Information Technology
Anchorage: Performance. Value. Results

Mission

The Information Technology Department (ITD) strives to provide cost-efficient technology-based services to all Municipality of Anchorage (MOA) employees and constituents of Anchorage, enabling an economical, structured, controlled and secured Information Technology (IT) environment.

Core Services

- SAP Technology Center
- IT Infrastructure (e.g. Network, Data Center, Servers)
- Application Development and Operations - DevOps (e.g. PeopleSoft, Hansen, CAMA)
- IT Procurement (for all MOA departments)
- IT Contract Management
- Voice Communications Services (e.g. Voice Network, VOIP, Land Lines, Cellular Devices)
- Direct Services (e.g. Helpdesk, Desktop Operating System, Desktop Applications, User Hardware)
- Cybersecurity (e.g. User Awareness Training, Intrusion Prevention Services, Desktop Security)
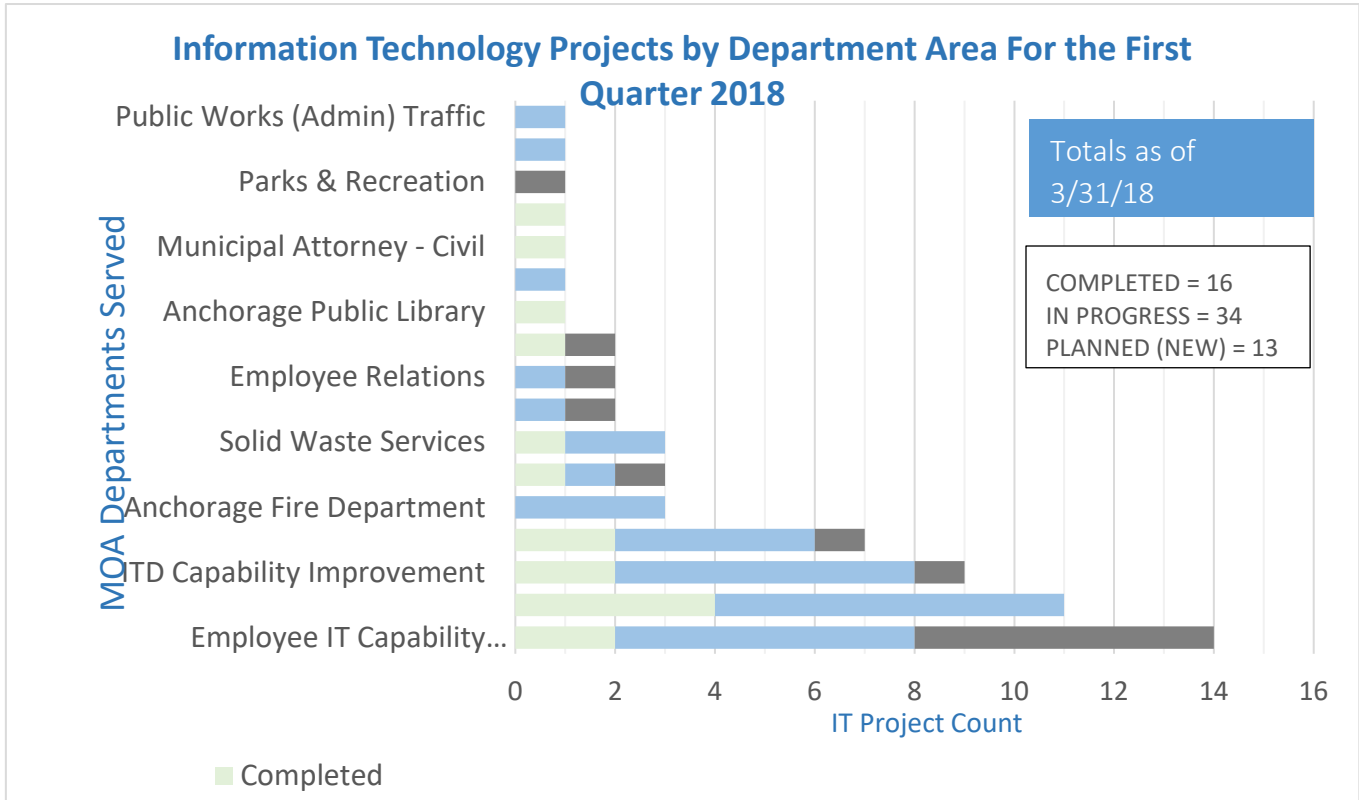- Project Management Office

