INFORMATION TECHNOLOGY

The mission of Information Technology is to execute, secure, and sustain the civic technology solutions that allow San José to thrive as a community.

INFORMATION TECHNOLOGY

The Information Technology Department (IT) provides citywide information and communications technology strategy and infrastructure that support municipal services. IT is responsible for cybersecurity, citywide data communications management and customer support and manages a number of enterprise applications including the Financial Management System (FMS), PeopleSoft HR/Payroll System, and the Budget System.

In 2017-18 the City of San José ranked sixth in the 2018 Digital Cities Awards for the City's use of technology for operational effectiveness, customer engagement and innovation.

IT operating expenditures totaled $19.4 million in 2017-18. IT was also responsible for $248,000 in Citywide expenses. Authorized staffing totaled 78.5 full-time equivalent positions, including 13 non-technical positions at the Customer Contact Center. IT's vacancy rate increased from 13 percent in 2016-17 to 18 percent in 2017-18.

IT Department staffing levels are about 1 percent of Citywide staffing (excluding call center staff and other Citywide IT positions). According to a 2009 Management Partners Report industry standards recommend that IT staffing should be between 3-5 percent of total organizational staffing.

IT aims to have network services available 24/7 between 99.91 percent and 100 percent of the time. The City's converged network, telephones, active directory and enterprise servers met or very nearly met that target in 2017-18. Email availability was 99.96 percent (target: 99.99 percent).

KEY FACTS (2017-18)

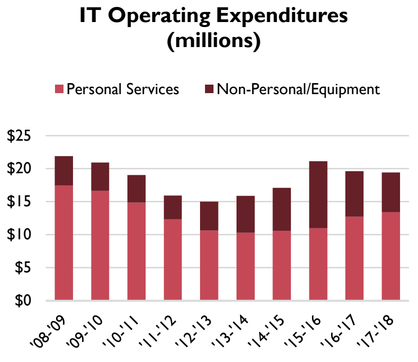
Customer Contact calls	175,216
Service desk requests	17,937
Centralized email boxes	7,305
Network outages	23
Computers	6,807
Enterprise servers	288

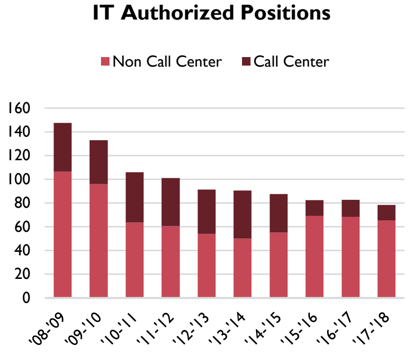
IT Strategic Plan

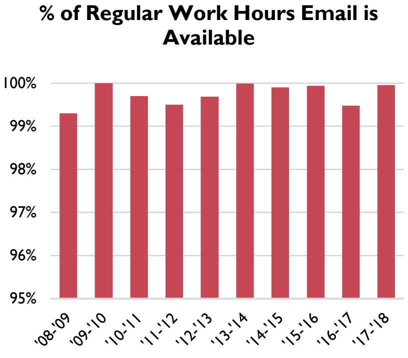
IT is mid-way through a three-year strategic plan to modernize the City's technology portfolio and implement a management structure that reinforces the City's transformation to secure, customer-centric digital services and data-driven decision making. In furtherance of those goals, IT implemented or worked on the following:

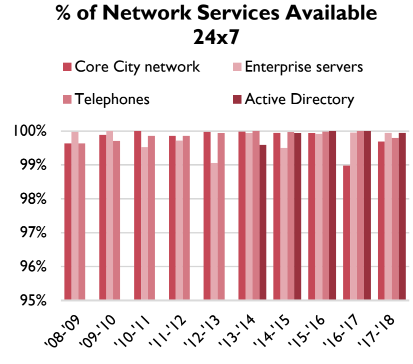
- *City Cybersecurity Office*
- *City Portfolio-Products-Projects Management*
- *The My San José application*
- *Hiring and Retention*
- *Workers' Compensation System*

(See CSA Dashboard chapter for information IT's project success rates)


IT Operating Expenditures (millions)


IT Authorized Positions


% of Regular Work Hours Email is Available


% of Network Services Available 24x7

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.

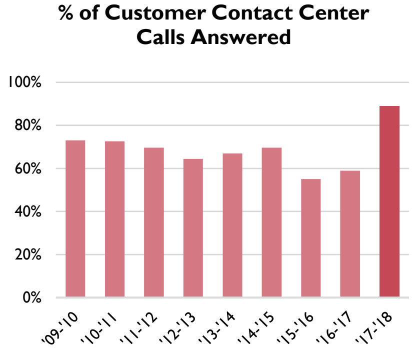
Since April 2017, the My San José app accumulated about 33,000 users, and received about 165,000 service requests in FY 2017-18. Staff reported that it was able to close out over 90 percent of the requests. The Customer Contact Center also added a direct chat communications option.

In 2017-18, the Customer Contact Center staff answered 88.85 percent of calls received (target: 85 percent). 41 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 for calls answered by the Customer Contact Center staff was 3.34 minutes (forecast: 2.5 minutes).

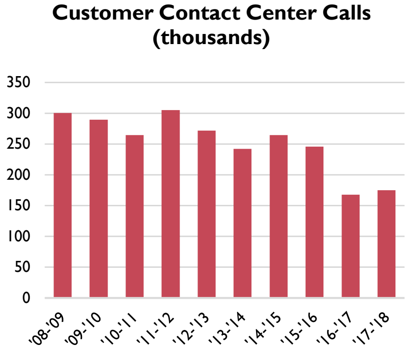
My San José

Source: My San José

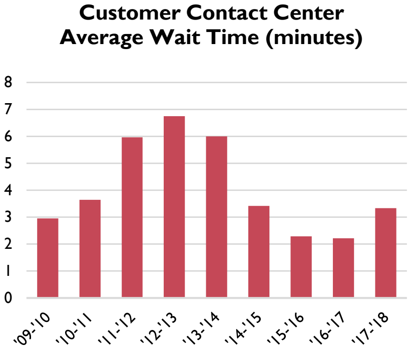
My San José allows residents to request City services through the application or website. Many requests feed directly into the relevant department workorder systems. Residents can file and track their service requests through this application.



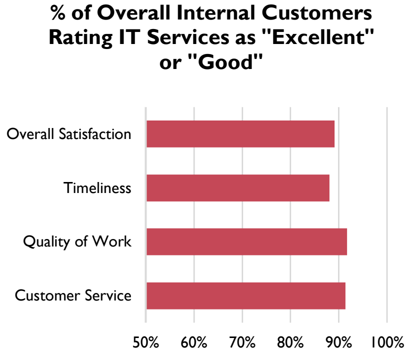
% of Customer Contact Center Calls Answered



Customer Contact Center Calls (thousands)



Customer Contact Center Average Wait Time (minutes)



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

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