

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 Citywide cybersecurity, data administration, customer support, data/voice/video communications, and business applications such as the financial management, human resources information, payroll, and the budget systems.

The Center for Digital Government recognized the City of San José as the nation's #1 most innovative local government in the 2020 Digital Cities Survey for the City's use of technology to engage the community, and more.

IT operating expenditures totaled \$25.7 million in 2019-20. IT was also responsible for \$790,000 in Citywide and other expenses. Authorized staffing totaled 95 full-time equivalent positions, including 15 positions at the San José 311 City Customer Contact Center. Total staffing included six IT Products-Project Manager positions added to staff the City Portfolio-Products-Projects Office during the City's mid-year budget process.

In response to the COVID-19 pandemic, IT accelerated implementation of mobile work and cybersecurity initiatives. Staff facilitated over 2,500 employees transitioning to work-from-home, and supported an increase of over 800 users on the City's secure access servers and more than 70,000 hours of monthly remote meetings, between January and June 2020.

IT aims to have network services (systems, voice, and network) and business applications achieve 99.9 percent and 99.8 percent uptime/availability, respectively. The City's network, telephones, systems and business applications met or almost met that target in 2019-20.

KEY FACTS (2019-20)

SJ311 IT Contacts	251,898
Service Desk Requests	19,934
Network Outages	5
Computers	7,824
Enterprise Servers	363

SJ311 contacts comprise all interactions IT handled via telephone, web, mobile, chatbot and walk-ins. SJ311 also automatically routed an additional 195,662 service requests directly through the app. The number of computers may include decommissioned or unused computers, and is as of October 2020.

IT Strategic Plan

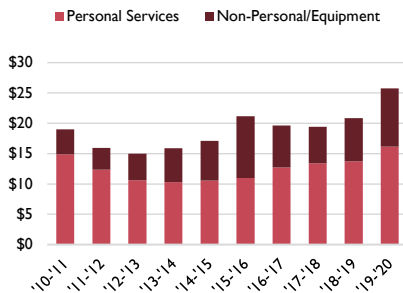
IT has concluded its 2017-2020 three-year strategic plan with a focus on exceptional municipal services through modern technologies and partnerships within the organization and with external partners. In furtherance of those goals, IT implemented the following:

- COVID-19 remote work, cybersecurity, and digital services
- 911-to-311 call transition and rebranding to SJ311
- FirstNet Phase I
- Digital Inclusion Overfelt Attendance Area
- Recovery and launch of the new City website
- City open data portal and data stories

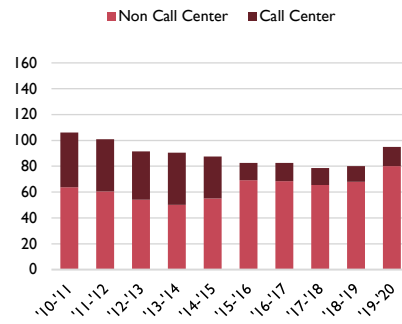
(See CSA Dashboard chapter for IT's project success rates.)

IT plans to work on a new 2020-2023 Strategic Plan with a larger focus on pandemic recovery, equity, service innovation, and addressing climate change.

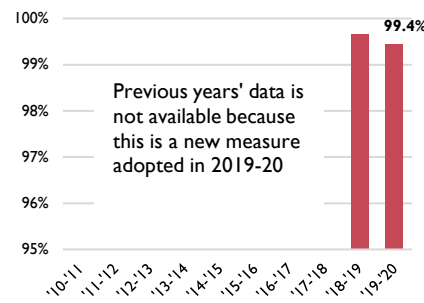
IT Operating Expenditures (millions)



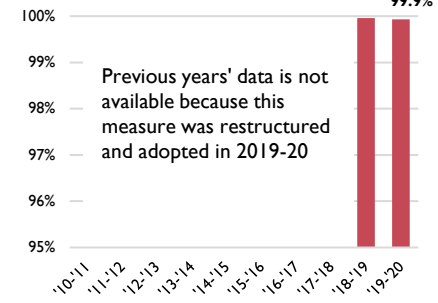
IT Authorized Positions



% Uptime and Availability for Business Applications



% Uptime and Availability for Systems, Network and Voice



SJ311 (FORMERLY CUSTOMER CONTACT CENTER)

San José 311 (SJ311) serves as the City’s customer contact center providing the community with access to City services via phone and email (408/535-3500 or customerservice@sanjoseca.gov), web, mobile application, direct chat, chatbot channels, as well as via the City Hall Information Desk. SJ311 is one of the primary points of City information and service access for residents, businesses, and employees. SJ311 staff are available to respond to resident queries during regular business hours and an answering service responds to resident questions after hours, routing emergency cases to on-call and standby City staff when appropriate. Other departments also maintain small customer contact centers to respond to specific resident concerns or questions.

In 2019-20, SJ311 received 209,705 contacts by telephone, 26,201 via the City Hall Info Desk, 15,501 from the SJ311 mobile app that were handled by IT staff, and 491 by direct chat. Staff answered 95 percent of contacts received (target: 85 percent). Forty-two percent of calls were self-service calls and redirected to a service provider or answered by the after-hours vendor. The average wait time for calls was 2.01 minutes (Target: ≤3 minutes). We should note that there were 195,662 service requests that were routed directly through the SJ311 app.

In response to our [Audit of 9-11 and 3-11: Changes to Call Handling and Increased Hiring Efforts Could Improve Call Answering Times](#), SJ311 absorbed most Police and Fire Department non-emergency calls. SJ311 absorbed the Fire Communications non-emergency calls in 2019 and Police calls in August 2020.

San José 311



Source: San José 311 event in March 2020. Picture provided by IT.

SJ311 allows residents to request City services through the application or website. Many requests feed directly into the relevant department work order systems. Residents can file and track their service requests through this application.