Accomplishment Goals

- Improve IT service delivery to MOA employees
- Develop processes, standards and policies, apply industry best practice frameworks to operate ITD efficiently
- Implement IT tools and solutions to improve MOA resource efficiency
- Deliver effective IT services to MOA internal customers and citizens
- Refresh aging IT infrastructure and implement scalable infrastructure to meet MOA growth needs

Performance Measures

1. *ITD Project Metrics*
2. *DevOps Application Availability Metrics*
3. *ITD Equipment Support Metrics*
4. *ITD Metrics on Customer Service Requests and Incidents*
5. *ITD HelpDesk Employee Support Call Metrics*
6. *SAP Technology Center Operations Metrics*
7. *ITD Operating Cost Distribution Based on Budget Category*
8. *ITD Capital Cost Distribution Based on Approved Capital Projects*

Information Technology has implemented a Project Management Office to deliver IT projects with quality and predictability. These metrics identify projects for the First Quarter 2018. The metrics include projects that are completed, in progress and added to the project backlog (scheduled new).

Information Technology Projects by Department Area For the First Quarter 2018

MOA Departments Served

- Public Works (Admin) Traffic
- Parks & Recreation
- Municipal Attorney - Civil
- Anchorage Public Library
- Employee Relations
- Solid Waste Services
- Anchorage Fire Department
- ITD Capability Improvement
- Employee IT Capability…

IT Project Count: 0, 2, 4, 6, 8, 10, 12, 14, 16

Totals as of 3/31/18

COMPLETED = 16
IN PROGRESS = 34
PLANNED (NEW) = 13

■ Completed

Measure #2: **DevOps Application Availability Metrics**

Applications Services (DevOps) supports approximately 181 applications in the Municipality of Anchorage. The top TEN applications based on # of MOA users are included. Applications are used internally by MOA employees, externally by Anchorage constituents, or both.

Courtview: A fine and fee management system that tracks delinquent criminal/civil fines and fees which are owed to the MOA from state court judgements.

Lucity: Asset management and maintenance system used for managing physical assets such as signs, street lights, and streets.

PACE/Stellent: A content management system used by all MOA departments to store documents for Assembly meetings.

ELEMOS/Tower: Waste management enterprise software which allows for Solid Waste Services (SWS) to have invoicing, on-board weighing systems, tracking, mobile computing, and customer communication.

Cherwell: A ticket management and incident tracking system that allows the IT Department to service all MOA departments on IT-related requests and issues.

CityView: An enterprise-wide application used for planning land/building development projects – is used by 175 employees internally and externally and viewed on average 40 times per day.

Muniverse.net: An internal website for MOA employees to navigate information within the MOA organization.

Muni.org: An external website for public and internal use containing information on public services provided by the MOA as well as additional department information – this has 35,000 pages view per day on average.

CAMA/Tax: Provides property tax processing, appraisals, as well as special assessments.

IPS/Hansen: The MOA's permitting system used for community development such as building permits, licensing, and code enforcement

