

INFORMATION TECHNOLOGY DEPARTMENT

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

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The Information Technology Department (ITD) manages the City's information technology infrastructure, and supports and maintains enterprise technology solutions. ITD, 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, Budget Systems, Geographic Information Systems, and the Capital Project Management System.

Departmental operating expenditures for ITD totaled \$15 million in 2012-13. Staffing totaled 91.5 fulltime equivalent positions, including 37 non-technical positions at the Customer Contact Center.

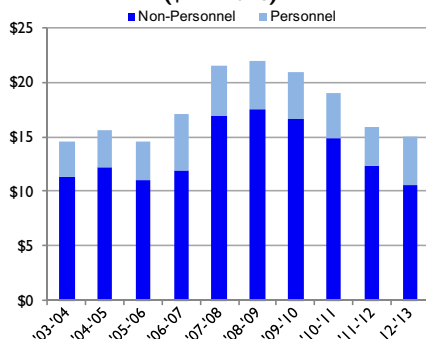
According to industry standards, information technology staffing should make up 3 to 5 percent of an organization's staffing; ITD's staffing levels are low (about 1.7 percent of Citywide staffing). However, some information technology resources reside outside ITD. For example, large departments such as Airport, Police, and Fire have their own information technology staff.

2012-13 saw ITD's completion of a pilot for a new hosted voice-over internet protocol (VoIP) telephone system; the department plans to complete deployment of the system in 2013-14. ITD also conducted an evaluation and selection of new office productivity software, which it plans to roll out to City staff in 2013-14.

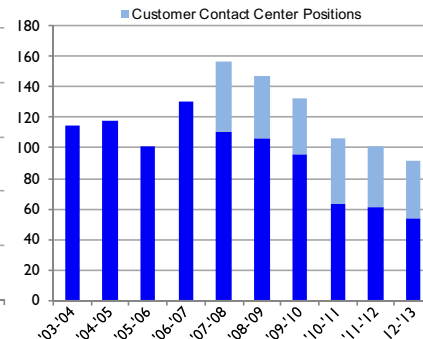
KEY FACTS (2012-13)

Customer Contact Calls	271,723
Service Desk Requests	21,492
Estimated Centralized Email Boxes	6,300
Network Outages	4
Estimated Desktop Computers	4,100
Enterprise Servers	158

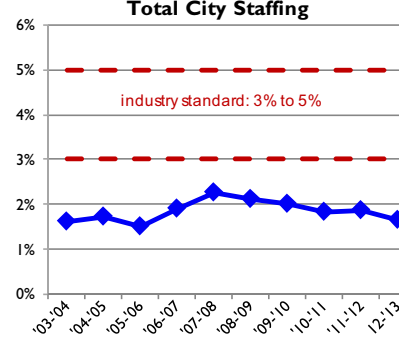
Operating Expenditures (\$ millions)



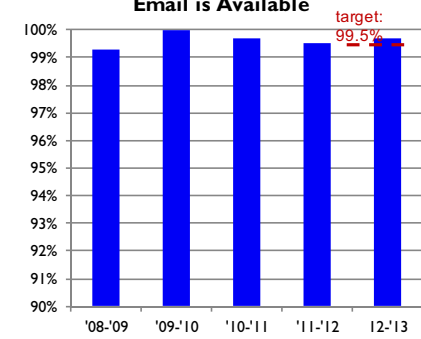
ITD Authorized Positions



ITD Staffing as a % of Total City Staffing



% of Regular Work Hours Email is Available



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ITD aims to have network services available 24/7 at least 99.9 percent of the time for the City's converged network, telephones, and enterprise servers. For the converged network and telephones, ITD exceeded those targets in 2012-13. On the other hand, the availability of enterprise servers, at 99.1 percent, fell below its target. ITD attributes this to unexpected hardware failures on aged equipment.

In 2012-13, the City's email system was available 99.69 percent of the time during normal business hours. This exceeded ITD's target of 99.5 percent.

CUSTOMER CONTACT CENTER

The City's Customer Contact Center (408/535-3500 or customerservice@sanjoseca.gov) handles inquiries related to utility billing and services, and is the primary point of City information for residents, businesses, and employees. The Center is available 24 hours a day and seven days a week to answer questions, provide information, and help resolve concerns.

In 2012-13, the Customer Contact Center answered 64 percent of calls received, down from the previous years, and below its target of 72 percent of calls. The average wait time was 6.75 minutes, up from 5.97 minutes in 2011-12. According to ITD, this was due to a large staff vacancy rate among staff at the Customer Contact Center, due to the pending transition of hauler billing responsibility from the Customer Contact Center to the County tax roll.

Free High-Speed Wi-Fi Downtown San Jose



As part of a public/private partnership with SmartWAVE Technologies and Ruckus Wireless, in March 2013, ITD led the launch of a wireless network which serves residents, workers, and visitors in downtown San José. This "Wickedly Fast Wi-Fi" network also benefits downtown parking infrastructure, primarily the pay-to-park meters, by improving the speed of time-sensitive transactions.

