INFORMATION TECHNOLOGY DEPARTMENT

The mission of the Information Technology Department is to deliver the technologies and data that help sustain an equitable, engaged, effective, and resilient City.

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The Information Technology Department (ITD) provides Citywide information and communications technology strategy and infrastructure that support municipal services. ITD is responsible for Citywide cybersecurity, data administration, customer support, data/voice/video communications, and business applications such as the financial management, human resource information, payroll, and budget systems.

During 2022-23, ITD has continued various cybersecurity initiatives including monitoring against cyberattacks, enhancing response capabilities, and practicing recovery of systems in a disaster. ITD has continued its work to transition the City to hybrid work by implementing video conference equipment in public meeting rooms and building data service resiliency in the event of critical data center failures.

ITD operating expenditures totaled $28.8 million in 2022-23. ITD was also responsible for $2.1 million in Citywide expenses. Authorized staffing totaled 109 full-time equivalent positions, including 17 positions at the SJ311 customer contact center. ITD's vacancy rate was about 20 percent on average in 2022-23.

ITD aims to have business applications and network services (systems, voice, and network) achieve ≥98 and 99.9 percent uptime/availability. ITD services met or almost met those targets in 2022-23.

In 2022-23, the City of San José was named among the top ten Digital Cities of America by the Center for Digital Government for the sixth consecutive year. The City also received a cybersecurity privacy award from the California Department of Technology.

KEY FACTS (2022-23)

SJ311 contacts	313,200
Service desk requests	22,800
Network outages	2
Enterprise servers	431
Percent of employees completing cybersecurity training	89%

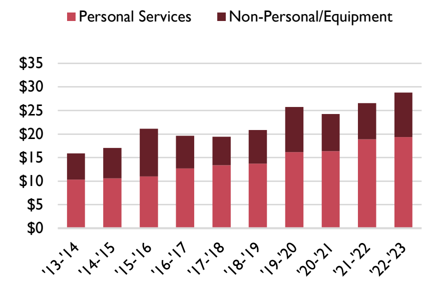
SJ311 contacts comprise all interactions ITD handled via telephone, web, mobile, chatbot, and walk-ins.

ITD Strategic Plan

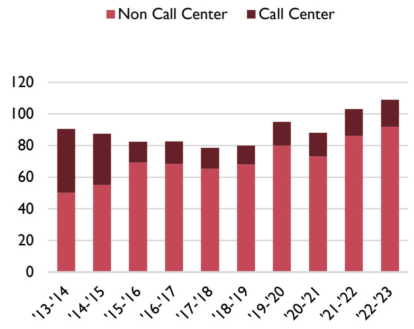
Adopted by the City Council in August 2021, the City's ITD Strategic Plan features five strategic pillars to shape technology and innovation investments.

*1. **Enable Equity** – Champion equity solutions using technology and data to transform City services.*
*2. **Secure the City** – Enable resilient City services against cybersecurity and natural disasters.*
*3. **Optimize** – Use limited resources to maximize efficiencies and innovation.*
*4. **Power Digital** – Support the City's workforce, public participation, and collaboration.*
*5. **Partner** – Deliver City Roadmap priorities with masterful partnership and procurement.*

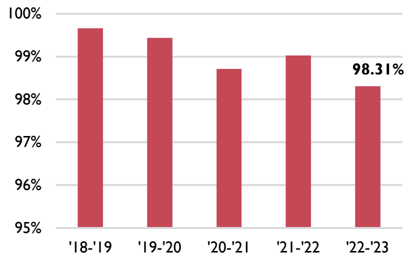
ITD Operating Expenditures (millions)



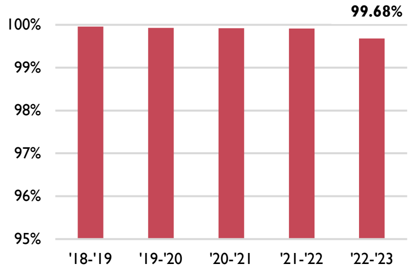
ITD Authorized Positions



% Uptime and Availability for Business Applications (Target: 98%)



