PhillyStat

Office of Innovation & Technology (IT)

April 24, 2012

www.phila.gov

Core Mission

Manage the City's technology assets efficiently and effectively to help our clients advance opportunities to modernize City government and improve services to all Philadelphians.

Strategic Direction

Rapidly move the current solutions (hardware, software and processes) that manage and protect the City's technology assets towards being survivable, sustainable and enhance the delivery of service excellence.

- Survivable: Consolidate, replicate and establish effective monitoring and control from internal and external to center city;
- Sustainable: Rebuild and enhance the core hardware & software systems (e.g., network, email, administrative systems, revenue enhancing, public safety); and
- Service Excellence: Modernize and enhance service delivery to both internal and external clients as well as exploit ways to enhance increased information management, flow and analysis.

Executive Summary

- Completed Assessment of Current Environment
- Prioritized Capital Projects
  - Tier 1 – Major Application replacements
  - Tier 2 – Citywide Applications
  - Tier 3 – Departmental Applications
- Taken steps to stabilize Infrastructure
  - A stabile and efficient infrastructure is paramount to all IT operations.
  - Issues such as staffing, virtualization, cloud, network…. etc. are being addressed

1.2 Project	Priority	Description	FY12 Q3 Status
Cashiering	1	Replacement of obsolete payment processing systems and implementation of Check 21	RFP under review
CAMA/OPD	2	Replace property mass appraisal with a new platform	Strategy phase
Workforce Management	3	HR/Payroll/T&A/Benefits and possible Pensions	Planning phase
License & Inspections eCLIPSE	4	HANSEN replacement or upgrade	RFT under review
311 CRM	5	CRM platform replacement	Solution evaluation phase
Inmate Management	6	Lock & Track platform replacement	Not started
Revenue Modernization	7	Focus in on-line services and data warehouse/ analytics	Planning phase
Offender System (Warrant to Parole)	8	PARS replacement (Criminal Justice workflow – Police, DA, Courts, etc.)	Planning phase
Procurement (Source to Pay)	9	New platform to support procurement processes	Awaiting the completion of Phase I/ Pending further review
Financial Data Warehouse /FAMIS Modernization	10	Modernize FAMIS interface in additional to upgrade of data warehouse	Awaiting the completion of Phase I/ Pending further review

EXCHANGE|AD WEEKLY CIO DASHBOARD

Friday March 30, 2012

EXCHANGE PROJECT MILESTONES – COMPLETED

New City Council users provided Exchange

High-priority Police units provided Exchange

Training materials developed

Department-level migration plan completed and supporting communication materials developed

Exchange environment ready for small department migration pilots

Migration environment ready for small department migration pilots

EXCHANGE PROJECT MILESTONES - UPCOMING

Finalize roll-out to new Police users

– District roll-out will complete 18 Apr 2012

– Remaining units to complete June or July (final schedule to be determined by Police OIT)

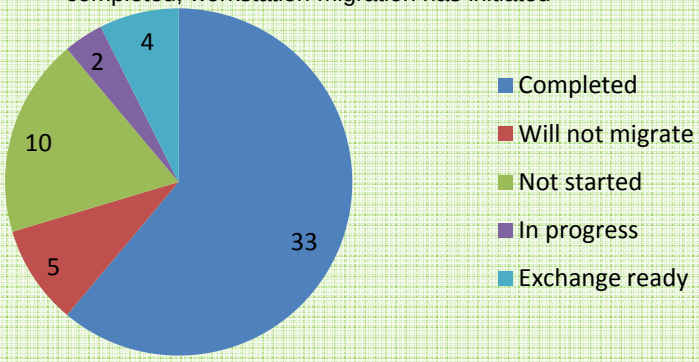
AD Department Migration (prerequisite for Exchange)

Wills migration has completed

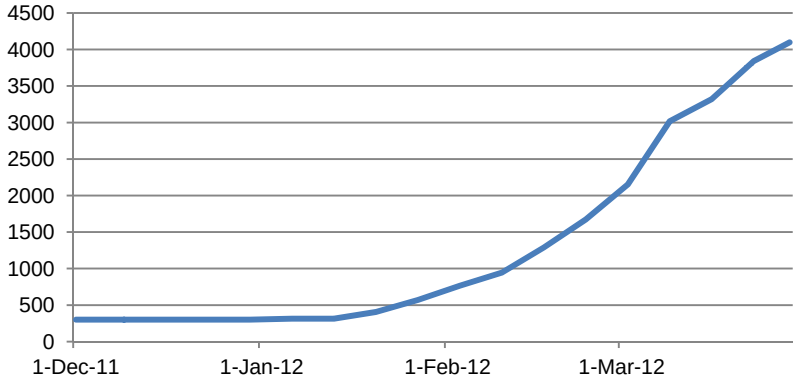
Migrations in progress:

– EOC users migrated; workstation migration is being completed by EOC as workstations are re-imaged, target completion mid-April

– Records security groups complete; user migration completed; workstation migration has initiated



Exchange users as of March 30, 2012



ISSUES, RISKS AND NEEDS

Need: steering committee approval of Exchange and Migration standards

Issue: AD migration progress has been slowed by Platform Engineering resource constraints, dedicated contract resource has provided notice and must be replaced.