Measure #3: ITD Equipment Supported Metrics

Equipment Supported by ITD for the First Quarter 2018

Totals as of 3/31/18

DEVICES = 8332
CIRCUITS = 127
APPLICATIONS = 181

# of Devices or service units

Category	Value
Desk...	2865
Computers	2158
Mobile Data...	930
Printers	631
Cell Phones	606
Virtual...	537
Stipend...	317
Applications	181
Voice &...	127
Physical...	119
Facilities...	115
KABA...	54
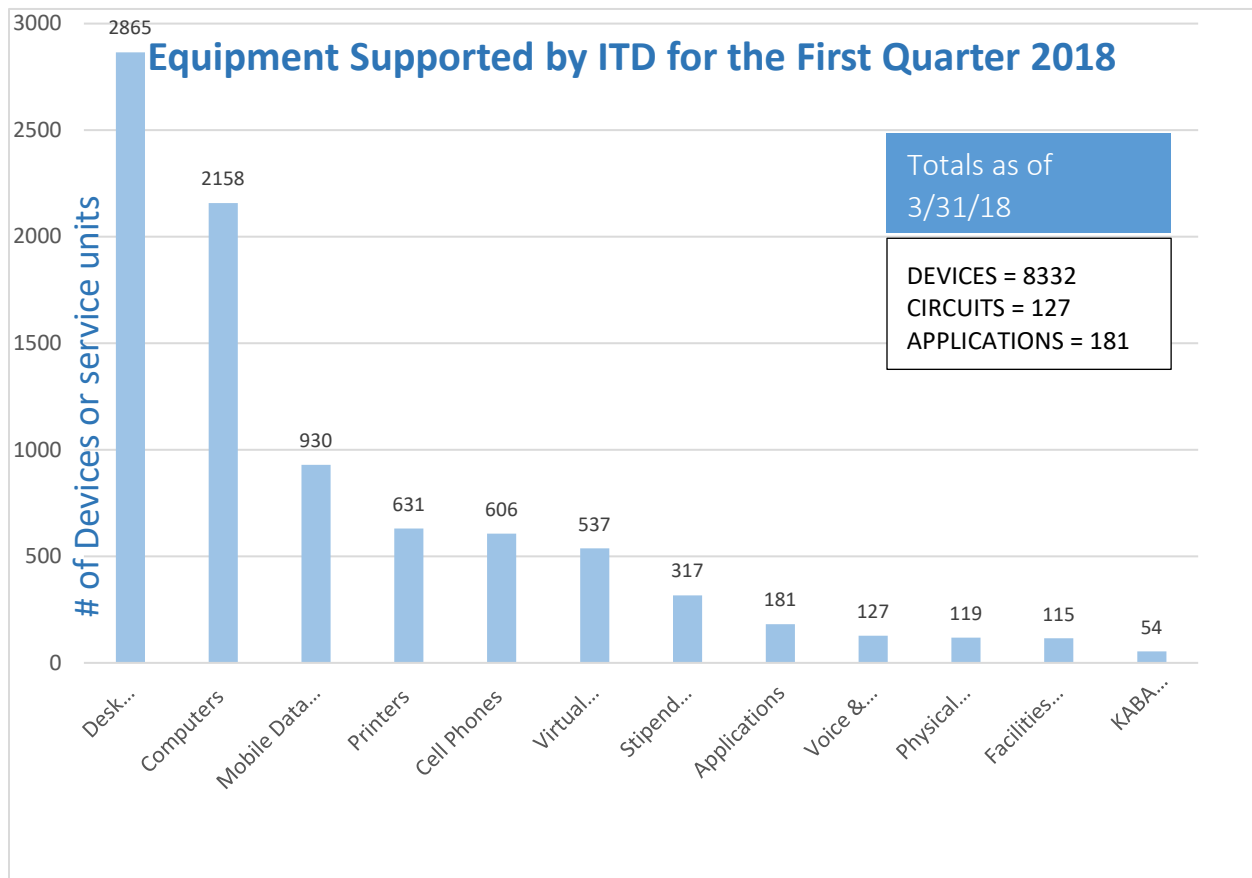
ITD has implemented an IT Service Management tool to initiate, track and report on incidents and services requests (tickets) reported to ITD. MOA employees use this tool to report technical support incidents, service requests, and ITD procurement. The graphs in this section represents key performance indicators based on ticket metrics.

4.1 Volume of Incidents and Service Requests Categorized by Major ITD Service Area for First Quarter 2018

ITD Incident and Service Request Metrics - by ITD Service Area for First Quarter 2018

Totals

OPEN = 389 AS OF 3/31/18
CLOSED = 4058 IN THE 1ST QUARTER OF 2018

ITD Service Area	Tickets Closed	Currently Open Tickets
DevOps Application Support	352	33
IT Procurement - All MOA Departments	256	141
IT Infrastructure Services - Network, Voice, Data Center	456	131
Direct Services - Desktop Applications and hardware	659	48
Direct Services - Help Desk *	2335	36

# of Tickes

■ Tickets Closed   ■ Currently Open Tickets

* See details in section 4.2 ITD Incident and Service Request Performance by ITD Direct Service – Helpdesk for First Quarter 2018.

4.2 Volume of Incidents and Service Requests Made to ITD Service Desk (Help Desk Team) for First Quarter 2018

ITD incident and Service Request Performance by ITD Direct Service - Help Desk for First Quarter 2018

Service Desk Request Categories (y-axis)

Category	Closed Tickets
Transfer	15
Printer/Copier	16
Other	34
Computer	52, 2
New Service	55, 3
Software	98, 2
SAP Logins	165
Active Directory - Account Permissions	300, 8
Onboarding & Offboarding	351, 17
General (Non-Specific)	402, 4
Password Reset	821

