



## WHAT WE DO

The Department of Information Technology and Telecommunications (DoITT) is the City's Information Technology (IT) utility, focused on enhancing the City's collective cybersecurity and preparedness efforts and securing the City's technology, telecommunications and information assets from disruption. DoITT establishes the strategic direction for citywide IT operations, security policies and standards; procures citywide IT services; and provides project management, application development, quality assurance and support services. DoITT maintains [nyc.gov](http://nyc.gov); administers telecommunications franchise contracts providing fiber, cable television, Wi-Fi hotspots and mobile telecom equipment installed on City property and streets; and delivers IT services, including hardware, software and technical support, to City agencies.

## FOCUS ON EQUITY

In addition to services DoITT provides to City partners, DoITT facilitates greater access to technology for the public, which includes providing greater, more equitable citywide broadband access. DoITT is facilitating the expansion of high-speed Internet throughout the City by directing fiber to industrial and commercial locations, promoting broadband adoption and providing access to more broadband choices. LinkNYC has been the most prominent initiative, with a bold vision to transform the City's antiquated payphones into state-of-the-art "Links" providing free Wi-Fi at speeds of up to one gigabit per second, free domestic phone calls, charging stations and built-in tablets to access government services through 311. LinkNYC will expand to 7,500 ultimately resulting in one of the largest, fastest and most secure free municipal Wi-Fi systems in the world. 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.

## OUR SERVICES AND GOALS

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### **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.

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

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### **SERVICE 3 Regulate franchised cable services.**

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

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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.

# HOW WE PERFORMED IN FISCAL 2016

## 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.

DoITT continued to provide agencies with reliable, high-quality service, maintaining 99.59 percent uptime of key systems in Fiscal 2016. An 18 percent upgrade in total capacity of the shared City agencies mainframe systems in Fiscal 2016 led to reduced utilization compared to Fiscal 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★Average uptime of key systems (mainframe, UNIX, Wintel) (%)	99.95%	99.83%	99.72%	99.36%	99.59%	99.99%	99.99%	Up	Neutral
Average utilization of shared City agencies mainframe system (%)	NA	79.6%	79.7%	72.3%	60.9%	*	*	Neutral	NA
Average utilization of mainframe system used by the Department of Education and DoITT (%)	NA	46.5%	49.2%	57.6%	61.2%	*	*	Neutral	NA
Uptime of NYC.gov (%)	99.78%	99.99%	99.93%	99.99%	100.00%	99.99%	99.99%	Up	Neutral
Uptime of NYCWiN (%)	99.99%	99.99%	100.00%	100.00%	99.99%	99.99%	99.99%	Up	Neutral
Uptime of 800 MHz network (%)	99.98%	99.99%	100.00%	100.00%	100.00%	99.99%	99.99%	Up	Neutral
Uptime of Citywide Radio Network (%)	99.99%	99.99%	100.00%	100.00%	100.00%	99.99%	99.99%	Up	Neutral
800 MHz network transmissions (000)	2,330.3	2,866.0	3,621.7	2,935.7	3,187.2	*	*	Neutral	Up

★ 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.

Despite a 17 percent increase in the overall volume of reported service incidents, DoITT performed better than its Fiscal 2016 target of three days to resolve all incidents. This increase in volume, however, coincided with a 23 percent increase in the overall average time to resolve all reported incidents compared to Fiscal 2015, from 1.3 to 1.6 days. DoITT continued to focus on resolving urgent incidents as quickly as possible during the reporting period, reducing the time to resolve them by 46 percent. Additionally, the average time to resolve high-priority service incidents increased from 0.4 to 0.8 days, affected by a 94 percent increase in the volume of these requests. The increase in incidents comes as DoITT expands its role in hosting and delivering more virtual machines (VMs), servers and applications. Additional resources were added to DoITT's Fiscal 2017 budget to expand service to 24 hours a day seven days a week. Marked improvements in resolution times are expected as these resources come on board.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Service incidents	207,980	219,685	188,745	197,166	230,978	*	*	Neutral	Neutral
★Average time to resolve all service incidents (days)	1.5	1.8	1.2	1.3	1.6	3.0	3.0	Down	Neutral
Average time to resolve service incidents - Urgent (days)	0.3	0.8	0.7	0.7	0.4	0.1	0.1	Down	Up
Average time to resolve service incidents - High (days)	0.6	1.4	0.5	0.4	0.8	0.2	0.2	Down	Down
Average time to resolve service incidents - Medium (days)	1.6	1.4	1.0	1.0	1.2	3.0	3.0	Down	Down
Average time to resolve service incidents - Low (days)	1.7	1.9	1.5	1.8	2.2	6.0	6.0	Down	Up

★ 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 2016, 88 percent of DoITT's active projects were on schedule, while 71 percent of completed projects were on time according to their original baseline finish date. While the overall number of projects decreased from Fiscal 2015 to Fiscal 2016, a higher proportion of projects faced unforeseen barriers, leading to an overall decrease in the percentage of projects completed on time.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Projects on schedule (%)	NA	75%	85%	87%	88%	75%	75%	Up	NA
★ Projects completed on time (%)	NA	NA	NA	75%	71%	↑	↑	Up	NA
Active projects	NA	NA	NA	34	45	*	*	Neutral	NA

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**Goal 1d**

Ensure effective management of the City's telecommunications service.

