Office of Information Technology
Anchorage: Performance. Value. Results

Mission

The Office of Information Technology (OIT) 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

- IT Infrastructure (Network, Data Center, servers, backups, enterprise back-office)
- Application Development and Operations - DevOps (3rd Party software, custom software, website, software integration)
- IT Procurement (for all MOA departments)
- IT Contract Management
- Voice Communications Services (Voice Network, VOIP, Land Lines, Cellular Devices)
- Direct Services (Helpdesk, Desktop Operating System, Desktop Applications, User Hardware)
- Cybersecurity (User Awareness Training, Intrusion Prevention Services, Desktop Security)
- IT Project Management Office
- SAP Technology Center

Accomplishment Goals

- Provide stable remote work access for MOA employees
- Improve IT service delivery to MOA employees
- Develop processes, standards and policies, apply industry best practice frameworks to operate OIT 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

The Data

The reports for this quarter are comparing OIT annual spend and staffing with the IT industry average for State and Local governments.

- The OIT data was taken from the MOA financials. http://www.muni.org/Departments/budget/operatingBudget/Pages/default.aspx Does not include MLP, AWWU, Solid Waste Services, the Port of Anchorage, and Merrill Field
- The data for the industry average for State and Local government study was taken from the "IT Key Metrics Data 2020: Industry Measures —Government — State and Local Analysis" published: 18 December 2019 (ID: G00465655), published by Gartner®, an industry leader with IT research and advisory. https://www.gartner.com

Measure #1: OIT Annual Spend as a Percent of MOA Annual Operating Expense

As you can see, the spend in 2017 and 2018 increased substantially from 2016. The SAP system went "live" in 2017 and the additional costs to support the system were substantial. The good news, we are now more experienced with SAP and the total costs decreased in 2019 and we are back to matching the industry average.


OIT Annual Spend as a Percent of the MOA Annual Operating Expense
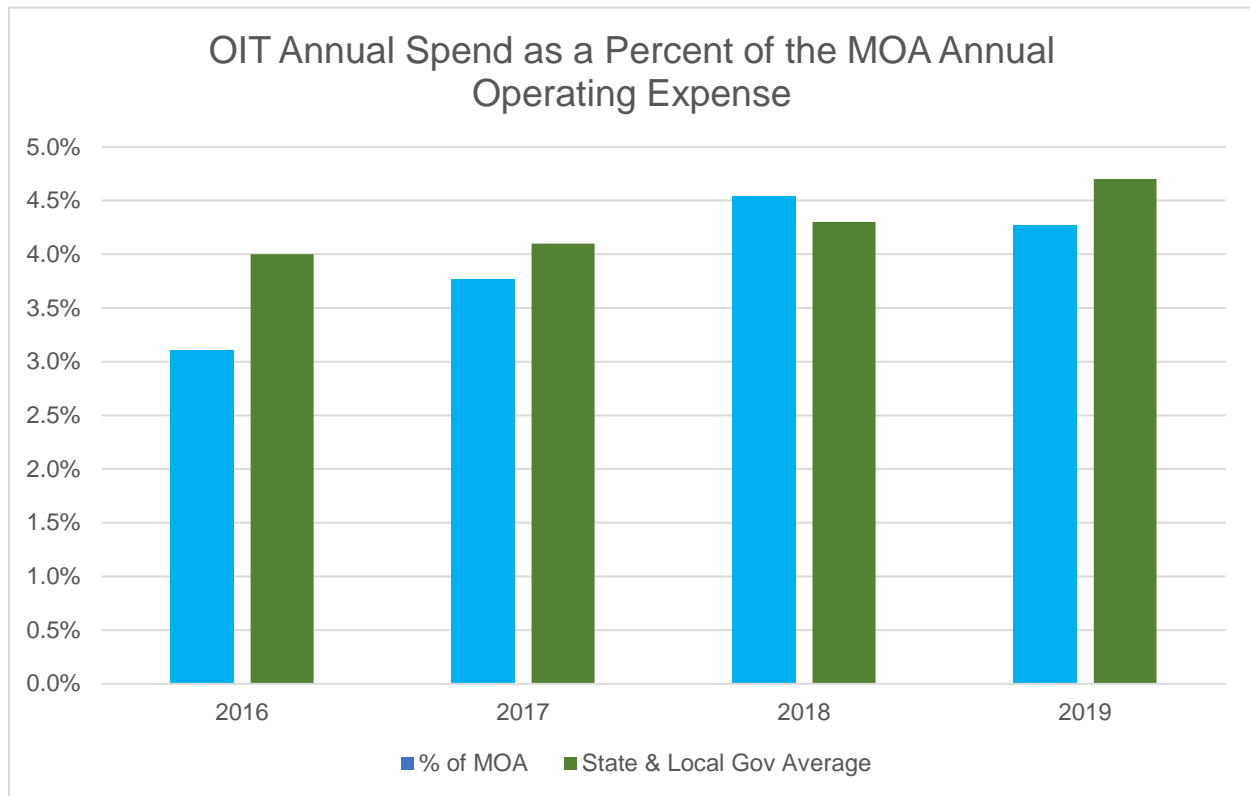
Measure #2: OIT Annual Spend per MOA Employee

