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# Information Technology

*Anchorage: Performance. Value. Results*

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## **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**

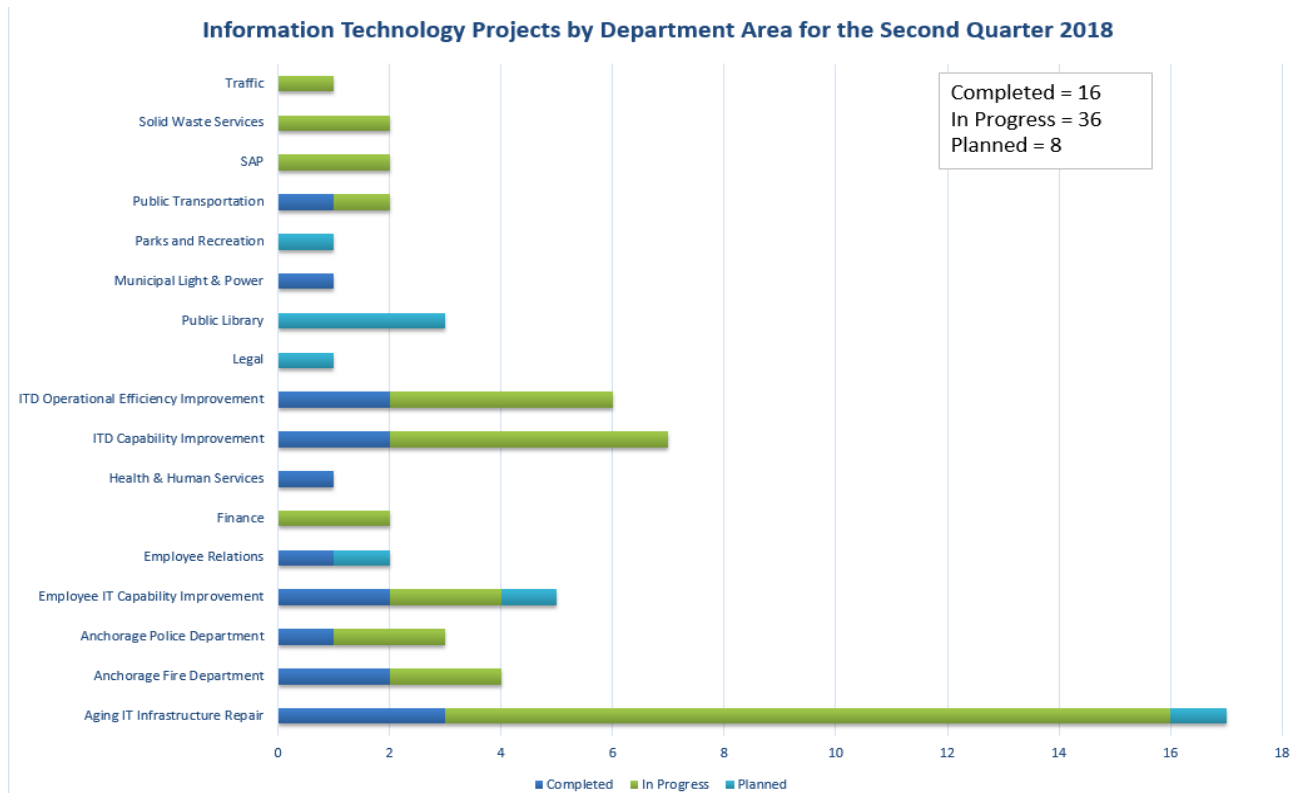
- Improve IT service delivery to MOA employees
- Develop processes, standards and policies, apply industry best practice frameworks to operate ITD efficiently
- Implement IT tools and solutions to improve MOA resource efficiency
- Deliver effective IT services to MOA internal customers and citizens
- 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*
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## Measure #1: ITD Project Metrics