Risk: continued delay of on-boarding of Quest Migration resource, upgrade of software and configuration of environment will delay migration of large departments; quote for resource requested 14Dec2011

Update on Customer Service Officer Initiatives

2.1 Item	FY12 Q3 Update
Customer Service Academy (CSA) Classroom Training for OIT Staff	• Scheduling CSA to provide email etiquette course at next OIT Managers meeting • OIT End User Services Staff attended CSA Face to Face Customer service • OIT Business Improvement Services staff attended Email Etiquette
Utilize Customer Service Videos for OIT training	• Viewed and selected video(s); scheduling rollout to all OIT staff to integrate with OIT core values
Customer Satisfaction Surveys	• Developed 5 different survey metrics; waiting on OIT executive team review & approval
Customer Service Metrics Development (time to respond, availability, and internet latency)	• Developed and being reported upon
Customer Service Plan	• In Development Completion Target Date = July 2012

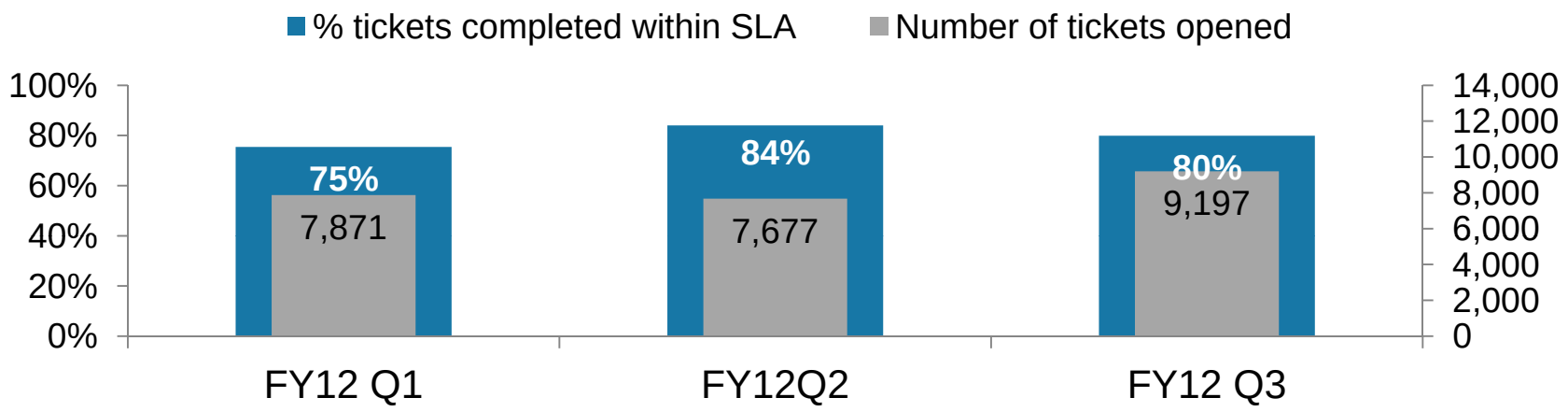
Source: Office of Innovation and Technology

2.2 Survey	Q1 Results	Q2 Results	Q3 Results
Help Desk Survey[1] "How would your rate your overall experience with your OIT Help Desk Representative?"	99% Excellent or Good	98% Excellent or Good	98% Excellent or Good
Project Management Survey[2]	n/a	In development	In development
ePay Survey[3]	n/a	In development	In development
Internal Training	n/a	In development	In development
Overall Satisfaction	n/a	In development	In development

Survey	Q3 Number Surveyed	Q3 Response Rate
[1] Help Desk Survey	10,579	20%
[2] Project Management Survey	n/a	n/a
[3] ePay Survey	n/a	n/a
[4] Internal Training	n/a	n/a
[5] Overall Satisfaction	n/a	n/a

Source: Office of Innovation and Technology

2.3 **Total Tickets** Opened and Percent Completed Within Service Level Agreement
Fiscal Year 2012, By Quarter



Service level agreements are currently based on urgency and are:

High – 1 day Medium – 6 days Low – 10 days

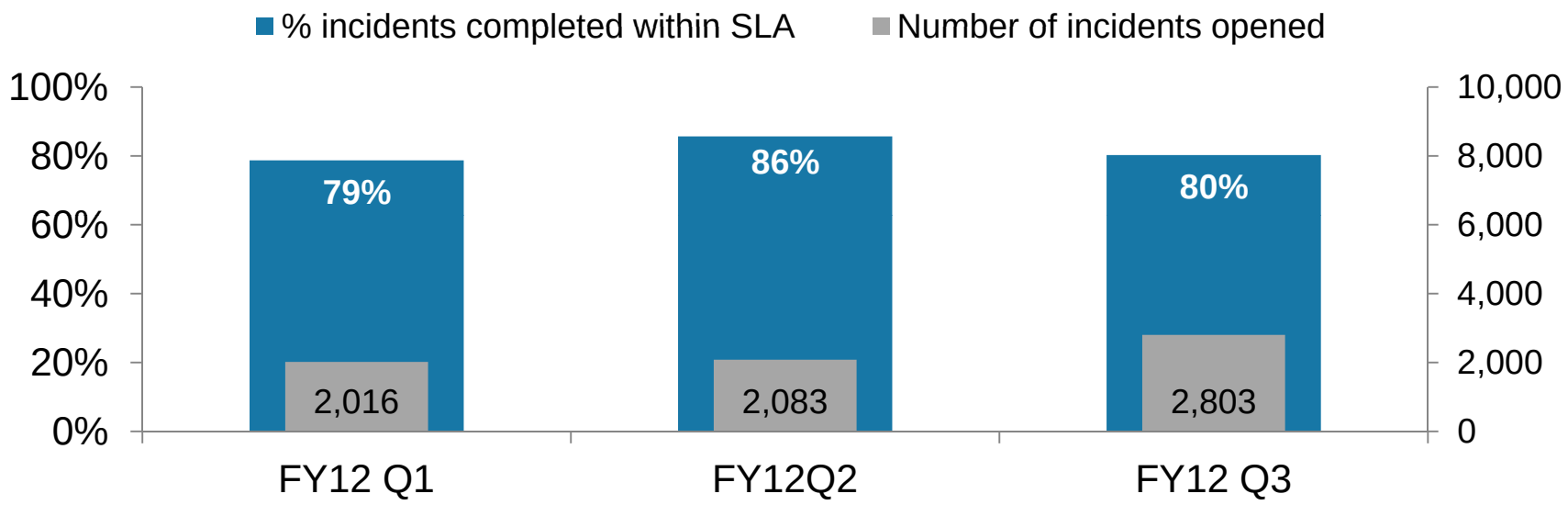
In FY12 Q3, 99% of total tickets were categorized as medium priority.

In FY12 Q3, 74% of total tickets were categorized as an 'incident' or 'request'.