IT spending per MOA employee is used to determine the amount of IT support the average organization's workforce receives. Once again, we saw a spike in 2018 which is attributed to the additional costs of SAP. In 2019, the annual spend is very close to the national average.
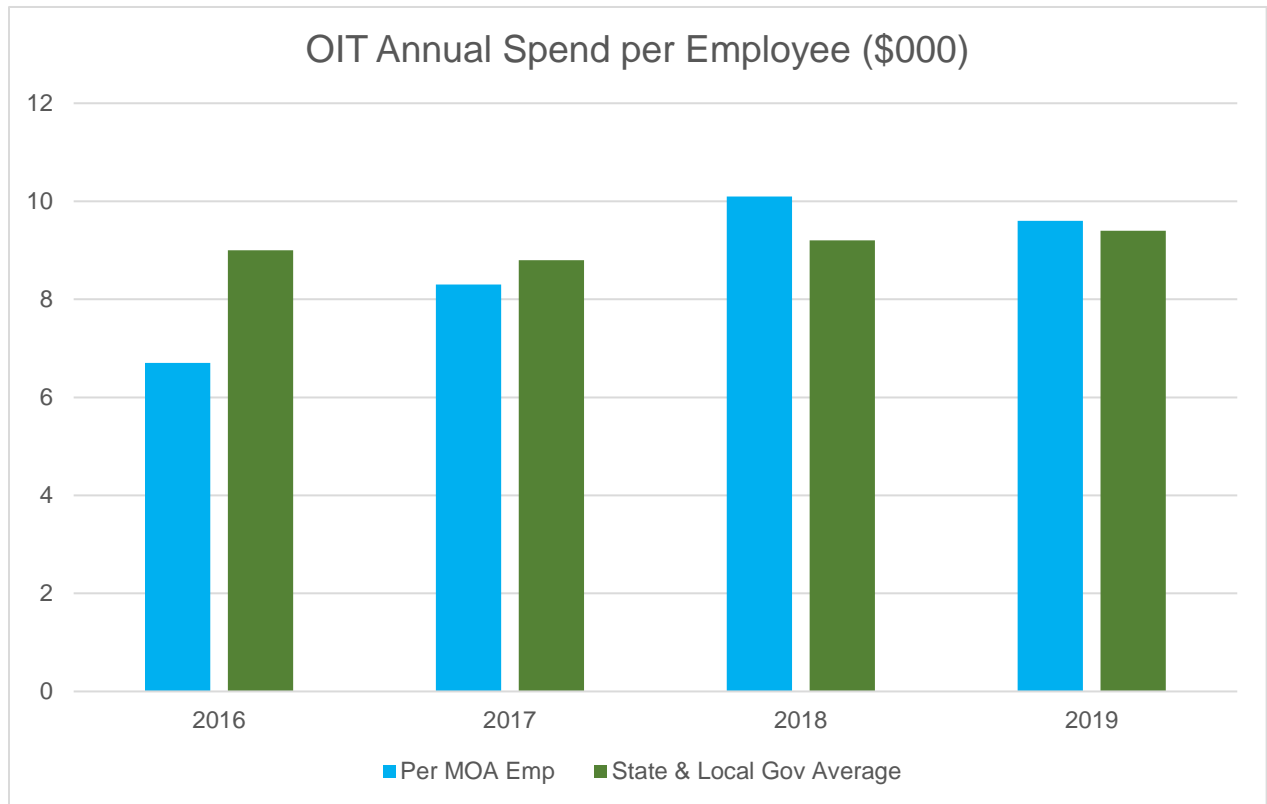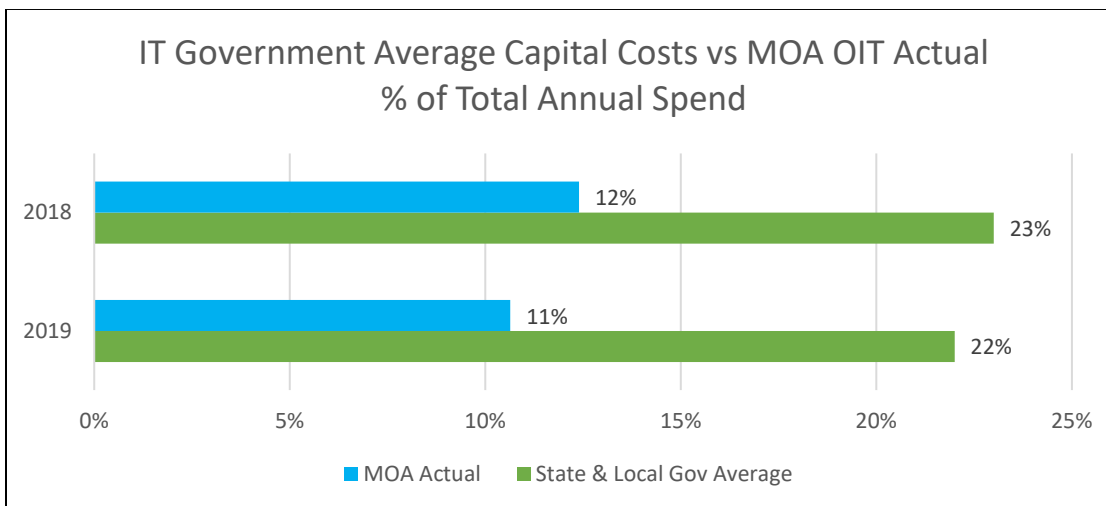
Measure #3: OIT Full-Time Employees as a Percent of Total MOA Employees