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



## **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.

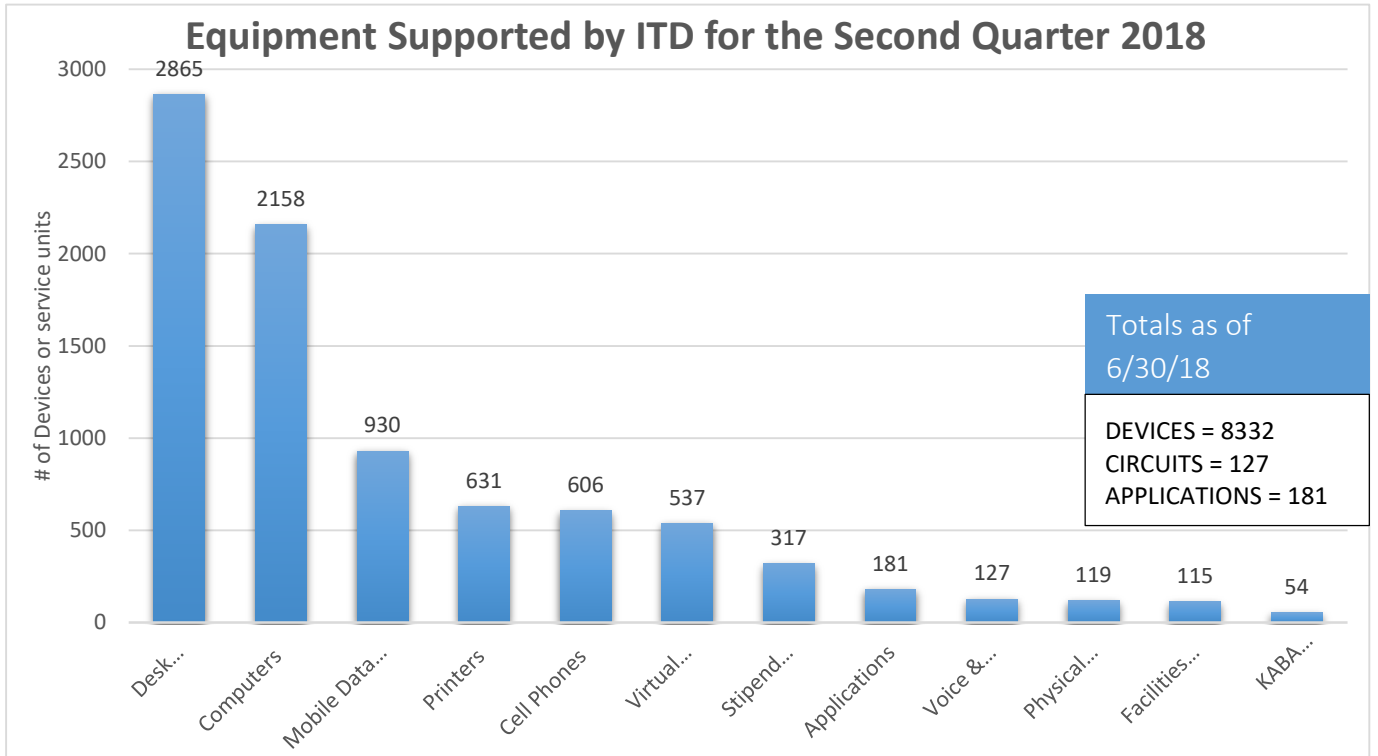
**Muniverse.net:** An internal website for MOA employees to navigate information within the MOA organization.

