

## 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 resource information, payroll, and budget systems.

During 2021-22, IT completed various cybersecurity initiatives including monitoring against cyberattacks, enhancing response capabilities and practicing recovery of systems in a disaster. IT has continued its work to transition the City to hybrid work by implementing video conference equipment in public meeting rooms and building data service resiliency in the event of critical data center failures.

IT operating expenditures totaled \$26.5 million in 2021-22. IT was also responsible for \$1.2 million in Citywide expenses. Authorized staffing totaled 103 full-time equivalent positions, including 17 positions at the SJ311 customer contact center. IT's vacancy rate was over 19 percent on average in 2021-22.

IT aims to have network services (systems, voice, and network) and business applications achieve  $\geq 99.9$  and  $\geq 99.8$  percent uptime/availability. IT services met or almost met those targets in 2021-22.

In 2021-22, the City of San José was recognized by various industry groups, receiving 1<sup>st</sup> place in the Digital Cities Award and winning Government Experience Awards awarded by the Center for Digital Government.

## KEY FACTS (2021-22)

SJ311 contacts	328,839
Service desk requests	23,536
Network outages	3
Enterprise servers	419

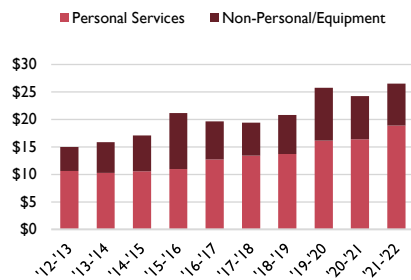
*SJ311 contacts comprise all interactions IT handled via telephone, web, mobile, chatbot, and walk-ins. SJ311 also automatically routed an additional 242,700 service requests directly through the app.*

## IT Strategic Plan

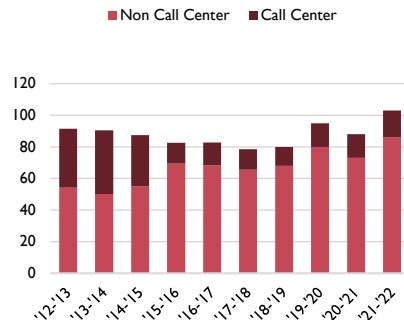
IT developed the City's IT Strategic Plan for 2021-2023. The strategic plan supports the City Roadmap and was adopted by the City Council in August 2021. It features five strategic pillars to shape technology and innovation investments.

- 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.

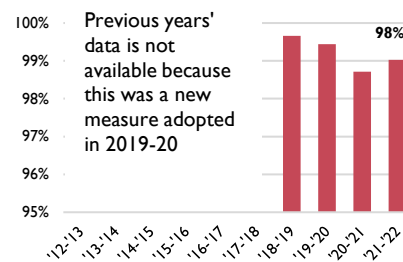
**IT Operating Expenditures (millions)**



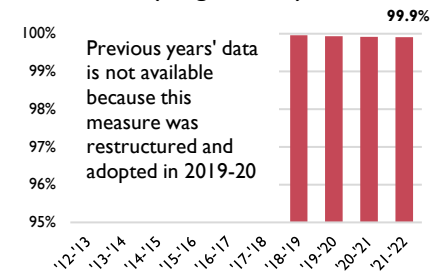
**IT Authorized Positions**



**% 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 2021-22, SJ311 received 302,000 contacts by telephone, 16,900 from the SJ311 mobile app that were handled by IT staff, and 5,000 by direct chat. Staff answered 99.73 percent of contacts received (target: 85 percent). Twenty-four 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 1 minute and 51 seconds (target: ≤3:00 minutes). We should note that there were about 242,700 service requests that were routed directly to other departments through the SJ311 portal and mobile app.

SJ311 has absorbed most Police and Fire Department non-emergency calls. In 2021-22, SJ311 handled more than 30,000 non-emergency service calls from the Police Department.

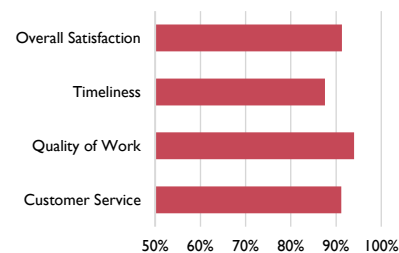
### SJ311 Metrics

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 158,400 registered users as of June 2022.
- In 2021-22, SJ311 received more than 259,000 service requests. The top three identified service requests, totaling approximately 126,000, were for abandoned vehicles, junk pickup, and graffiti.
- Since November 2020, SJ311 has provided language translation functionality. 546 unique users have accessed this functionality in 2021-22. At this time, translation is available in Spanish and Vietnamese.

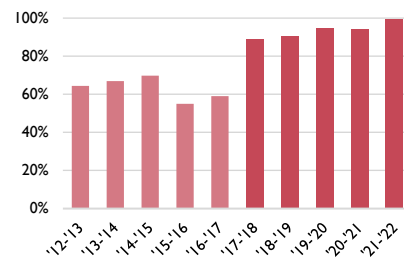
\*Department staff consider a request closed when no further action will be performed on the request because the work was completed or staff cannot perform any additional work.

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



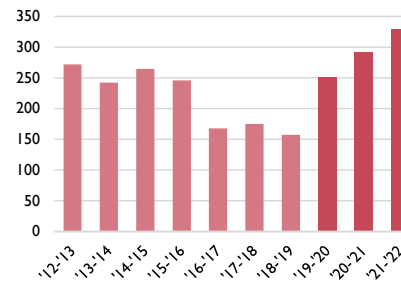
\*Results based on an internal annual survey conducted by IT, in which 511 City employees responded.

**% of Customer Contact Center Calls Answered \* (Target: 85%)**



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

**Customer Contact Center Contacts (thousands)**



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

**Customer Contact Center Average Call Wait Time**

