

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. IT has been actively engaged in many core technology system upgrades such as the Customer Information System (CIS) for utility billing, the Business Tax System (BTS), the Human Resource/Payroll/Budget System, the Council History And Documents (CHAD) database, Revenue Collection System, and the City's intranet .

The operating budget for IT totaled \$21 million in 2015-16. Authorized staffing totaled 82.5 full-time equivalent positions, including 13 non-technical positions at the Customer Contact Center.

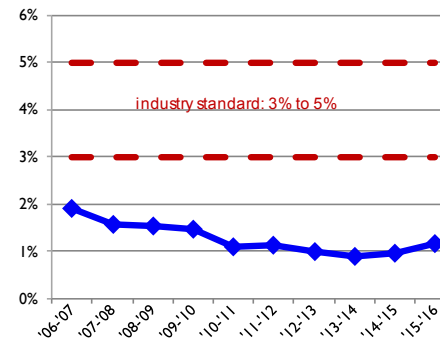
According to industry standards, information technology staffing should make up 3 to 5 percent of an organization's staffing; IT's staffing levels are low (about 1 percent of Citywide staffing excluding call center staff). However, some information technology resources reside outside IT. For example, large departments such as Airport, Police, and Fire have their own information technology staff. IT is operating with a vacancy rate of 23 percent for overall staffing but about 30 percent for technical positions. This is slightly lower than the previous years' vacancy rate.

In FY 15-16, IT began community network upgrades at community centers and fire stations, made progress on the Office 365 deployment and completed city-wide email upgrade and migration.

KEY FACTS (2015-16)

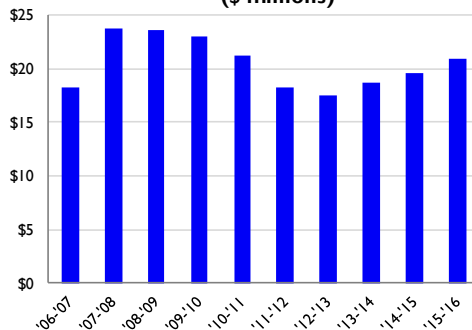
Customer Contact Calls	246,000
Service Desk Requests	15,000
Centralized Email Boxes	7,079
Network Outages	4
Desktop Computers	5,436
Enterprise Servers	237

IT Staffing as a % of Total City

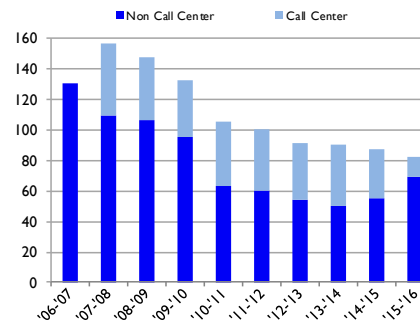


Note: Excludes IT's call center staff. Also excludes IT staff in larger departments such as Airport, Police, Fire, Department of Transportation and Environmental Services who have their own IT staff. For more information see our 2012 [Audit of Information Technology General Controls](#) .

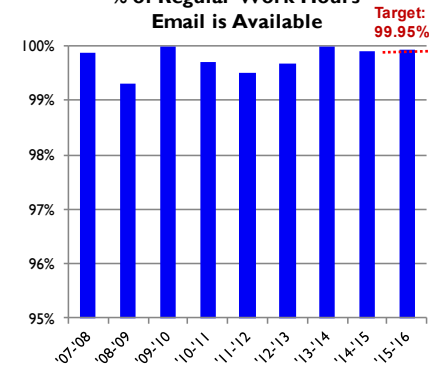
IT Operating Budget (\$ millions)



IT Authorized Positions



% of Regular Work Hours Email is Available



IT aims to have network services available 24/7 at least 99.95 percent of the time for the City’s converged network, telephones, active directory and enterprise servers. IT met or very nearly met the four targets in 2015-16.

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 July 2015, the City transitioned Recycle Plus billing to the Santa Clara County property tax roll and customer service activities to the garbage haulers and resulted in the elimination of ten positions and a reduction in ongoing Oracle licensing.

In 2015-16, the Customer Contact Center answered 55 percent of calls received—10 percent below its target of 65 percent. Per IT, this was due to an increased number of calls in July 2015 as a result of the transition of Recycle Plus billing to the Santa Clara County property tax roll, a more efficient self-service call tree and reduced staffing in the customer contact center. The average wait time was 2.29 minutes, down from 3.42 minutes in 2014-15.

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

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.](#)