**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

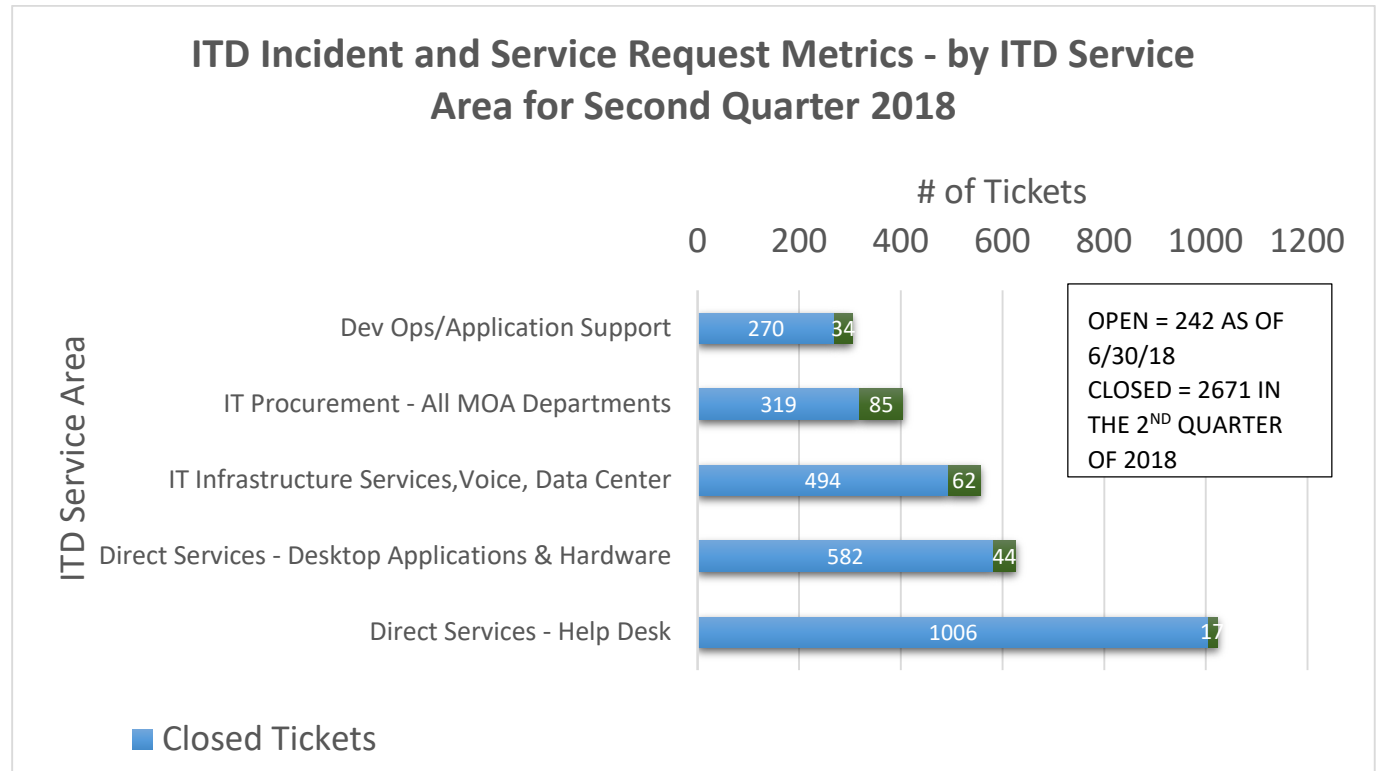
**Measure #3: ITD Equipment Supported Metrics**



