

DEPARTMENT OF INFORMATION TECHNOLOGY & TELECOMMUNICATIONS

Jessica Tisch, Commissioner



WHAT WE DO

The Department of Information Technology and Telecommunications (DoITT) is the technology core of the City's government, working with over 100 City agencies and entities to deliver the IT products and services they need to serve and empower New Yorkers and keep our five boroughs safe, strong, and vibrant. The agency establishes the strategic direction for citywide IT operations; procures citywide IT services; evaluates emerging technologies; provides project management, application development, quality assurance and support services; maintains nyc.gov and Geographic Information Systems (GIS); operates the City's state-of-the-art data center, the Citywide Radio Network (CRN), the wired network (CityNet), the Citywide Service Desk and various telecommunications systems; and administers telecommunications franchise contracts providing fiber, cable television, Wi-Fi hotspots and mobile telecom equipment installed on City property and streets. The agency also manages large interagency technology projects.

FOCUS ON EQUITY

DoITT works with the Mayor's Office of the Chief Technology Officer (MOCTO) to bring affordable, reliable broadband to every New Yorker. Part of this effort is DoITT's LinkNYC network, which replaces outdated payphones with kiosks that provide free, superfast Wi-Fi and offer free domestic calling alongside access to social services, maps and more. NYC Connected Communities, led by MOCTO in partnership with DoITT, is a program that increases access to broadband, computer literacy and job readiness in low-income communities. DoITT administers the [NYC Open Data](http://nyc.gov/open-data) portal, in partnership with the Mayor's Office of Data Analytics, making over 2,700 datasets publicly available, from crime data to the street tree census and beyond; and maintains nyc.gov, which is easily accessed 24 hours a day by desktop, smartphone or tablet in more than approximately 100 languages.

OUR SERVICES AND GOALS

SERVICE 1 Deliver City IT services including hardware, software and technical support.

- Goal 1a Provide quality service delivery and performance monitoring for DoITT-managed systems.
- Goal 1b Resolve all service disruptions within targeted levels.
- Goal 1c Ensure all application development and IT infrastructure projects led by DoITT's project management office are delivered on time and within budget.

SERVICE 2 Support sharing and management of citywide data and information.

- Goal 2a Increase the public's use of City government information through NYC.gov.
- Goal 2b Increase the number of publicly available data sets.

SERVICE 3 Regulate franchised cable services.

- Goal 3a Ensure customer complaints are resolved in a timely manner.

SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

- Goal 4a Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.

HOW WE PERFORMED

- During the first four months of Fiscal 2020, DoITT continued its positive trend in reducing outages and addressing critical priority incidents. Outages decreased by more than 24 percent and were resolved twice as fast as the previous reporting period. Critical priority incidents were resolved within customer service level agreements 88.8 percent of the time. These improvements in the reporting period were due to effective implementation of processes, enhanced team coordination and upgraded monitoring systems. A cross-agency group meets regularly to review outages and implement policies to reduce re-occurrence of events.
- Due to improvements in project governance and reviews of data quality, DoITT-led citywide projects completed on time increased by 25 percentage points as compared to the same reporting period in the prior year.
- DoITT published 2,710 datasets on the Open Data portal as of October 31, 2019, an increase of 23 percent compared to the same date last year. This increase can be attributed to more engagement with agency Open Data Coordinators, and a pilot program that allows certain agencies to self-publish their data as it is available.
- The amount of time to resolve complaints by cable franchisees and the time to close cable-related service requests increased significantly. For instance, only 42.4 percent of video complaints were resolved in less than 30 days by cable franchises, less than half of the share of complaints in the same period last year. These reductions are attributed to the deployment of a new 311 system that does not yet allow customers to upload supporting documentation and add additional complaint details as the previous system did. This functionality will be restored to the new 311 system to provide DoITT with more information upon complaint submission to allow the agency to achieve both targeted and similar historical performance levels.
- As of October 31, 2019, 1,816 LinkNYC kiosks had been activated around the City. While the franchisee is obligated to continue to expand the network over the remainder of the term of the franchise, the City's minimum revenue share is not dependent on the number of kiosks installed, as the franchise agreement guarantees the City the greater of either 50 percent of gross revenues or the minimum annual guarantee of revenues, which is set at approximately \$540 million over the initial term of the agreement through 2026. In the reporting period, the revenue share due to the city is \$11.8 million, and approximately \$115 million since implementation in 2015.

SERVICE 1 Deliver City IT services including hardware, software and technical support.

Goal 1a

Provide quality service delivery and performance monitoring for DoITT-managed systems.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
★ Uptime of telecommunications network (Voice over Internet Protocol) (%)	99.93%	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%
Uptime of NYC.gov (%)	100.00%	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%
Uptime of NYCWiN (%)	99.97%	99.98%	97.25%	99.99%	99.99%	99.99%	99.97%
Uptime of 800 MHz network (%)	100.00%	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%
Uptime of Citywide Radio Network (%)	100.00%	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%
★ Outages Resolved	NA	289	156	*	*	78	59
★ Average duration of resolved outages (hours)	NA	9.62	8.26	↓	↓	9.83	4.81
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None			