Note: Due to database issues, some archived data was lost for FY11 Q3. Data excludes tickets that were duplicates, cancelled or had no response. Data also excludes tickets coded in error. These tickets were coded as completed, closed or quick closed but do not have a start date. Data in error comprised 1% of total tickets tracked in FY12 Q3.

Source: Office of Innovation and Technology

2.4 Total **Incidents** Opened and Percent Completed Within Service Level Agreement Fiscal Year 2012, By Quarter



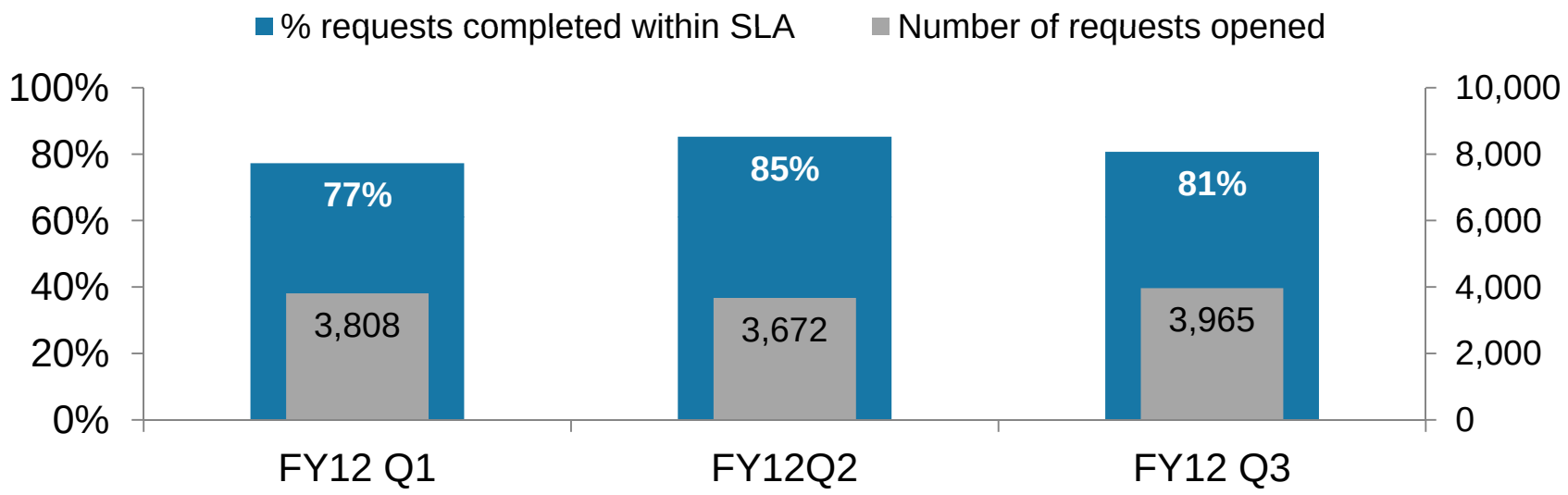
Service level agreements are currently based on urgency and are:

High – 1 day Medium – 6 days Low – 10 days

Note: Due to database issues, some archived data was lost for FY11 Q3. Data excludes tickets that were duplicates, cancelled or had no response. Number and percent of tickets completed includes a 1% error rate. Error rate includes tickets without a start or end date, but coded as completed, closed or quick closed.

Source: Office of Innovation and Technology

2.5 Total **Requests** Opened and Percent Completed Within Service Level Agreement Fiscal Year 2012, By Quarter



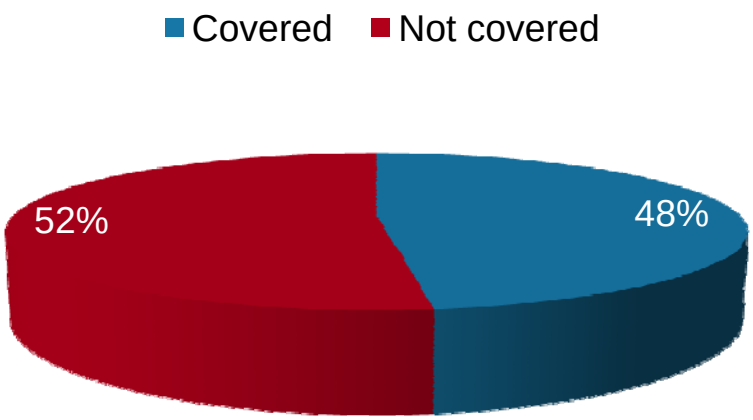
Service level agreements are currently based on urgency and are:

High – 1 day Medium – 6 days Low – 10 days

Note: Due to database issues, some archived data was lost for FY11 Q3. Data excludes tickets that were duplicates, cancelled or had no response. Number and percent of tickets completed includes a 1% error rate. Error rate includes tickets without a start or end date, but coded as completed, closed or quick closed.

Source: Office of Innovation and Technology

2.6 Percent of Possible Services Covered by ePay Fiscal Year 2012, Year to Date



ePay

A key driver of customer service for residents is the ease of doing business online. An OIT initiative in this area has been the implementation and expansion of ePay services.

The following are proposed ePay projects for upcoming quarters*:

- Adding payment of delinquent taxes online.
- Adding refuse collection fee/solid refuse fee online.
- ePay 3.0 release which will allow for "shopping cart" payments. (Plumbers permits will be the prototype – under Water and Streets depts.)
- Enabling setup of payment plans through Official Payment online.
- Enabling eCheck for School, Wage and Tobacco Tax online.
- Enabling eCheck for IVR payments.