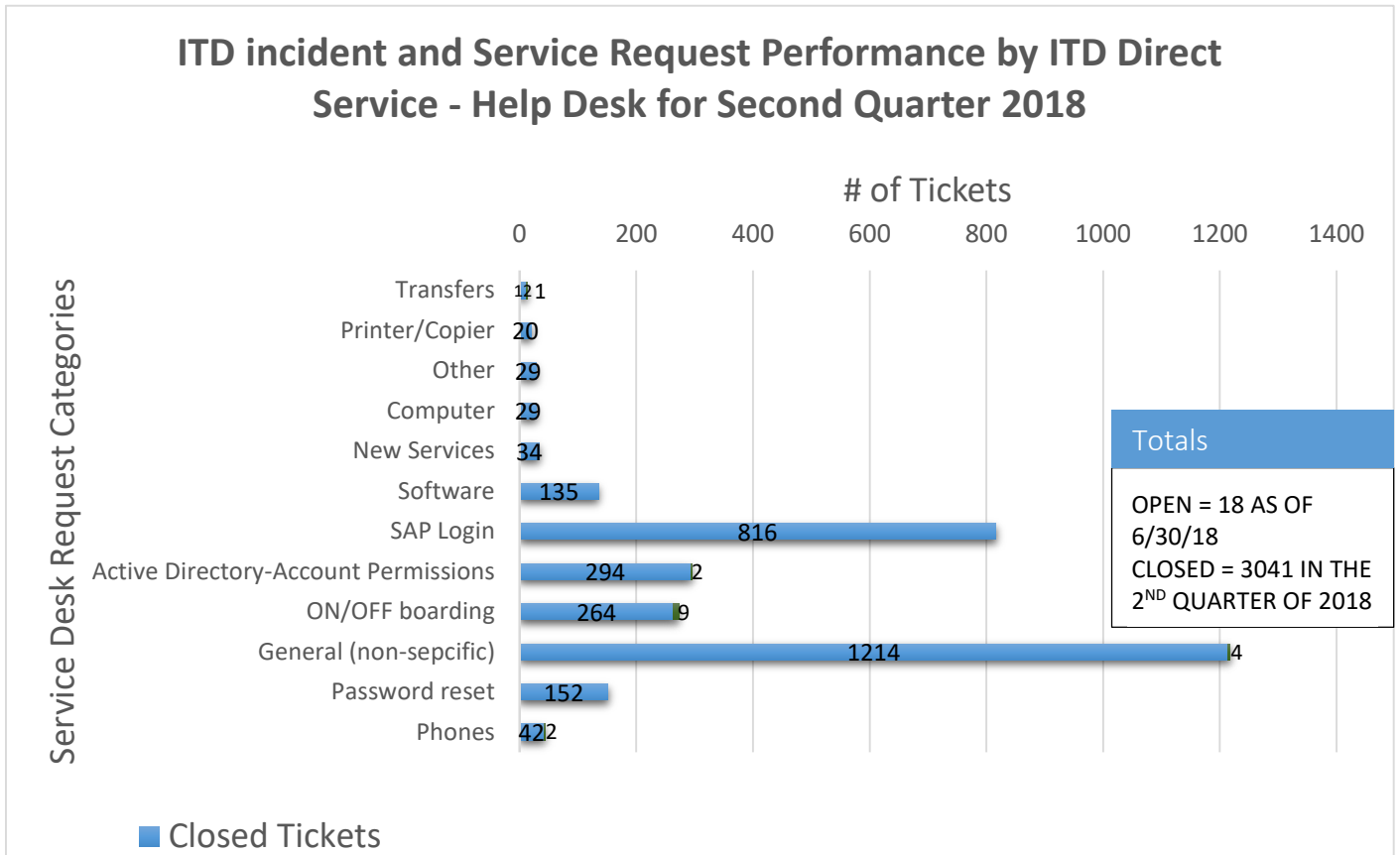
**Measure #4: ITD Metrics on Customer Service Requests and Incidents**

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.