Goal 1b

Resolve all service disruptions within targeted levels.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Service disruptions	260,045	260,060	281,475	*	*	99,118	98,304
★ Critical priority incidents resolved within 2 hours (%)	NA	66.9%	81.0%	↑	↑	75.7%	88.8%
High priority incidents resolved within 6 hours (%)	NA	82.07%	82.55%	85.00%	85.00%	81.73%	94.50%
Medium priority incidents resolved within 3 business days (%)	NA	96.12%	96.93%	95.00%	95.00%	97.43%	98.00%
Low priority incidents resolved within 7 business days (%)	NA	95.86%	95.28%	95.00%	95.00%	96.62%	93.75%
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None			

Goal 1c

Ensure all application development and IT infrastructure projects led by DoITT's project management office are delivered on time and within budget.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Projects on schedule (%)	88%	91%	89%	80%	80%	88%	92%
★ Projects completed on time (%)	NA	NA	69%	75%	75%	75%	100%
Active projects	49	55	48	*	*	47	39
★ Critical Indicator	"NA" Not Available			⬆️⬆️ Directional Target		* None	

SERVICE 2 Support sharing and management of citywide data and information.

Goal 2a

Increase the public's use of City government information through NYC.gov.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
NYC.gov web page views (000)	271,980.0	269,955.9	257,038.9	*	*	84,908.8	84,055.0
★ NYC.gov unique visitors (average monthly) (000)	4,599	4,358	4,373	⬆️	⬆️	4,258	4,208
★ Critical Indicator	"NA" Not Available			⬆️⬆️ Directional Target		* None	

Goal 2b

Increase the number of publicly available data sets.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
★ Data sets available for download on NYC.gov/OpenData	1,700	2,103	2,619	⬆️	⬆️	2,206	2,710
★ Critical Indicator	"NA" Not Available			⬆️⬆️ Directional Target		* None	

SERVICE 3 Regulate franchised cable services.

Goal 3a

Ensure customer complaints are resolved in a timely manner.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Video complaints reported as resolved in < 30 days by cable franchisees (%)	99.2%	99.2%	97.6%	98.0%	98.0%	99.4%	42.4%
Average time to resolve all video cable complaints, as reported by cable franchisees (days)	14	12	11	*	*	11	16
★ Critical Indicator	"NA" Not Available			⬆️⬆️ Directional Target		* None	

SERVICE 4 Regulate provisioning of public telecommunication services on City streets.

Goal 4a

Maximize usefulness, operability and cleanliness of public telecommunication services on City streets.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
★ Active Link kiosks on City streets	901	1,698	1,816	2,353	2,353	1,759	1,816
Summonses issued for Link kiosks with inoperable phone service or unacceptable appearance	NA	NA	24	*	*	NA	30
Telecommunications advertisement-generated revenue (\$000)	\$25,938.9	\$26,678.1	\$33,823.1	\$25,600.0	\$25,600.0	\$12,376.0	\$11,761.7
★ Critical Indicator	"NA" Not Available			⬆️⬆️ Directional Target		* None	

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Citywide IT professional services contracts in use by agencies (%)	49%	43%	47%	*	*	NA	NA
★ Critical Indicator “NA” Not Available ⇅ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Customer Experience							
Letters responded to in 14 days (%)	99%	100%	100%	*	*	100%	100%
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
Citywide service desk requests	81,201	76,265	84,929	*	*	26,311	31,077
★ Critical Indicator “NA” Not Available ⇅ Directional Target * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Response to 311 Service Requests (SRs)							
Percent meeting time to close – cable complaint - video service (15 days)	86	90	84	*	*	90	9
Percent meeting time to close – cable complaint - billing (30 days)	98	99	97	*	*	99	15
Percent meeting time to close – cable complaint - miscellaneous (30 days)	99	99	97	*	*	99	18
★ Critical Indicator “NA” Not Available ⇅ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2019 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY17	FY18	FY19	FY20	FY20¹	FY21¹	FY19	FY20
Expenditures (\$000,000)²	\$637.6	\$657.9	\$675.5	\$684.5	\$726.0	\$695.3	\$363.2	\$348.6
Revenues (\$000,000)	\$184.2	\$180.9	\$160.4	\$190.2	\$190.2	\$193.5	\$50.6	\$39.6
Personnel	1,491	1,514	1,562	1,826	1,831	1,899	1,535	1,595
Overtime paid (\$000)	\$1,845	\$1,776	\$1,936	\$315	\$315	\$315	\$525	\$519
¹January 2020 Financial Plan ²Expenditures include all funds “NA” - Not Available								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY19 ¹ (\$000,000)	January 2020 Financial Plan FY20 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$144.4	\$167.1	
001 - Personal Services	\$131.2	\$138.9	All
009 - Mayor's Office of Media & Entertainment	\$7.0	\$8.1	*
013 - New York City Cyber Command	\$6.2	\$20.0	*
Other Than Personal Services - Total	\$531.1	\$558.9	
002 - Other Than Personal Services	\$466.8	\$454.5	All
010 - Mayor's Office of Media & Entertainment	\$11.4	\$24.4	*
014 - New York City Cyber Command	\$52.9	\$80.1	*
Agency Total	\$675.5	\$726.0	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. ²Includes all funds.
³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- During the reporting period, Eusebio Formoso served as Interim Commissioner. Jessica Tisch was appointed Commissioner, as of December 9, 2019.

ADDITIONAL RESOURCES

For additional information go to:

- NYC.gov:
<http://www.nyc.gov/>
- NYC Open Data:
<http://nyc.gov/opendata>

For more information on the agency, please visit: www.nyc.gov/doitt.