# of Tickets (x-axis: 0 to 900)

Totals

OPEN = 36 AS OF 3/31/18
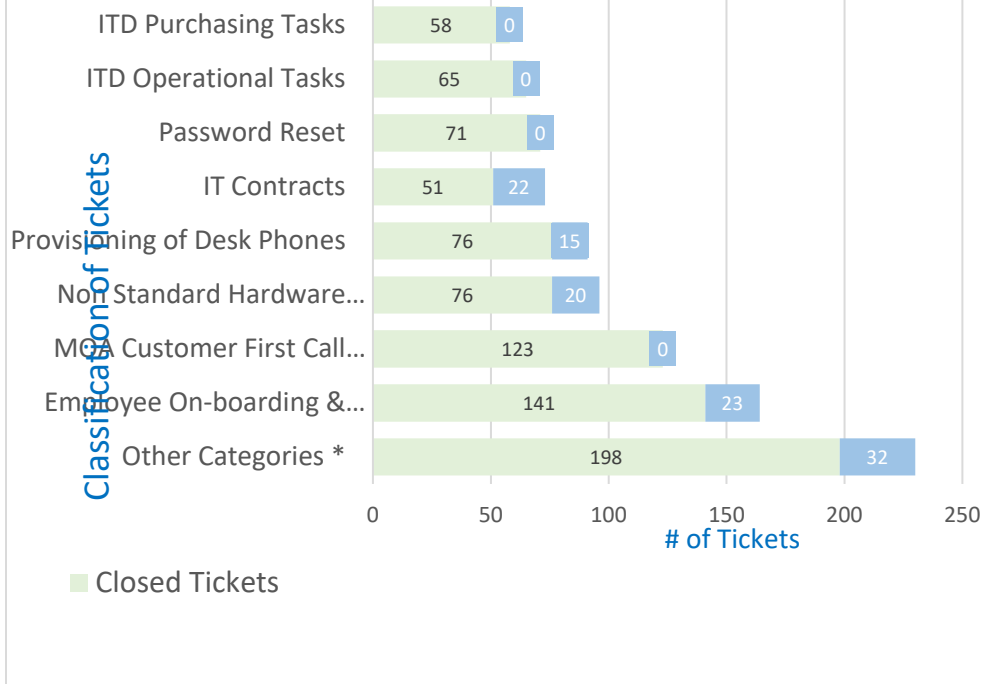CLOSED = 2309 IN THE 1ST QUARTER OF 2018

■ Closed Tickets

4.3 Volume of Incidents and Service Requests Made to ITD by MOA Department for First Quarter 2018

ITD incident and Service Request Performance by MOA Department for First Quarter 2018

MOA Department	Closed Tickets	# of Tickets
Finance	341	33
AFD	330	26
Health and Human Services	332	20
APD	272	30
Public Works	235	20
Public Transportation	218	22
Library	185	23
Assembly	181	8
Employee Relations	174	0
Parks & Recreation	139	11
Development Servies	134	12
Solid Waste services	74	21
Legal Department	88	7
Municipal Manager	81	3
MLP	67	10
Planning	72	0
AWWU	32	14
Economic and Community…	39	5
Port of Anchorage	37	3
Emergency Management	24	2
Office of Management & Budget	24	1
Purchasing	22	2
Mayors office	19	1
Equal Rights Commission	17	1
Municipal Clerk	14	1
Merrill Field	14	1
Internal Audit	12	
Maintenance & Operations	11	
AFD & APD Retirement	11	

■ Closed Tickets   # of Tickets

4.4 Volume of Incidents and Service Requests Opened by ITD for MOA Department Customers or for ITD Operations during First Quarter 2018

ITD phone call supporting incident resolved with one call - First Quarter 2018

Classification of Tickets (y-axis)
# of Tickets (x-axis)

Classification	Closed Tickets	(blue)
ITD Purchasing Tasks	58	0
ITD Operational Tasks	65	0
Password Reset	71	0
IT Contracts	51	22
Provisioning of Desk Phones	76	15
Non Standard Hardware…	76	20
MOA Customer First Call…	123	0
Employee On-boarding &…	141	23
Other Categories *	198	32

