

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 System, Geographic Information System, and the Capital Project Management System.

Departmental operating expenditures for ITD totaled \$16 million in 2013-14. Staffing totaled 90.5 fulltime equivalent positions, including 40 non-technical positions at the Customer Contact Center and Administration.

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 2 percent of Citywide staffing including call center staff). However, some information technology resources reside outside ITD. For example, large departments such as Airport, Police, and Fire have their own information technology staff. ITD is operating with a vacancy rate of over 20 percent for overall staffing and almost 30 percent for technical positions.

ITD completed deployment of hosted Voice Over Internet Protocol (VoIP) services to most remote sites with project completion anticipated for 2014-15. Phase 1 of 3 of cloud hosting was completed with the migration of City email to Office 365. Also underway is a high speed internet pilot project to entice businesses into downtown commercial properties.

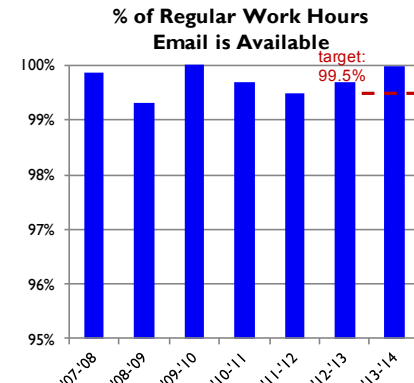
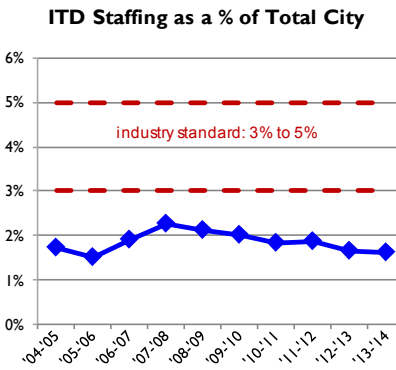
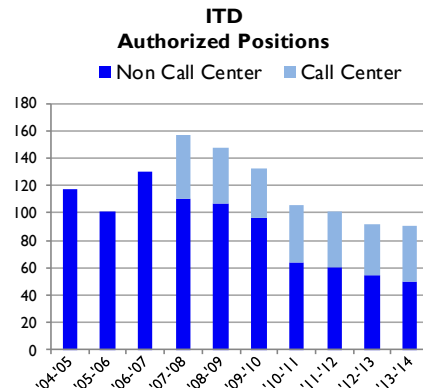
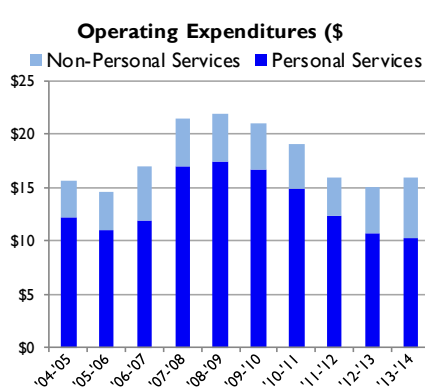
KEY FACTS (2013-14)

Customer Contact Calls	242,111
Service Desk Requests	23,898
Centralized Email Boxes	6,692
Network Outages	0
Desktop Computers	4,095
Enterprise Servers	215

Free High-Speed Wi-Fi
Downtown San Jose



In 2013-14, ITD completed expansion of WiFi to the Airport and San José Convention Center. 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 and creating a singular wireless network among those locations and WickedlyFastWiFi.



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ITD aims to have network services available 24/7 at least 99.90 percent of the time for the City's converged network, telephones, active directory and enterprise servers. For the converged network and telephones, ITD met most of those targets in 2013-14. It fell slightly below its target for active directory at 99.60 percent.

In 2013-14, the City's email system was available 99.99 percent of the time during normal business hours. This exceeded ITD's target of 99.5 percent.

CUSTOMER CONTACT CENTER

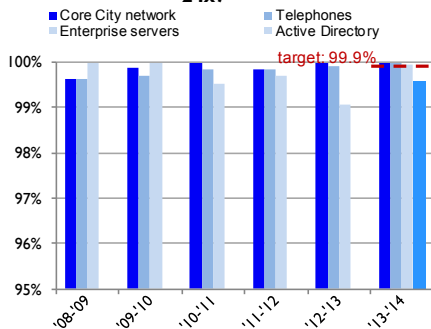
The City's Customer Contact Center (408/535-3500 or customerservice@sanjoseca.gov) handles inquiries related to utility billing and services, and is one of the primary points of City information for residents, businesses, and employees*. The Center is available to respond to resident queries during regular 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 resident concerns or questions.

In 2013-14, the Customer Contact Center answered 67 percent of calls received, slightly above the previous fiscal year, but below its target of 70 percent of calls. Customer call wait times decreased after a recently completed audit - [Customer Call Handling: Resident Access to City Services Needs to be Modernized and Improved](#). The average wait time was 6 minutes, down from 6.75 minutes in 2012-13.

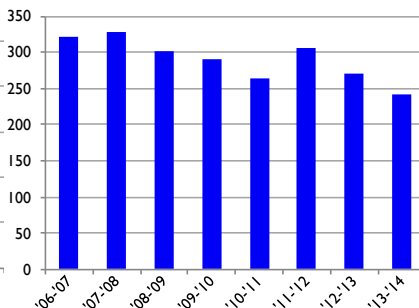
Citywide Contact Center Numbers

Department/Division	Contact Number
Customer Contact Center	408-535-3500
Development Services	408-535-3555
Animal Care and Services	408-794-7297
Revenue Management	408-535-7055
Transportation (Tree and Sidewalk)	408-794-1901
Transportation (Dispatch)	408-794-1900
Transportation (Vehicle Abatement)	408-277-5305
Code Enforcement	408-535-7770

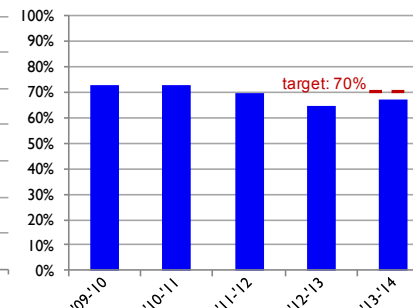
% of Network Services Available 24x7



Customer Contact Center Calls (thousands)



% of Customer Contact Center Calls Answered



Customer Contact Center Average Wait Time (minutes)

