

INFORMATION TECHNOLOGY

The mission of Information Technology is to enable the service delivery of our customers through the integration of City-wide technology resources.

INFORMATION TECHNOLOGY

The Information Technology Department (IT) manages the City's information technology infrastructure, and supports and maintains enterprise technology solutions. IT, together with staff from other City departments, is responsible for managing a number of databases including the Financial Management System (FMS), PeopleSoft HR/Payroll System, and the Budget System. In 2016-17 IT completed modernizations of the HR, payroll, talent recruitment, budgeting, utility billing and workers' compensation systems, and implemented Business Tax system changes to meet ballot requirements.

The operating budget for IT totaled \$22 million in 2016-17. Authorized staffing totaled 82.5 full-time equivalent positions, including 14 non-technical positions at the Customer Contact Center. Over the last year, IT has worked with HR to review compensation for targeted IT positions and successfully reduced its vacancy rate to 13 percent—from the previous years' 23 percent vacancy for overall staffing and 30 percent for technical positions.

IT's staffing levels are low (about 1 percent of Citywide staffing excluding call center staff and other Citywide IT positions) compared to industry standards, which recommend IT staffing at 3 to 5 percent of an organization's staffing.

IT aims to have network services available 24/7 at least 99.95 percent of the time. The City's converged network, telephones, active directory and enterprise servers met or very nearly met that target in 2016-17. Email availability was 99.5 percent (target: 99.95 percent).

KEY FACTS (2016-17)

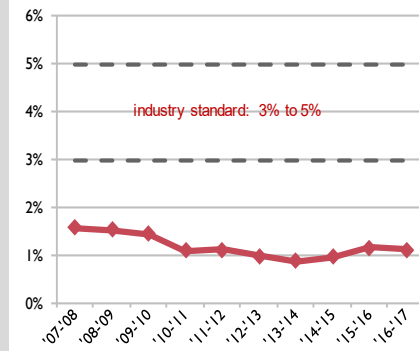
Customer Contact Calls	168,000
Service Desk Requests	18,100
Centralized Email Boxes	7,372
Network Outages	15
Desktop Computers	5,720
Enterprise Servers	292

IT Strategic Plan

Cybersecurity, project delivery, Customer Relationship Management (CRM), digital inclusion, are some of IT's long-term goals. In furtherance of those goals IT implemented or worked on the following:

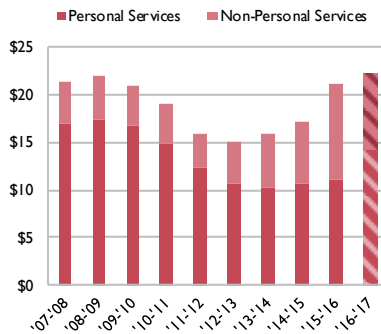
- City Cybersecurity Office
- City Portfolio-Products-Projects Management
- The My San Jose application
- Hiring and Retention
- Workers' Compensation System

IT Staffing as a % of Total City*

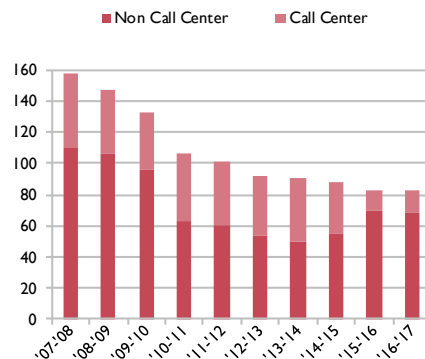


*Note: Excludes IT's call center staff. Also excludes IT staff in larger departments such as Airport, Police, Fire, Department of Transportation and Environmental Services who have their own IT staff. For more information see our 2012 [Audit of Information Technology General Controls](#).

