Indicator Name: Average uptime of key systems (mainframe, UNIX, Wintel) (%)
Description: Percentage of time during which key City agency systems managed and operated by DoITT (mainframe, UNIX, or Wintel) are available.
Source: IT Services-Data Center Planning, Mainframe Systems, UNIX Operations, Service Delivery, Network Operations, Service Delivery

Indicator Name: Average utilization of shared City agencies mainframe system (%)
Description: Average capacity utilization of CEC-A, a key mainframe system utilized by multiple City agencies, managed and operated by DoITT.
Source: Mainframe Systems

Indicator Name: Average utilization of mainframe system used by Department of Education and Department of Information Technology and Telecommunications (%)
Description: Average capacity utilization of CEC-B, a key mainframe system used by DOE and DoITT Infrastructure systems, managed and operated by DoITT.
Source: Mainframe Systems

Indicator Name: Uptime of NYC.gov (%)
Description: Percentage of time during which the NYC.gov website is available to the public.
Source: Web and New Media Operations

Indicator Name: Uptime of NYCWiN (%)
Description: Percentage of time during which NYCWiN, the City's critical wireless system, is available.
Source: Wireless Technologies

Indicator Name: Uptime of 800 MHz network (%)
Description: Percentage of time during which the 800 MHz network for citywide day-to-day and emergency communications for public safety agencies is available.
Source: Wireless Technologies

Indicator Name: Uptime of Citywide Radio Network (%)
Description: Percentage of time during which Citywide Radio Network, supporting critical FDNY and EMS dispatch services and other public safety agencies, is available.
Source: Wireless Technologies

Indicator Name: Service incidents
Description: Number of incidents of information technology (IT) service disruption that are corrected/restored, or new IT service needs that are fulfilled, by DoITT staff.
Source: Enterprise Services Management

Indicator Name: Average time to resolve all service incidents (days)
Description: Average time to resolve all service incidents, in calendar days, by appropriate DoITT technology group.
Source: Enterprise Services Management

Indicator Name: Average time to resolve service incidents
-Urgent priority (days)
Description: Average time to resolve incidents impacting more than 100 users or an entire agency.
Source: Enterprise Services Management

Indicator Name: Average time to resolve service incidents
- High priority (days)
Description: Average time to resolve incidents impacting less than 100 users. Level of severity to an agency is also taken into consideration.
Source: Enterprise Services Management

Indicator Name: Average time to resolve service incidents - Medium priority (days)
Description: Average time to resolve second lowest priority incidents by appropriate DoITT technology group.
Source: Enterprise Services Management

Indicator Name: Average time to resolve service incidents - Low priority (days)
Description: Average time to resolve lowest priority incidents by appropriate DoITT technology group.
Source: Enterprise Services Management

Indicator Name: Projects on schedule (%)
Description: Percentage of total projects on schedule according to their baseline finish date.
Source: Project Management Office

Indicator Name: Projects completed on time (%)
Description: Percentage of total projects completed according to their baseline finish date.
Source: Project Management Office

Indicator Name: Active projects
Description: The number of projects that were active and not yet completed during the reporting period.
Source: Project Management Office

Indicator Name: Service catalog requests
Description: Number of Service Catalog requests by agencies submitted for DoITT services.
Source: Enterprise Services Management

Indicator Name: Service catalog requests handled as business as usual (%)
Description: Percentage of requests submitted through DoITT's Service Catalog that does not require solutions review.
Source: Program and Portfolio Management
Indicator Name: Service catalog requests that receive solutions review (%)
Description: Percentage of requests submitted through DoITT's Service Catalog that receives analysis and evaluation to assure proper solution.
Source: Program and Portfolio Management

Indicator Name: Uptime of telecommunications network (Voice over Internet Protocol) (%)
Description: Percentage of time the City's voice over Internet protocol (VoIP) communications network is available.
Source: Telecommunications

Indicator Name: Service incidents - telecommunication repair
Description: Number of requests to resolve telecommunications incidents received by the Citywide Service Desk.
Source: Enterprise Services Management

Indicator Name: Average time to resolve telecommunication incidents (days)
Description: Average time, in calendar days, it takes to resolve all telecommunication incidents received by the Citywide Service Desk.
Source: Enterprise Services Management

Indicator Name: NYC.gov page views (000)
Description: Cumulative number of requests to load a single HTML file ('page') on the City's website at www.nyc.gov.
Source: Web and New Media Operations

Indicator: NYC.gov unique visitors (average monthly) (000)
Description: Average of the number of unique visitors per month, as determined by IP addresses, to one or more pages within the www.nyc.gov portal.
Source: Web and New Media Operations

Indicator Name: Data sets available for download on NYC.gov/OpenData
Description: Reflects raw and mapped data sets from City agencies available to public on the City's website at www.nyc.gov/opendata.
Source: Web and New Media Operations

Indicator Name: Cable complaints resolved within 30 days (%)
Description: Percentage of all cable complaints received by DoITT that are marked status resolved from the cable company within 30 calendar days or less.
Source: Franchise Administration

Indicator Name: Average time to resolve all cable complaints (days)
Description: Average number of calendar days from when cable complaints are received by DoITT to marked status resolved from the cable company.
Source: Franchise Administration

Indicator Name: Inspected phones deemed operable (%)
Description: The percentage of public pay telephones on City streets that are found in working order when inspected by DoITT.
Source: Franchise Administration-Pay Telephone Enforcement Unit
Indicator Name: Inspected phones passing scorecard appearance standards (%)
Description: The percentage of public pay telephones on City streets that DoITT inspectors found meeting or exceeding the City's standards for cleanliness and the absence of graffiti, based on a four-point picture-based rating scale.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Pay phone inspections conducted
Description: Total number of inspections of pay phones by DoITT inspectors, including re-inspections.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved (violations admitted to plus violations where ECB issued decisions).
Source: Environmental Control Board & DoITT Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Citywide IT professional services contracts in use by agencies (%)
Description: The percentage of the value of task orders and task order amendments registered by agencies against the overall value of citywide IT professional services contracts administered by DoITT.
Source: Vendor Management

Indicator Name: Agencies' task orders using citywide IT professional services contracts
Description: The number of task orders or task order amendments that leverage DoITT-administered Citywide Information Technology Consultant Services (ITCS-3) contracts.
Source: Vendor Management

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DoITT.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DoITT.

Indicator name: Rate of overall customer satisfaction (%)
Description: The percentage of customers that responded “Very Satisfied” or “Somewhat Satisfied” to the survey question when asked how they felt about their overall experience with DoITT as a service provider. The customer survey is automatically sent by the Citywide Service Desk when tickets initiated at the Citywide Service Desk are closed.
Source: DoITT.

Indicator name: Percent meeting time to close - (Response to Service Requests)
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor’s Office of Operations/Citywide Performance Reporting.