OIT has successfully maintained a smaller percentage of IT employees to total employees compared to our peers. We have a continued challenge to pay staff a comparable industry salary to and provide an environment that helps them progress their career.

OIT Full-Time Employees as a % of Total MOA Employees

Legend: ■ % of MOA ■ State & Local Gov Average
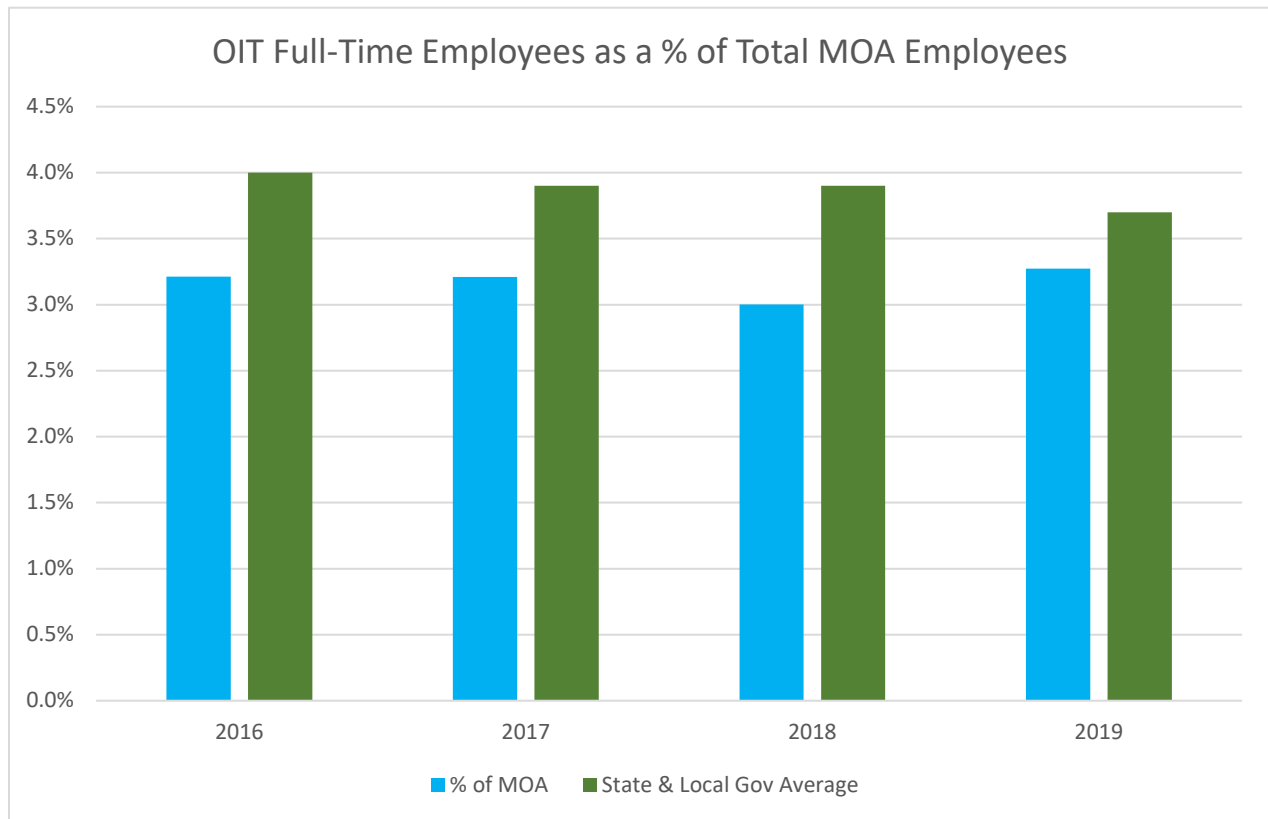
Measure #4: OIT Operational and Capital Annual Spend compared to Government Industry Average