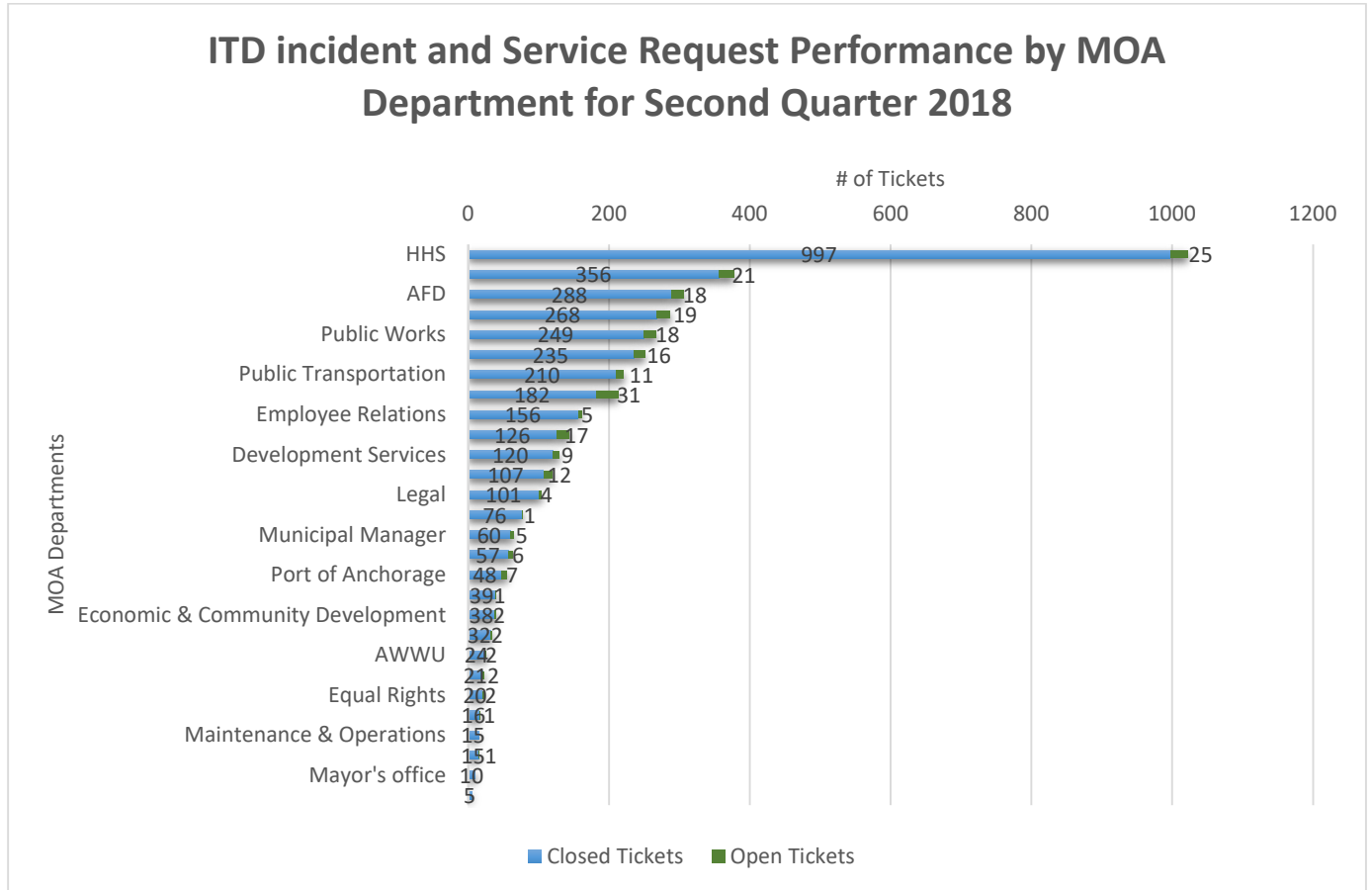
**4.1 Volume of Incidents and Service Requests Categorized by Major ITD Service Area for Second Quarter 2018**



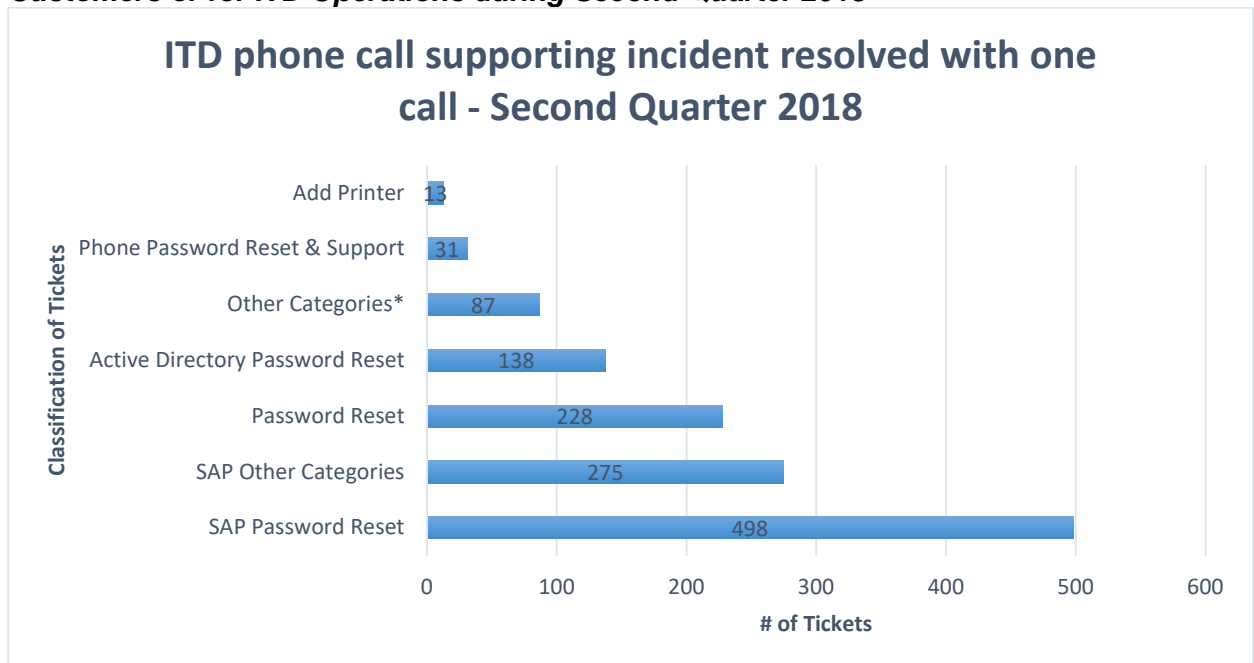
**4.2 Volume of Incidents and Service Requests Made to ITD Service Desk (Help Desk Team) for Second Quarter 2018**



