

INFORMATION TECHNOLOGY

The mission of Information Technology is to deliver the technologies and data that help sustain an equitable, engaged, effective, and resilient City.

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.

During 2020-21, IT began various cybersecurity initiatives including defense against modern malware, spear phishing variants, and social engineering attacks. IT plans to review its asset management practices and inventories in the upcoming fiscal year. IT also worked with departments Citywide to transition to a hybrid work environment that included distributing laptops, setting up video conferencing, and providing VPN access.

IT operating expenditures totaled \$24 million in 2020-21. IT was also responsible for \$759,000 in Citywide expenses. Authorized staffing totaled 88 full-time equivalent positions, including 15 positions at the SJ311 City Customer Contact Center. IT's vacancy rate was over 15 percent on average in 2020-21.

IT aims to have network services (systems, voice, and network) and business applications achieve ≥ 99.9 and ≥ 99.8 percent uptime/availability. IT services met or almost met those targets in 2020-21.

In 2020-21, the City of San Jose was recognized by various industry groups, receiving 1st place in the Digital Cities Award as one of the Global Mayors Challenge 50 Champion Cities; and winning two Government Experience Awards awarded by the Center for Digital Government.

KEY FACTS (2020-21)

SJ311 IT Contacts	292,370
Service Desk Requests	18,847
Network Outages	7
Enterprise Servers	365

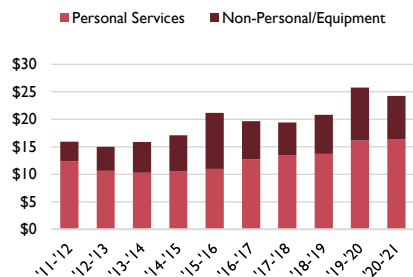
SJ311 contacts comprise all interactions IT handled via telephone, web, mobile, chatbot and walk-ins. SJ311 also automatically routed an additional 195,000 service requests directly through the app.

IT Strategic Plan

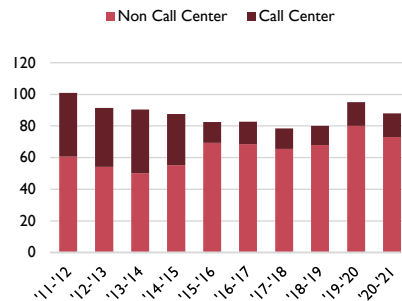
IT developed the City's IT Strategic Plan for 2021-2023. The new strategic plan supports the City Roadmap and was adopted by the City Council in August 2021, and includes five strategic pillars to shape technology and innovation investments.

- 1. Enable Equity** – Champion equity solutions using technology and data to transform City services.
- 2. Secure the City** – Enable resilient City services against cybersecurity and natural disasters.
- 3. Optimize** – Use limited resources to maximize efficiencies and innovation.
- 4. Power Digital** – Support the City's workforce, public participation, and collaboration.
- 5. Partner** – Deliver City Roadmap priorities with masterful partnership and procurement.

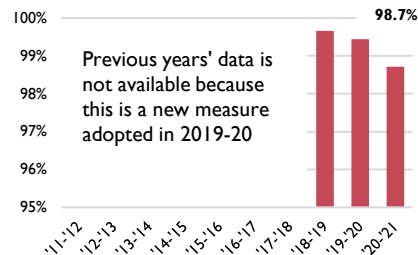
IT Operating Expenditures (millions)



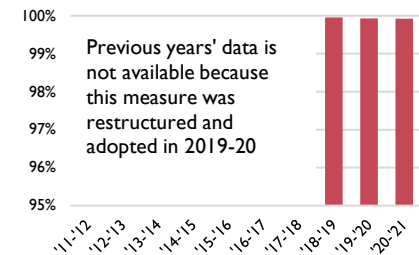
IT Authorized Positions



% Uptime and Availability for Business Applications (Target: 99.8%)



% Uptime and Availability for Systems, Network and Voice (Target: 99.9%)



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, and chatbot, as well as via the City Hall Information Desk. SJ311 is the primary point 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. Other departments also maintain small customer contact centers to respond to specialized resident concerns or questions.

In 2020-21, SJ311 received 280,000 contacts by telephone, 10,500 from the SJ311 mobile app that were handled by IT staff, and 1,800 by direct chat. Staff answered 94 percent of contacts received (target: 85 percent). Thirty-eight 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 3 minutes (target: ≤3:00 minutes). We should note that there were about 195,000 service requests that were routed directly to other departments through the SJ311 portal and mobile 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. In 2020-21, SJ311 handled more than 30,000 non-emergency service calls from the Police Department.

SJ311 Metrics

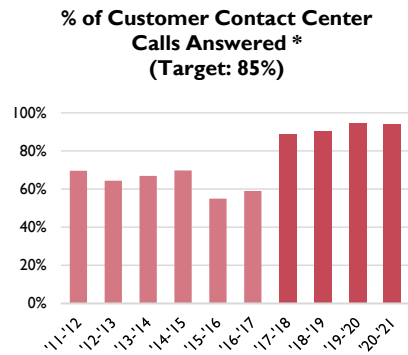
SJ311 allows residents to request City services through multiple channels, including the mobile application and website. Many requests feed directly into the relevant work order systems. Residents can file and track their service order requests through closure*.

- The SJ311 app had 95,456 registered users as of June 2021.
- In 2020-21, SJ311 received more than 195,000 service requests. The top three service requests, totaling approximately 87,000, were for abandoned vehicles, illegal dumping, and graffiti.
- Since November 2020, SJ311 provides language translation functionality. 377 unique users have accessed this functionality in 2021. Languages offered at this time include Spanish and Vietnamese. The City plans to include Mandarin and Tagalog as well as ADA accessibility options in the future.
- SJ311 responses to residential garbage and recycling service was launched in March 2021. As of June 30, 2021, this service which included previously available "illegal dumping" requests received 29,200 requests and 4,520 new users on the first month after its launch.

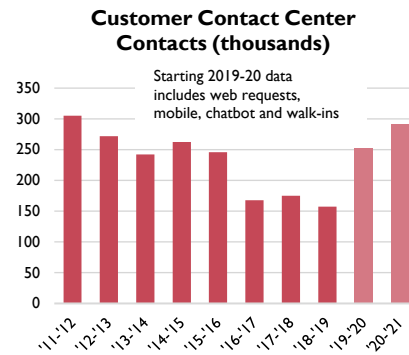
*Service owners consider a request closed when no further action will be performed on the request because the work was completed or staff cannot perform any additional work.



*Results based on an internal annual survey



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



Starting 2019-20 data includes web requests, mobile, chatbot and walk-ins