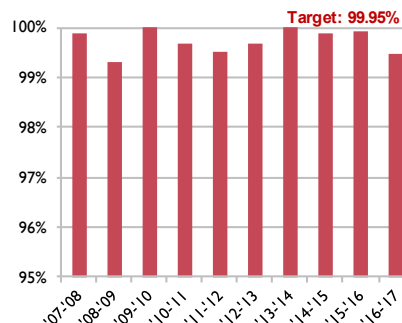
IT Operating Expenditures (\$ millions)*



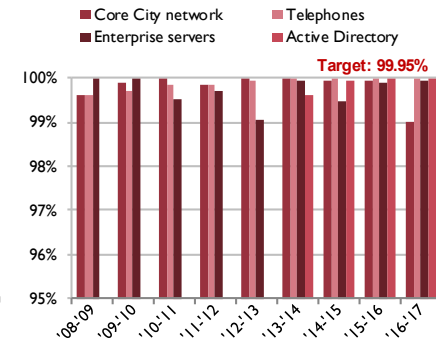
IT Authorized Positions



% of Regular Work Hours Email is Available



% of Network Services Available 24x7



*Note 2016-17 is adopted budget data. All other years are actual expenses

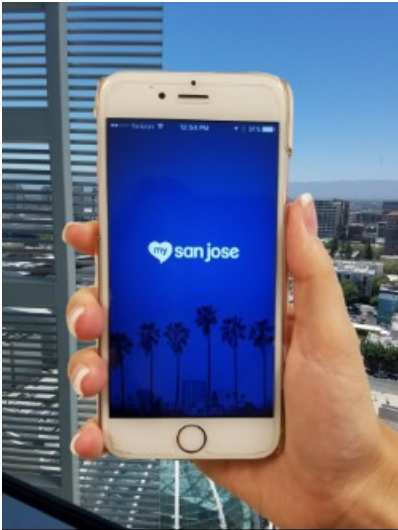
CUSTOMER CONTACT CENTER

The City’s Customer Contact Center (408/535-3500 or customerservice@sanjoseca.gov) is one of the primary points of City information for residents, businesses, and employees. The Center is available to respond to resident queries during regular business hours and has an answering service respond to resident questions after hours. In addition to the Contact Center, various other departments also maintain customer contact centers to respond to specific resident concerns or questions. In 2016, the City completed the transition for Recycle Plus billing to the Santa Clara property tax roll and continued to make San José Municipal Water shut off calls. The City continues to do the billing for garbage and recycling services for multiple-family housing—about 300 accounts.

In 2016-17, the Customer Contact Center staff answered 59 percent of calls received (target: 80 percent). 32.5 percent of the calls were self-service calls and redirected to a service provider or answered by the after-hours vendor. The average wait time improved to 2.22 minutes (forecast: 3 minutes).

For more about the Customer Contact Center see the 2013 audit - [Customer Call Handling: Resident Access to City Services Needs to be Modernized and Improved](#).

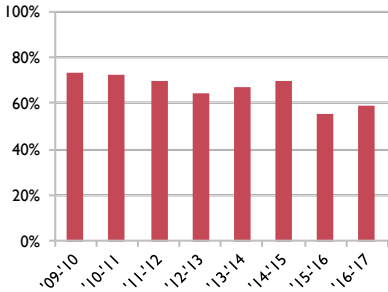
My San Jose



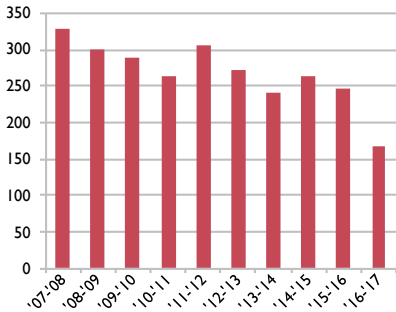
Source: [My San Jose](#)

My San Jose allows residents to request City services through the application or website. Many requests feed directly into the relevant department workorder systems. Residents can file and track their service requests through this application.

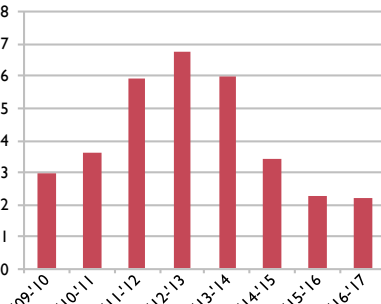
% of Customer Contact Center Calls Answered



Customer Contact Center Calls (thousands)



Customer Contact Center Average Wait Time (minutes)



% of Overall Internal Customers Rating IT Services as "Excellent" or "Good"