As you can see, the MOA % of Operational costs relative to total OIT spend is greater than State and Local Government average. The MOA % of Capital costs relative to State and Local Government average is much less. Over the last two years, most industry software and hardware products changed their business model and started to charge an annual fee to support product patching and upgrades. This shift has impacted the OIT operating budget as we meet the changing industry demands.

IT Governament Average Operating Costs vs MOA OIT Actual
% of Total Annual Spend

Year	MOA Actual	State & Local Gov Average
2018	88%	77%
2019	89%	78%

IT Government Average Capital Costs vs MOA OIT Actual
% of Total Annual Spend

Year	MOA Actual	State & Local Gov Average
2018	12%	23%
2019	11%	22%
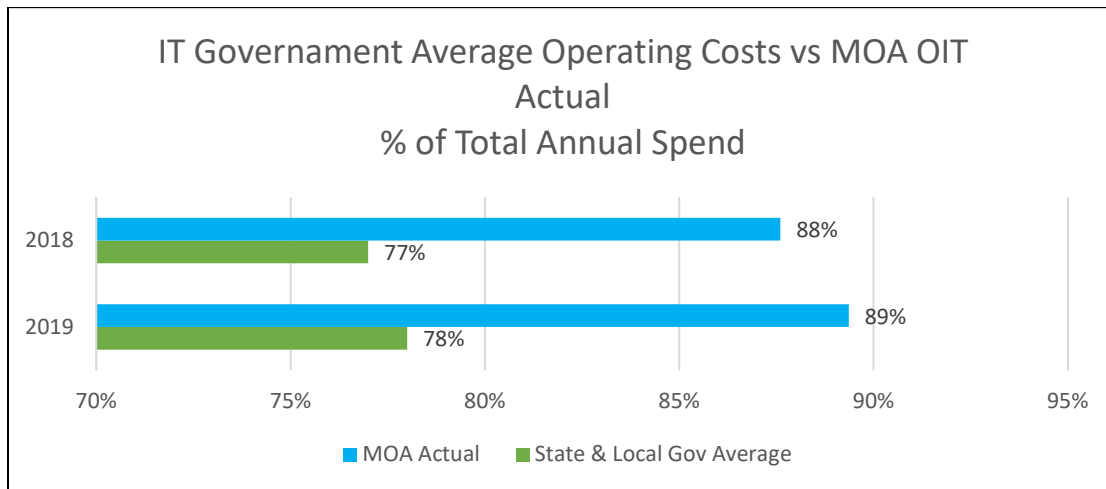
Measure #5: Remote Workforce

March 2020, the MOA administration published a telecommunicating policy for the workforce. The OIT department had less than three weeks to provision new telecommunicating technology and improve existing connectivity. OIT exceeded expectations providing remote access utilizing various methods and equipment. In addition, OIT created easy to follow tutorials educating staff on how to utilize the new methods of accessing the MOA network.

Staff now have tools to work remotely; however, many jobs are not able to be performed remotely. For example, a bus driver cannot do their work remotely.

Percentage of MOA employees working remote that are eligible to work remotely:

58% **(Oct 2020)**

PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.