

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. It also manages a number of enterprise applications including the Financial Management System (FMS), PeopleSoft HR/Payroll System, the Budget System, the Municipal Area Network (MAN), and the City's open data portal.

The City of San José ranked second in the 2019 Digital Cities Awards for the City's use of technology for operational effectiveness, customer engagement, and innovation and was the recipient of other leadership awards.

IT operating expenditures totaled \$21 million in 2018-19. IT was also responsible for \$108,000 in Citywide expenses. Authorized staffing totaled 80 full-time equivalent positions, including 12 positions at the Customer Contact Center. IT's vacancy rate decreased from 18 percent in 2017-18 to 10 percent in June 2019.

In 2018-19, IT rolled-out cybersecurity education and awareness events; Incident Response program implementation; and a security review/support program for major contracts, externals audits, insurance, and bonding.

IT aims to have network services (systems, voice, and network) and business applications available 99.9 percent and 99.8 percent of the time, respectively (new measures adopted for 2018-19). The City's network, telephones, and systems and business applications met or almost met that target in 2018-19.

KEY FACTS (2018-19)

Customer Contact calls	157,175
Service desk requests	16,603
Network outages	7
Computers	7,577*
Enterprise servers	373

*This includes decommissioned or computers not in use. IT is currently in the process of reviewing this data to only include computers in use.

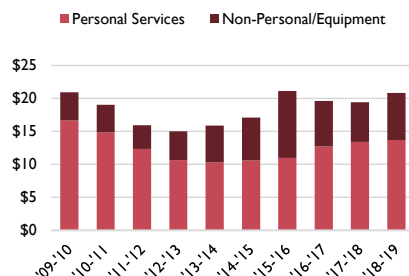
IT Strategic Plan

IT is in the final stages of 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:

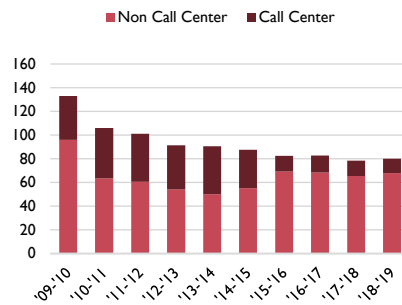
- City Cybersecurity Office
- City Portfolio-Products-Projects Management (C3PO) maturity
- My San Jose application update releases
- New City open data portal
- Integrated Permitting System upgrade
- Business Tax Amnesty System implementation

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

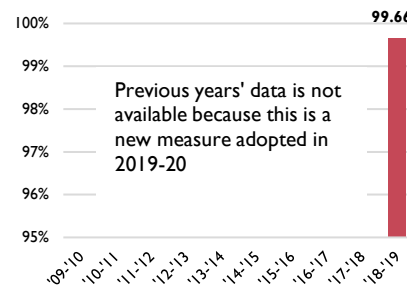
IT Operating Expenditures (millions)



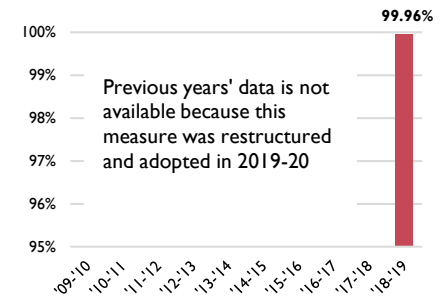
IT Authorized Positions



% Uptime for Business Applications



% Uptime and Availability for Systems, Network and Voice



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. Other departments also maintain customer contact centers to respond to specific resident concerns or questions.

Since April 2017, the My San Jose app accumulated about 55,000 users, and received about 173,500 service requests in 2018-19. Staff reported that it was able to close out 97 percent of the requests. IT considers 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.

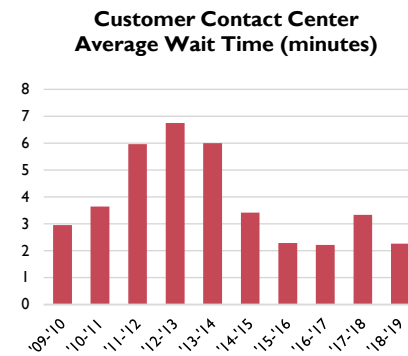
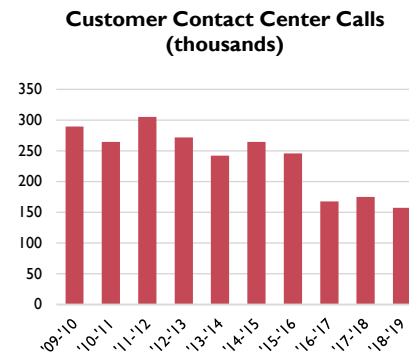
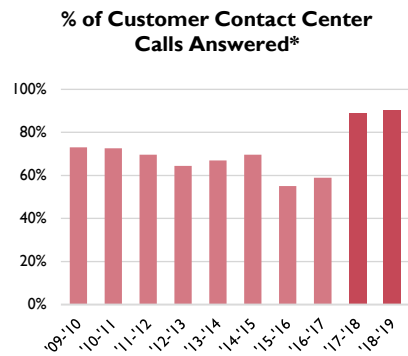
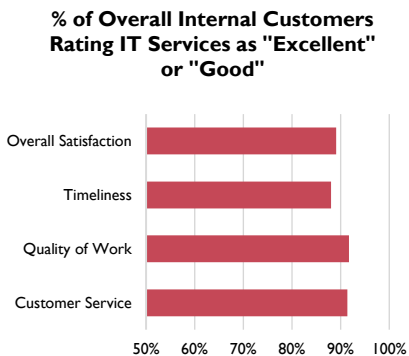
In 2018-19, the Customer Contact Center staff answered 90 percent of calls received (target: 85 percent). Forty-one percent of the calls were self-service calls and redirected to a service provider or answered by the after-hours vendor. The average wait time for calls answered by the Customer Contact Center staff was 2.26 minutes (forecast: 3 minutes). In response to our [Audit of 9-1-1 and 3-1-1: Changes to Call Handling and Increased Hiring Efforts Could Improve Call Answering Times](#), IT and the Police and Fire Departments are working on transitioning some non-emergency calls to the Customer Contact Center. As of June 2019, the Customer Contact Center absorbed the Fire Communications non-emergency calls. Additional changes are planned for implementation by April 2020.

My San Jose



Source: [My San Jose](#)

My San Jose 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.



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