Although DoITT received four percent fewer telecommunications service incidents compared to Fiscal 2015, the average time to resolve these incidents increased 74 percent, to eight days in Fiscal 2016. Performance was impacted by a shortfall in vendor-provided services that occurred as DoITT began a transition to in-house resources. DoITT anticipates an improvement in performance in Fiscal 2017 when this transition is complete.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Service incidents - Telecommunications repair	7,194	5,634	3,909	2,628	2,531	*	*	Neutral	Down
Average time to resolve telecommunications incidents (days)	4.5	10.2	4.6	4.6	8.0	*	*	Down	Neutral
★ Uptime of telecommunications network (Voice over Internet Protocol) (%)	NA	99.97%	100.00%	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 2016 the average number of unique monthly visitors to [NYC.gov](http://nyc.gov), the City's website, reached four million, a six percent increase from the previous year.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ NYC.gov web page views (000)	NA	NA	NA	NA	271,252.2	↑	↑	Up	NA
NYC.gov unique visitors (average monthly) (000)	2,781	3,774	3,778	3,772	4,001	*	*	Up	Up

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

By the end of Fiscal 2016 DoITT published 1,552 data sets, a 13 percent increase compared to Fiscal 2015. Anticipating a continued increase, DoITT adjusted its Fiscal 2017 target from 1,506 to 1,679 datasets. During the reporting period seven new pieces of legislation were passed, strengthening the City's landmark Open Data Law (Local Law 11 of 2012). DoITT continues to work closely with agencies to publish the annual update to the NYC Open Data Plan and ensure compliance with Open Data local laws.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Data sets available for download on NYC.gov/Open-Data	778	1,139	1,273	1,369	1,552	1,460	1,679	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 2016, with 100 percent of requests resolved within 30 days. The average time to resolve all cable complaints remained constant at 13 days.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Cable complaints resolved within 30 days (%)	99.2%	99.3%	99.4%	99.8%	100.0%	98.0%	98.0%	Up	Neutral
Average time to resolve all cable complaints (days)	12	13	14	13	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.

As DoITT continues to de-commission public pay telephones on City streets and roll out the LinkNYC initiative, the number of pay phones in the City, and concurrently the number of inspections, continued to decrease. DoITT installed 198 LinkNYC kiosks in Fiscal 2016, short of its goal to deploy 510 Links and access points across the City. This was mainly due to challenges related to the existing infrastructure, including the coordination of and access to structures operated by third parties, and the viability of particular sites associated with the City's current payphone locations. DoITT expects 1,530 LinkNYC kiosks to be operational across the City by the end of Fiscal 2017.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ LinkNYC kiosks on City streets	NA	NA	NA	NA	198	510	1,530	Neutral	NA
LinkNYC kiosks in violation (%)	NA	NA	NA	NA	0%	5%	5%	Down	NA
Telecommunications advertisement-generated revenue (\$000)	NA	NA	NA	NA	\$18,625.9	*	*	Neutral	NA
★ Inspected phones deemed operable (%)	75%	61%	65%	63%	65%	75%	75%	Up	Down
Inspected phones passing scorecard appearance standards (%)	98%	98%	97%	98%	99%	95%	95%	Up	Neutral
Pay phone inspections conducted	8,614	9,286	9,491	10,571	9,123	*	*	Neutral	Up
Violations admitted to or upheld at the Environmental Control Board (%)	73%	69%	69%	72%	65%	*	*	Neutral	Neutral

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## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Citywide IT professional services contracts in use by agencies (%)	NA	46%	57%	37%	39%	*	*	Neutral	NA
Agencies' task orders using citywide IT professional services contracts	NA	810	1,071	747	570	*	*	Neutral	NA

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Customer Experience									
Letters responded to in 14 days (%)	95%	97%	99%	91%	100%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	94%	96%	97%	95%	100%	*	*	Up	Neutral

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Response to 311 Service Requests (SRs)									
Percent meeting time to close – cable complaint - video service (15 days)	98	96	97	96	96	*	*	Neutral	Neutral
Percent meeting time to close – cable complaint - billing (30 days)	100	99	100	100	100	*	*	Neutral	Neutral
Percent meeting time to close – cable complaint - miscellaneous (30 days)	100	99	100	100	100	*	*	Neutral	Neutral
Percent meeting time to close – public payphone complaint - damaged telephone (30 days)	59	44	77	74	86	*	*	Neutral	Up

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17	
Expenditures (\$000,000) <sup>3</sup>	\$452.5	\$431.6	\$467.5	\$491.7	\$673.1	\$684.6	\$626.7	Up
Revenues (\$000,000)	\$166.4	\$162.4	\$168.2	\$174.1	\$173.9	\$165.7	\$175.8	Neutral
Personnel	1,107	1,130	1,163	1,257	1,379	1,761	1,806	Up
Overtime paid (\$000)	\$788	\$998	\$777	\$867	\$517	\$517	\$517	Down

<sup>1</sup>Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at [nyc.gov/mmr](http://nyc.gov/mmr) for details. <sup>2</sup>Authorized Budget Level <sup>3</sup>Expenditures include all funds  
 "NA" - Not Available in this report

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- DoITT adjusted its target from 1,506 to 1,679 datasets that it expects to publish on the Open Data portal by the end of Fiscal 2017.
- The Department added three new indicators to Goal 4a: 'LinkNYC kiosks on City streets,' 'LinkNYC kiosks in violation (%)' and 'Telecommunications advertisement-generated revenue (\$000).' Fiscal 2016 and 2017 targets have also been included for 'LinkNYC kiosks on City streets' and 'LinkNYC kiosks in violation (%)'.

## 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](http://www.nyc.gov/doitt).