% Uptime and Availability for Systems, Network and Voice (Target: 99.9%)



SJ311 (FORMERLY CUSTOMER CONTACT CENTER)

San José 311 (SJ311) serves as the City's customer contact center providing the community with access to City services via phone and email (408/535-3500 or customerservice@sanjoseca.gov), web, mobile application, direct chat, and chatbot, as well as via the City Hall Information Desk. SJ311 is the primary point of City information and service access for residents, businesses, and employees. SJ311 staff are available to respond to resident queries during regular business hours and an answering service responds to resident questions after hours, routing emergency cases to on-call and standby City staff. Other departments also maintain small customer contact centers to respond to specialized resident concerns or questions.

In 2022-23, SJ311 received 267,100 contacts by telephone, 27,700 from the SJ311 mobile app that were handled by ITD staff, and 7,200 by direct chat. Staff answered 98 percent of contacts received (target: 85 percent). Thirty-three percent of contacts were self-service contacts and redirected to a service provider or answered by the after-hours vendor. The average wait time for calls was 1 minute and 9 seconds (forecast: 3:00 minutes). We should note that there were about 242,960 service requests that were routed directly to other departments through the SJ311 portal and mobile app.

SJ311 Metrics*

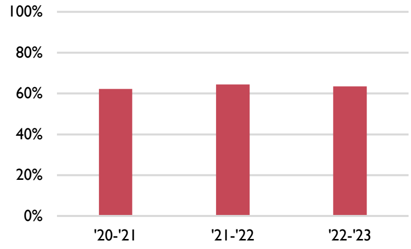
SJ311 allows residents to request City services through multiple channels, including the mobile application and website. Many requests feed directly into the relevant work order systems. Residents can file and track their service order requests through closure.**

- The SJ311 app had 70,100 registered users as of June 2023.
- In 2022-23, SJ311 received 270,700 service requests. The top identified service requests, totaling approximately 153,600, were for junk pickup, graffiti, illegal dumping, and abandoned vehicles.
- Since November 2020, the SJ311 web app has provided language translation functionality. 636 unique users have accessed this functionality in 2022-23. At this time, translation is available in Spanish and Vietnamese.

* See SJ311 dashboard

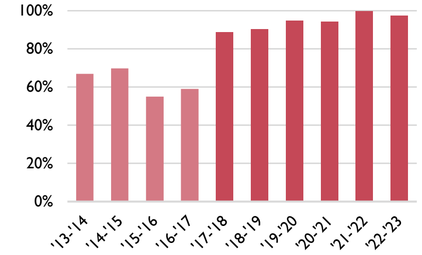
**Department staff consider a request closed when no further action will be performed on the request because the work was completed or staff cannot perform any additional work.

Percent of Customers Satisfied with San Jose 311 Contact (Target 80%)



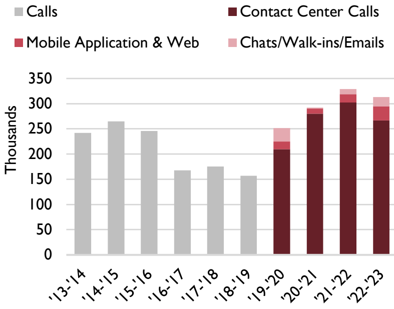
Note: Results based on survey of SJ311 web, app and call center customers.

% of Customer Contact Center Calls Answered (Target: 85%)

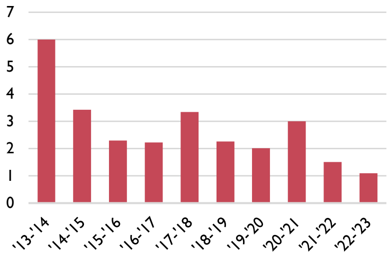


Note: Starting 2017-18, data includes calls answered by staff, self-service calls, and after hours service. Previous years' data only included calls

Customer Contact Center Contacts



Note: Starting 2019-20, data includes web requests, mobile, chatbot, and walk-ins.

Customer Contact Center Average Call Wait Time (In Minutes)