Source: Office of Innovation and Technology.
*** Project list is not exhaustive, and is pending confirmation.**

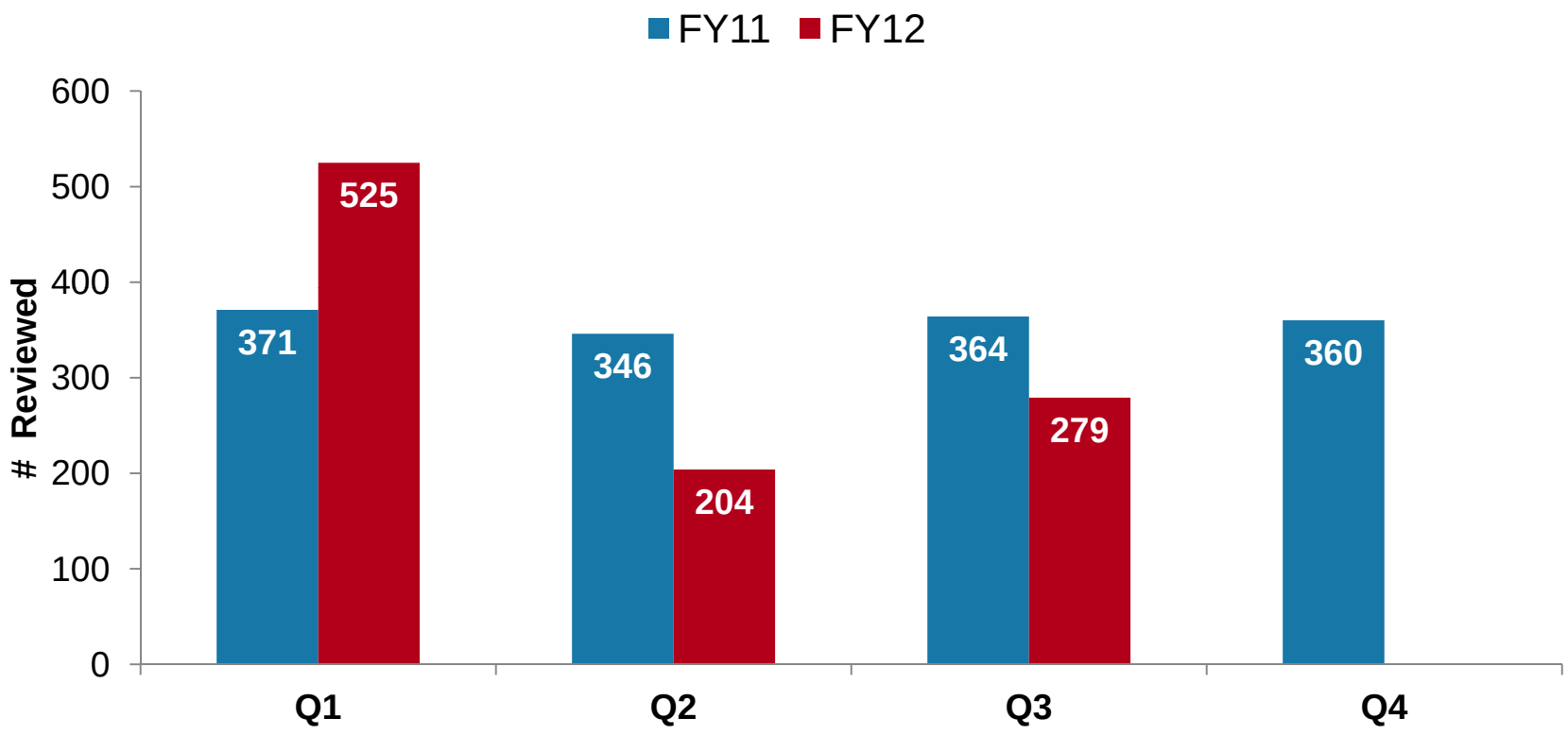
Finance - Office of Innovation and Technology

General Fund Appropriations/Obligations	FY12	FY12 Q3 YTD	% of FY12 Approp. Spent, YTD	% Difference from FY12 YTD Projection		FY11	FY11 Q3 YTD	% of FY11 Approp. Spent, YTD	% Difference from FY11 YTD Projection
Total target appropriations	70,949,707	56,668,042				63,582,751	50,727,535		
Total obligations	-	49,470,238	70%	-13%		-	50,727,535	80%	0%
Class 100									
Target appropriations	17,539,454	12,686,686				17,364,280	12,622,585		
Obligations	-	12,006,919	68%	-5%		-	12,622,585	73%	0%
Class 200									
Target appropriations	46,351,943	38,530,349				40,179,619	36,667,810		
Obligations	-	34,155,152	74%	-11%		-	36,667,810	91%	0%
Class 300									
Target appropriations	891,658	614,709				1,724,272	615,908		
Obligations	-	424,190	48%	-31%		-	615,908	36%	0%
Class 400									
Target appropriations	6,166,652	4,836,298				4,314,580	821,232		
Obligations	-	2,883,977	47%	-40%		-	821,232	19%	0%
General Fund Overtime									
Target appropriations	472,775	352,943				559,000	466,243		
Obligations	-	431,086	91%	22%		-	433,785	78%	-7%
General Fund Revenues	**FY12**	**FY12 Q3 YTD**	**% of FY12 Revenue Collected, YTD**			**FY11**	**FY11 Q3 YTD**	**% of FY11 Revenue Collected, YTD**	
Target	43,814,906	38,785,212				47,196,771	17,817,134		
Actual	-	31,661,503	72%			-	17,817,134	38%	
Other Funds Appropriations/Obligations	**FY12**	**FY12 Q3 YTD**	**% of FY12 YTD Projection Collected**	**% Difference from FY12 YTD Projection**		**FY11**	**FY11 Q3 YTD**	**% of FY11 YTD Projection Collected**	**% Difference from FY11 YTD Projection**
Water Fund									
Target Budget	15,732,422	11,512,859				16,855,025	13,336,489		
Obligations	-	8,964,035	57%	-22%		-	8,847,758	52%	-34%
Aviation Fund									
Target Budget	6,245,241	5,224,348				6,294,985	5,930,547		
Obligations	-	4,716,597	76%	-10%		-	4,678,330	74%	-27%