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



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

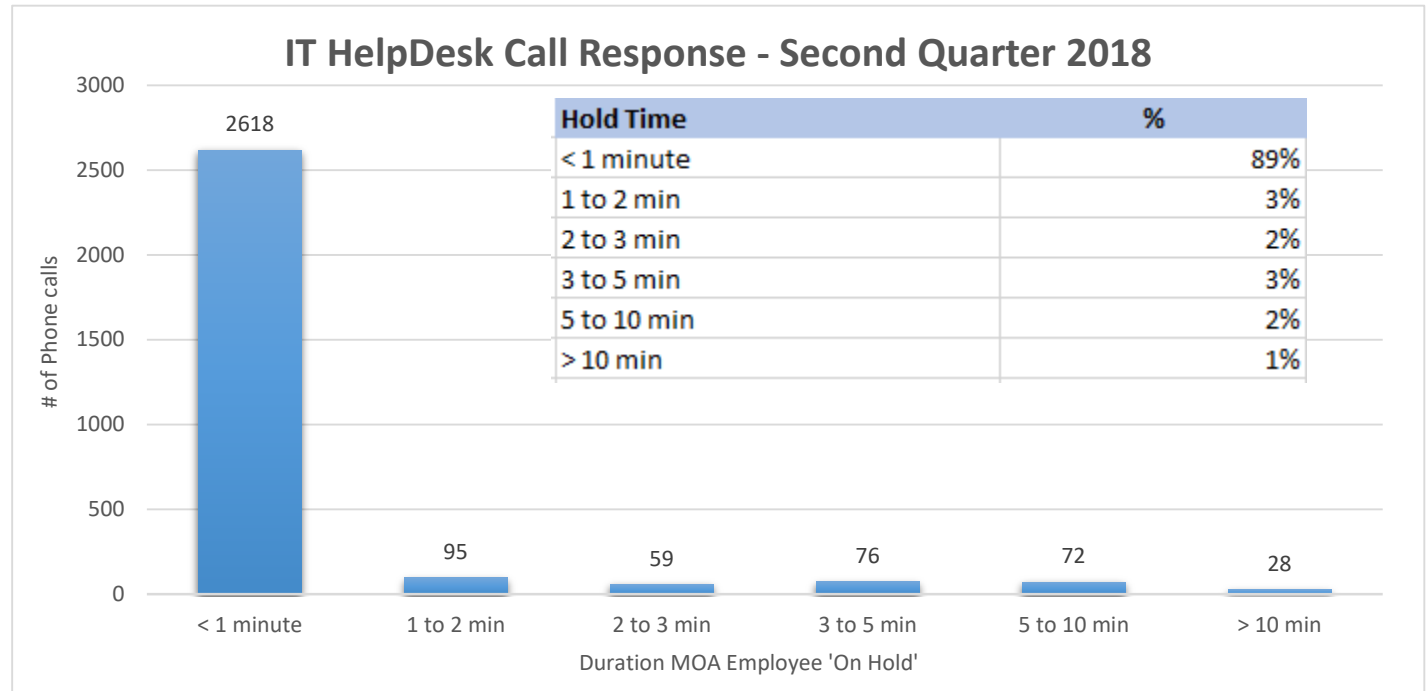


\*Includes tickets related to active directory, desk phone issues, survey creation, misc. software installations, monthly IT operational tasks,

## Measure #5: ITD Helpdesk Employee Support Call Metrics

### 5.1 Employee 'On Hold' Duration when calling ITD Helpdesk for Second 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 Second Quarter 2018 are provided. The ITD goal is to consistently reduce 'On Hold' times economically through improved internal processes and practices.