■ Closed Tickets

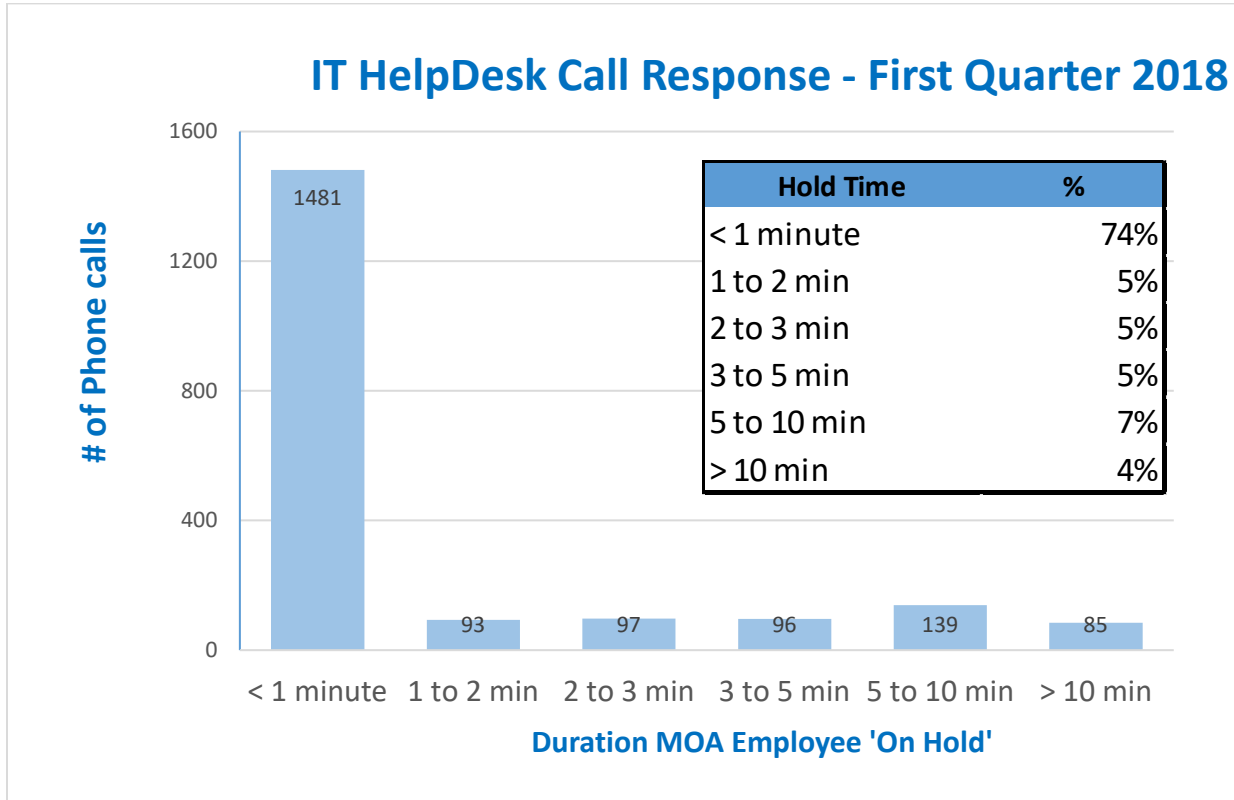Includes tickets related to active directory, desk phone issues, survey creation, misc. software installations, monthly IT operational tasks, etc.

5.1 Employee 'On Hold' Duration when calling ITD Helpdesk for First Quarter 2018
The duration a caller is 'On Hold' when calling ITD helpdesk for services is a performance metric for the HelpDesk. Statistics for the helpdesk in the First Quarter 2018 are provided. The ITD goal is to consistently reduce 'On Hold' times economically through improved internal processes and practices.

IT HelpDesk Call Response - First Quarter 2018

Hold Time	%
< 1 minute	74%
1 to 2 min	5%
2 to 3 min	5%
3 to 5 min	5%
5 to 10 min	7%
> 10 min	4%

Bar chart — # of Phone calls by Duration MOA Employee 'On Hold':
- < 1 minute: 1481
- 1 to 2 min: 93
- 2 to 3 min: 97
- 3 to 5 min: 96
- 5 to 10 min: 139
- > 10 min: 85

SAP is an Enterprise Resource Planning system (ERP). SAP ERP manages business processes allowing the Municipality to automate and integrate finance, purchasing, employee relations and payroll.

6.1 Total SAP System Incidents Closed During First Quarter 2018

SAP Incidents - Opened & Closed First Quarter 2018

	Opened	Closed
Gold	72	96
Gray	110	158
High (blue)	147	164
Very high (red)	87	96

Legend: ■ Very high   ■ High

Y-axis: # of Incidents (0, 100, 200, 300, 400, 500, 600)