% Diff. from FY12 Q1 Projection	
	3% and below
	4-10%
	11% and above

Source: 10th of the Month Report

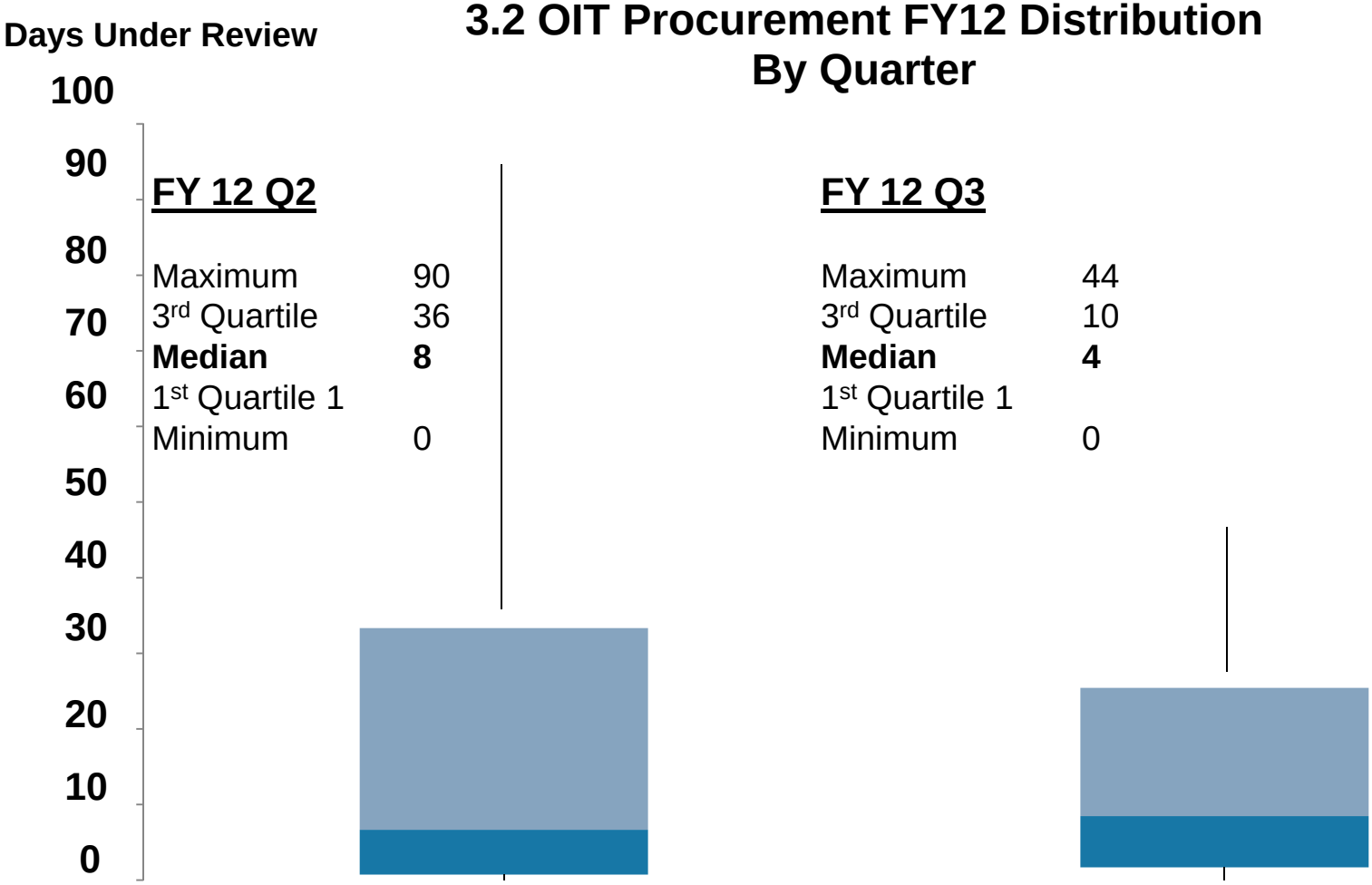
3.1 Number of IT Procurement Requests Reviewed By Quarter



- In FY11 Q1 through Q3: 1,081 requests were reviewed for a total of $42.4M
- In FY12 Q1 through Q3: 1,008 have been reviewed for a total of $42.7M

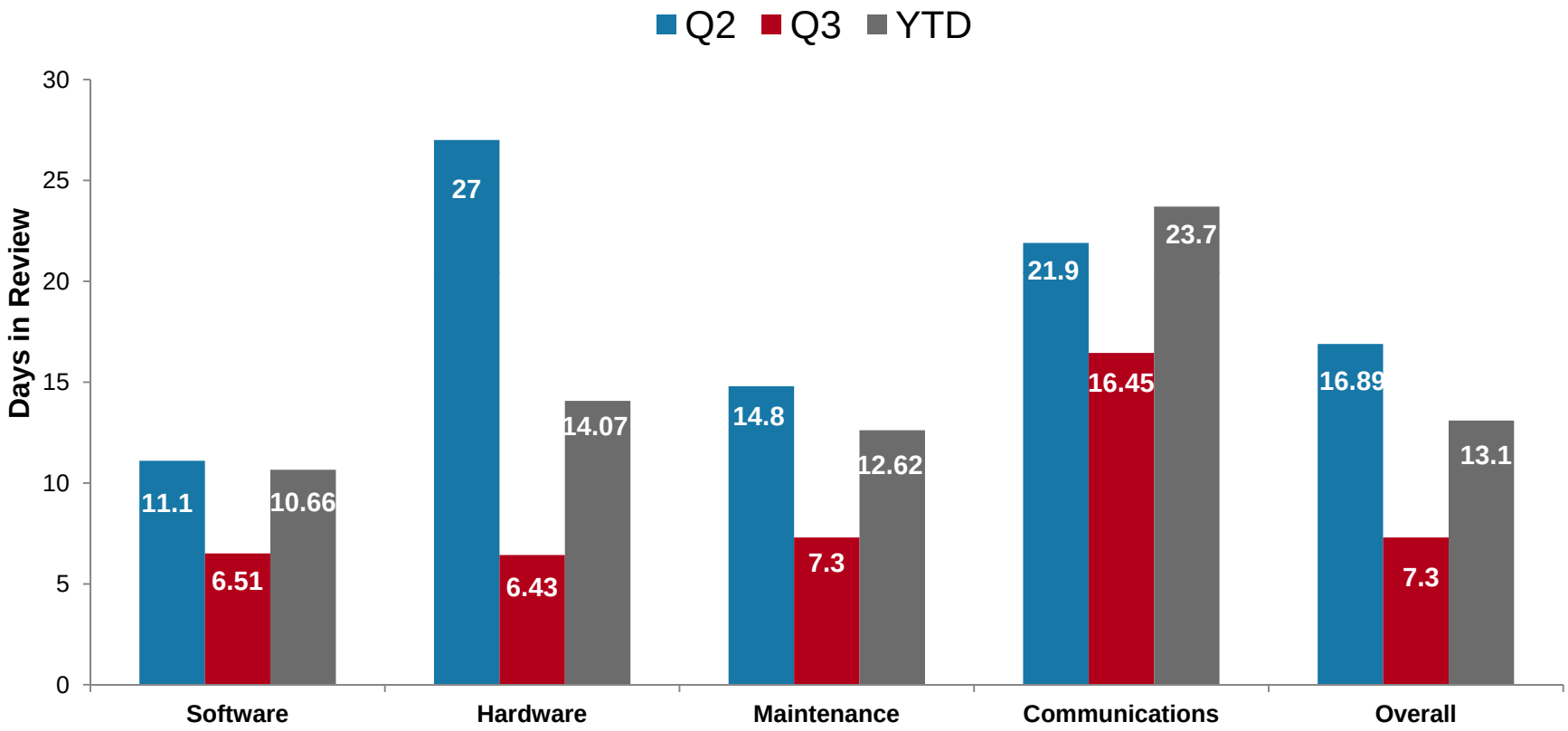
Source: Office of Innovation and Technology

