutral	Neutral
Percent meeting time to close – public payphone complaint - lost coin (44 days)	73	88	64	97	90	*	*	Neutral	Up
Percent meeting time to close – public payphone complaint - damaged telephone (30 days)	58	59	44	77	74	*	*	Neutral	Up

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) ²	\$415.4	\$452.5	\$431.6	\$467.5	\$533.8	\$535.0	\$553.1	Up
Revenues (\$000,000)	\$160.6	\$166.4	\$162.4	\$168.2	\$174.1	\$160.4	\$165.6	Neutral
Personnel	1,157	1,107	1,130	1,163	1,257	1,498	1,670	Neutral
Overtime paid (\$000)	\$671	\$788	\$998	\$777	\$517	\$517	\$517	Down

¹Authorized Budget Level ²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Department added a new indicator 'active projects' to Goal 1c.
- In Fiscal 2016 the Department will remove the three 'service catalog' indicators from Goal 1c, as they are not measurements of the stated goal. These services are still available and provided to City agencies.
- The words 'pay telephones' were replaced with 'telecommunication services' in Service 4 and Goal 4a to better reflect the services provided. In Fiscal 2015 DoITT announced LinkNYC to replace the City's aging pay telephone infrastructure. LinkNYC will provide free Wi-Fi access for New Yorkers in all five boroughs and offer free domestic calling, including 911 and 311 access.

ADDITIONAL RESOURCES

For additional information go to:

- NYC.gov:
<http://www.nyc.gov/>
- Open Data portal:
<https://nycopendata.socrata.com/>

For more information on the agency, please visit: www.nyc.gov/doitt.