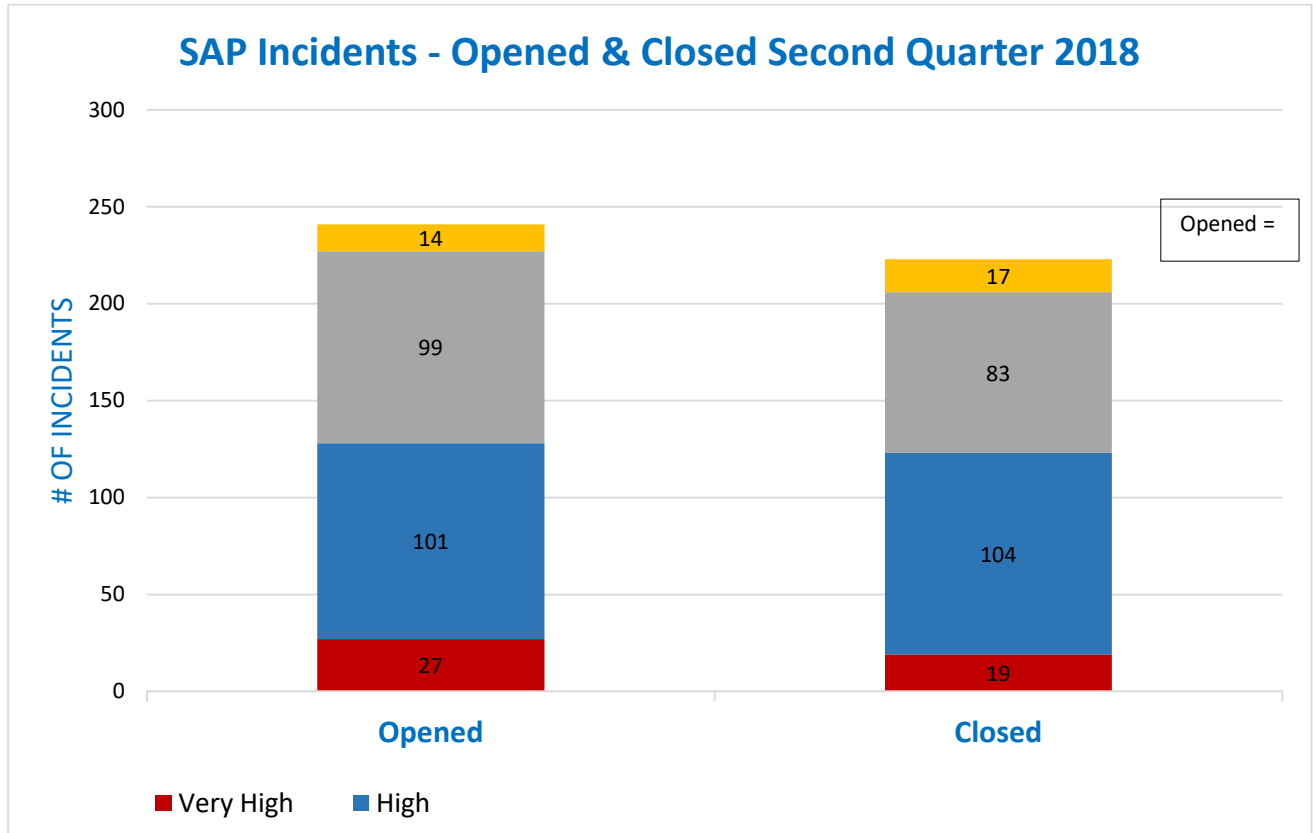




**Measure #6: SAP Technology Center (STC) Operations Metrics**

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 Opened and Closed During Second Quarter 2018**



**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.