3.2 OIT Procurement FY12 Distribution By Quarter



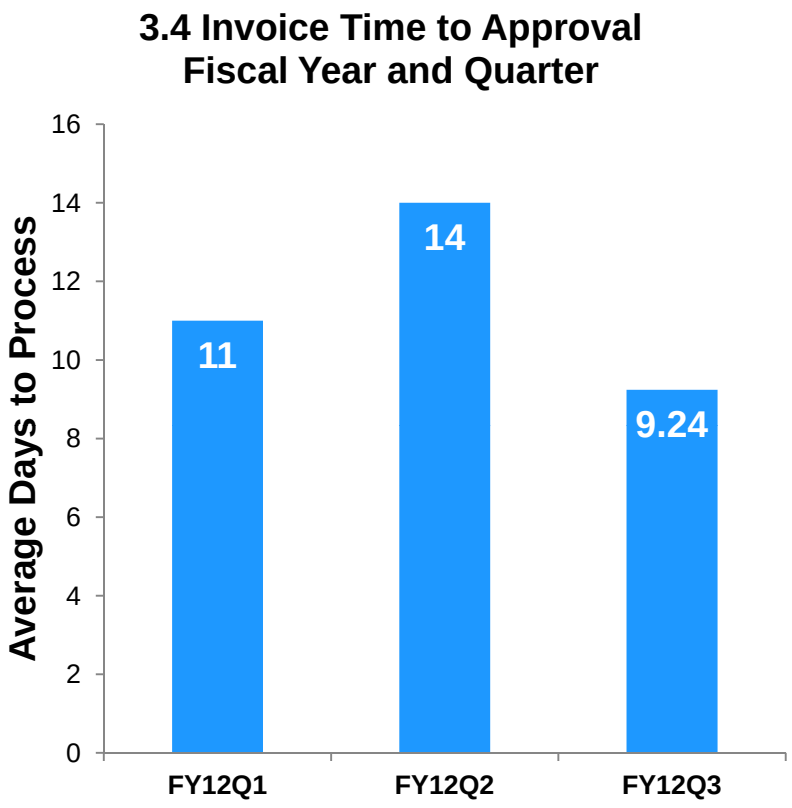
Source: Office of Innovation and Technology

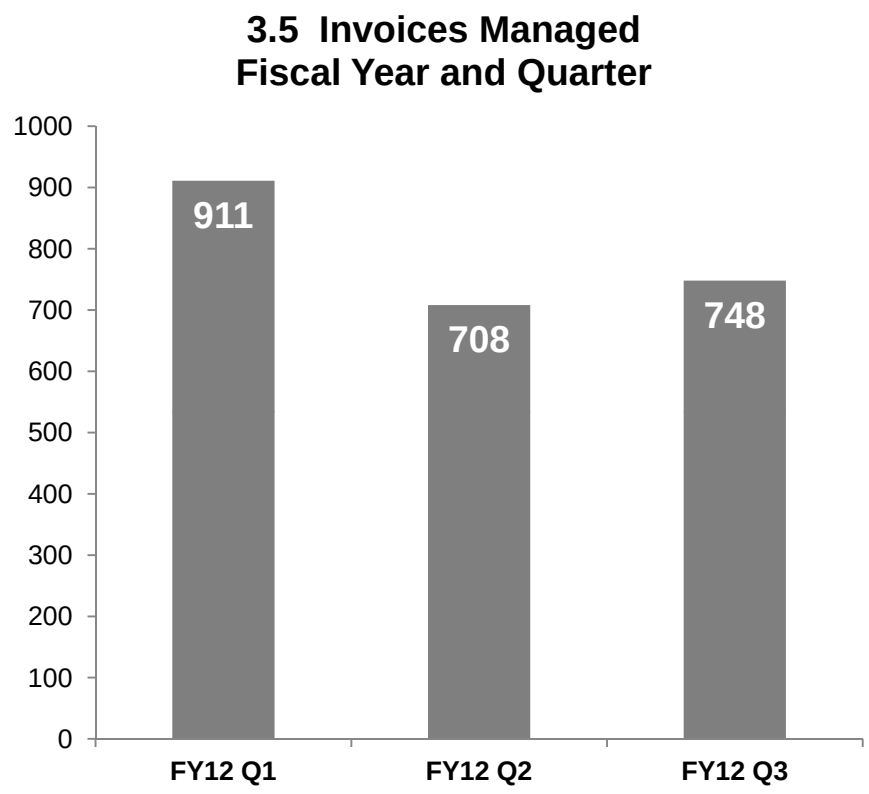
3.3 FY 12 Average Review Periods for OIT Procurement Requests, By Quarter



- FY12 Q3 Software was tracked according to whether it was standard (avg. 3.65 days) or non-standard (8.63 days)
- FY12 Q3 Hardware was tracked according to whether it was standard (avg. 5.8 days) or non-standard (avg. 7.31 days)
- FY12 O3 Maintenance was split into software maintenance (4.67) and hardware maintenance (12.56)

Source: Office of Innovation and Technology

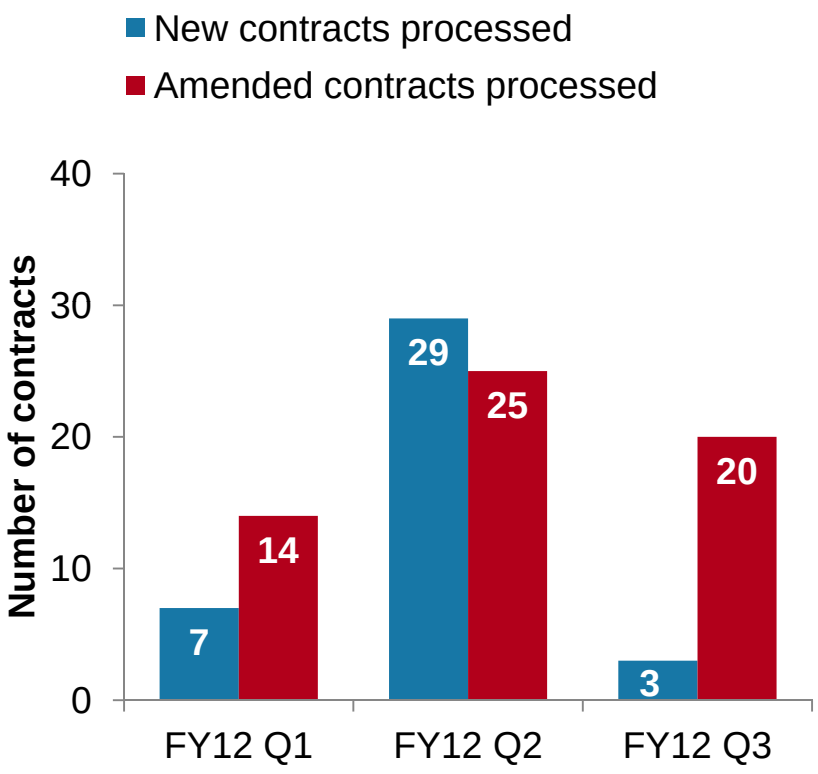




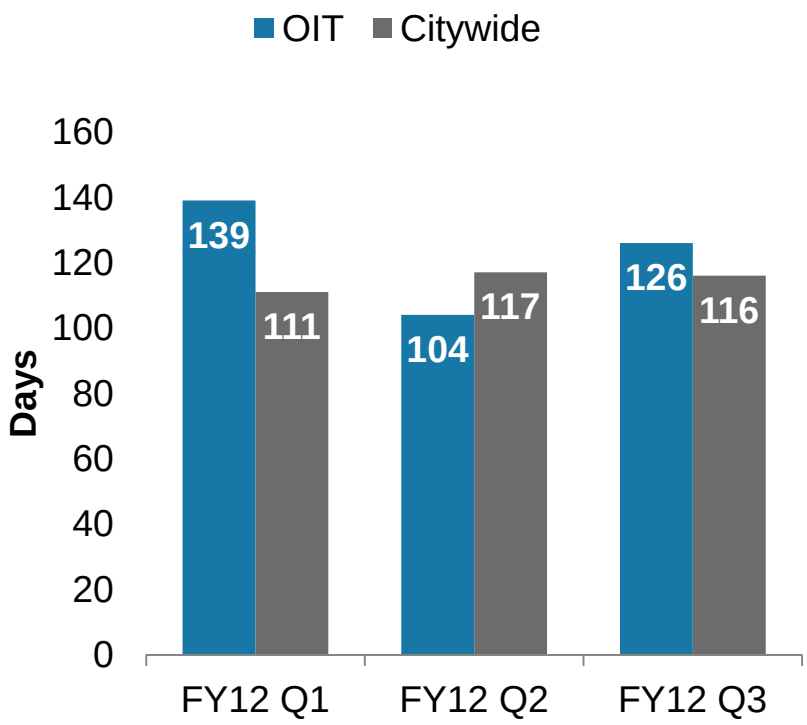
- This data is measured from date invoice was received by OIT Admin
- FY12: 2,367 invoices have been received and reviewed
- FY11: data not fully collected and, therefore, insufficient to create analysis

Source: Office of Innovation and Technology

3.6 Number of Contracts Processed and Amended

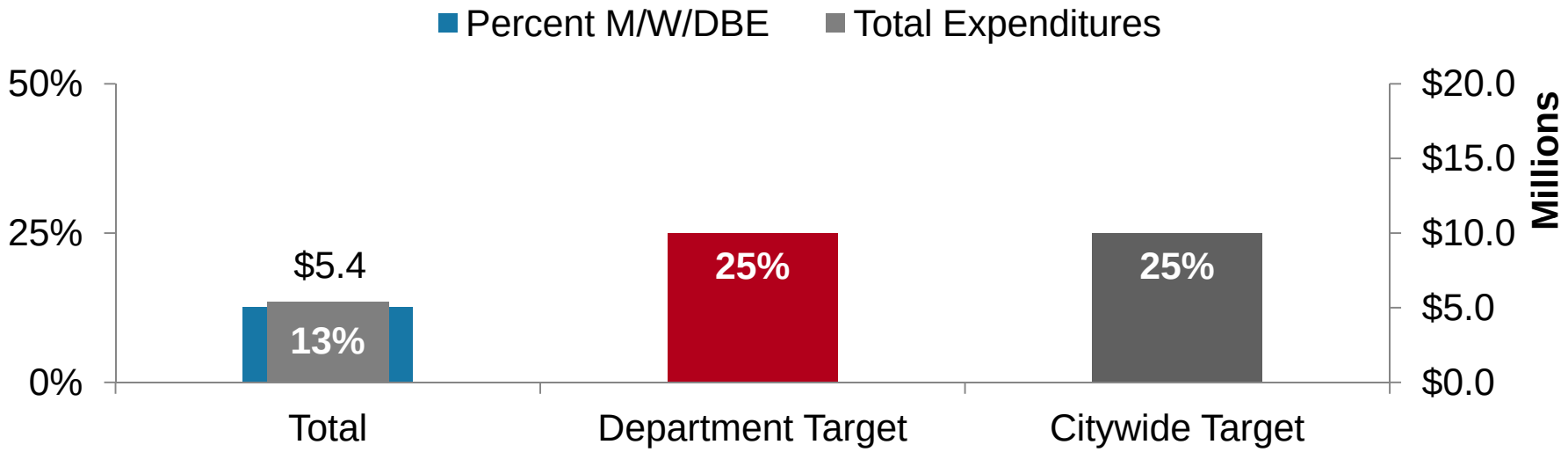


3.7 Average Time to Conform a Contract OIT and Citywide



Source: Office of Innovation and Technology

3.8 Percent of Contracts Awarded to Minority, Women, Disabled-Owned Business Enterprises
Fiscal Year 2012, Quarter 2 Year to Date - OIT



FY12 Quarter 2 year to date, OIT came in under the department and Citywide targets for minority, women and disabled – owned business enterprise participation. MWDE contracts were made for Purchase of Professional Services and Miscellaneous Purchases. Quarter 2 fiscal year to date, the Office spent $672,533, 13% of total available dollars, towards contracts.

These goals are set by the Office of Economic Opportunity and are based on an annual disparity study, which compares the contracts awarded to M/W/DSBEs versus the estimated number of M/W/DBE firms in the Greater Philadelphia Metropolitan Statistical Area. Note: FY12 Q3 Minority Contribution Report scheduled for release in mid May 2012.

Source: Office of Economic Opportunity

4.1 Key Project	Q3 Status Update
1. Stabilize and Secure the City's Computing Environment	•Prioritization of infrastructure projects in process •Hardware and software procured for storage upgrade •Hanson database moved to Oracle grid – elimination of unsupportable environment •Requirements completed for **Security Information and Event Management** (**SIEM**) project.
2. Build Resiliency and Redundancy in the City's Network Infrastructure	•Prioritization of infrastructure projects in process •Network segmentation design completed (CJIS requirement) – OA Template Submitted
3. Establish and Roll-out a City-wide Server and Desktop Refresh Program	•Prioritization of infrastructure projects in process
4. Build and/or Acquire Disaster Recovery Capability to Strengthen the City's Business Continuity Posture	In discovery and requirement phase
5. Unified Telecommunications (Voice, Data, Video, Radio, Wireless, Surveillance)	•VSS Maintenance contract conformed and repairs have started •800 Mhz radio project is progressing to a final migration schedule
6. Establish Formal Program to Accelerate On-line, Self-Service Portals (C2G, B2G, Employee Portal, etc)	In discovery and requirement phase
7. Establish Formal Program to Support Legacy System Modernization and Business Process Improvements Throughout the City	Initial Scoping / Project Charter drafted

Source: Office of Innovation and Technology. Projects are listed in priority order.

Office of Innovation and Technology - HR Dashboard

Total Actual Positions	FY12 Q3
General Fund	248
Other Funds	63
Total	**311**

Number of Vacancies	FY12 Q3 Target	Vacancy Rate
General Fund	34	12%
Other Funds	19	23%
Total	**53**	15%

Turnover (All Funds)	Turnover Rate
OIT	2%

Undocumented Sick Leave	Avg. Sick Leave, Per Employee, In Days (Undocumented Only)	% Undocumented Sick Leave of Total
OIT	0.82	37%
Citywide	1.39	34%

Sources: Office of Innovation and Technology, FAMIS, Cognos

Key Challenges

- Striking the right balance between enterprise view and agency.
  - Developed federated model
- Filling critical resourcing needs
  - Recruitment of qualified talent currently living in Philadelphia or willing to move.
- Improving Control of Vendor Community
  - Held vendor forum
  - Develop Vendor visitation policy
  - Reviewing current contracts
- Launching Capital projects effectively
  - Completed prioritization
  - Developed project profile and readiness assessment

Key Wins

- Added 5,000 users to email migration which includes 4,500 new accounts at police.
- Moved L&I Hansen system to Oracle grid which helped stabilize and optimize performance of the system
- Completed Project Prioritization process & Launch Artifacts (Project Profile & Readiness Self-Assessment)
- Held Vendor Forum to set City's expectation. Over 200 vendors attended.
- Business Services Portal is a winner in the Web & E-Government category of the Public Technology Institute's 2011-2012 Technology Solutions Awards. The Awards will be presented at the 2012 CIO Leadership & Summit East in Boston on May 17th & 18th.
- Won "Special Recognition Award" at the first annual PhillyStat Excellence Award presentation for OIT's efforts in taking performance to the next level.
- In conjunction with the greater Philadelphia constituency and the Mayor's Office, OIT continues to support the initiatives around Digital Philadelphia which include Free Information Flow (OpenDataPhilly), Civic Participation & Innovation (OpenAccessPhilly), Digital Inclusion (Freedom Rings/Keyspots), and the Infotec Biz Growth (in partnership with Comcast, Temple University, Drexel University, SEED Philly, etc.)
- Worked with HR to develop and implement "working remote" policy.

Key Wins cont.

- Citywide internet upgrade. Internet services now operating at a speed 20 times faster than before.
- OIT reached a milestone with the Citywide radio implementation. Major sites were completed and deployment has started.
- New phila.gov sites were launched in January for the Mayor's Office, L&I, Office of Economic Opportunity and Recreation departments. Rollout was reduced from 6 months to 90 days.

Core Mission

Manage the City's technology assets efficiently and effectively to help our clients advance opportunities to modernize City government and improve services to all Philadelphians.