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## **Information Technology**

*Anchorage: Performance. Value. Results*

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### **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**

- SAP Technology Center
- IT Infrastructure (e.g. Network, Data Center, Servers)
- Application Development and Operations - DevOps (e.g. SharePoint, Infor Public Sector (IPS), 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**

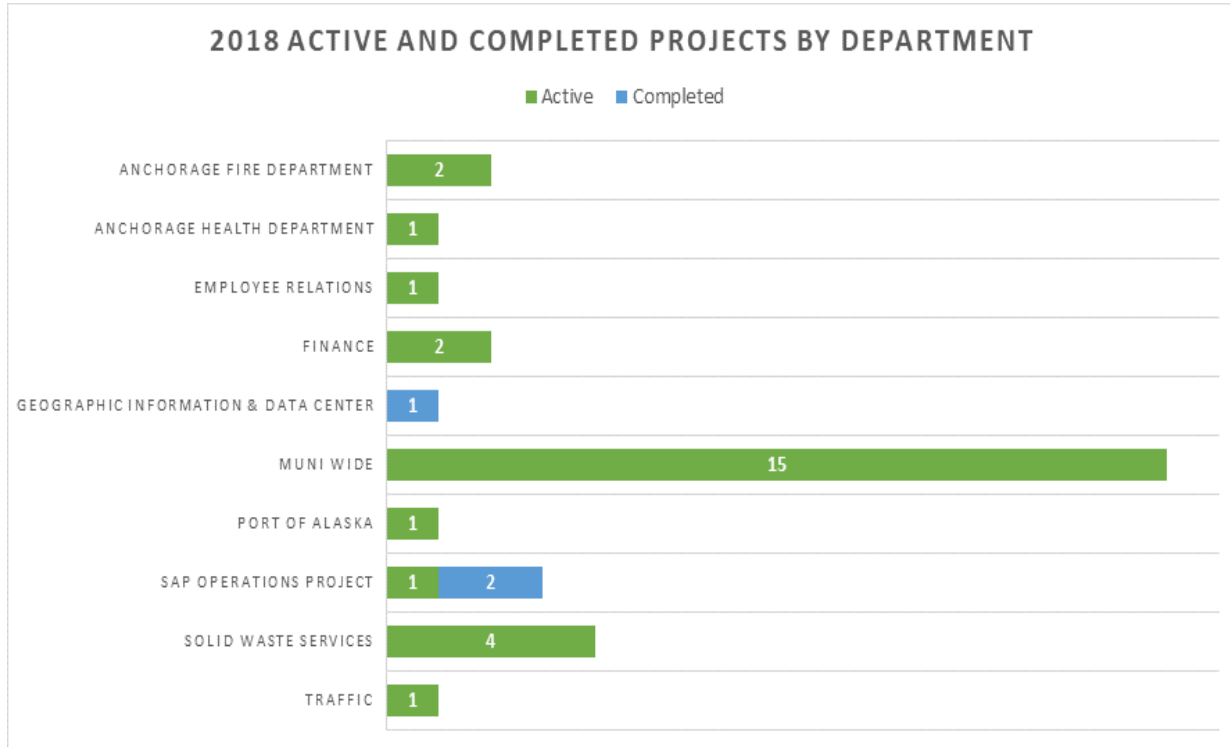
- Improve IT service delivery to MOA employees
- Develop processes, standards and policies, apply industry best practice frameworks to operate OIT efficiently
- Implement IT tools and solutions to improve MOA resource efficiency
- Deliver effective IT services to MOA internal customers and citizens
-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

### **Performance Measures**

1. *OIT Project Metrics*
  2. *DevOps Application Availability Metrics*
  3. *OIT Equipment Support Metrics*
  4. *OIT Metrics on Customer Service Requests and Incidents*
  5. *OIT HelpDesk Employee Support Call Metrics*
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## Measure #1: OIT Project Metrics

Information Technology has implemented a Project Management Office to deliver IT projects with quality and predictability. These metrics identify projects for the First Quarter 2019. 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.

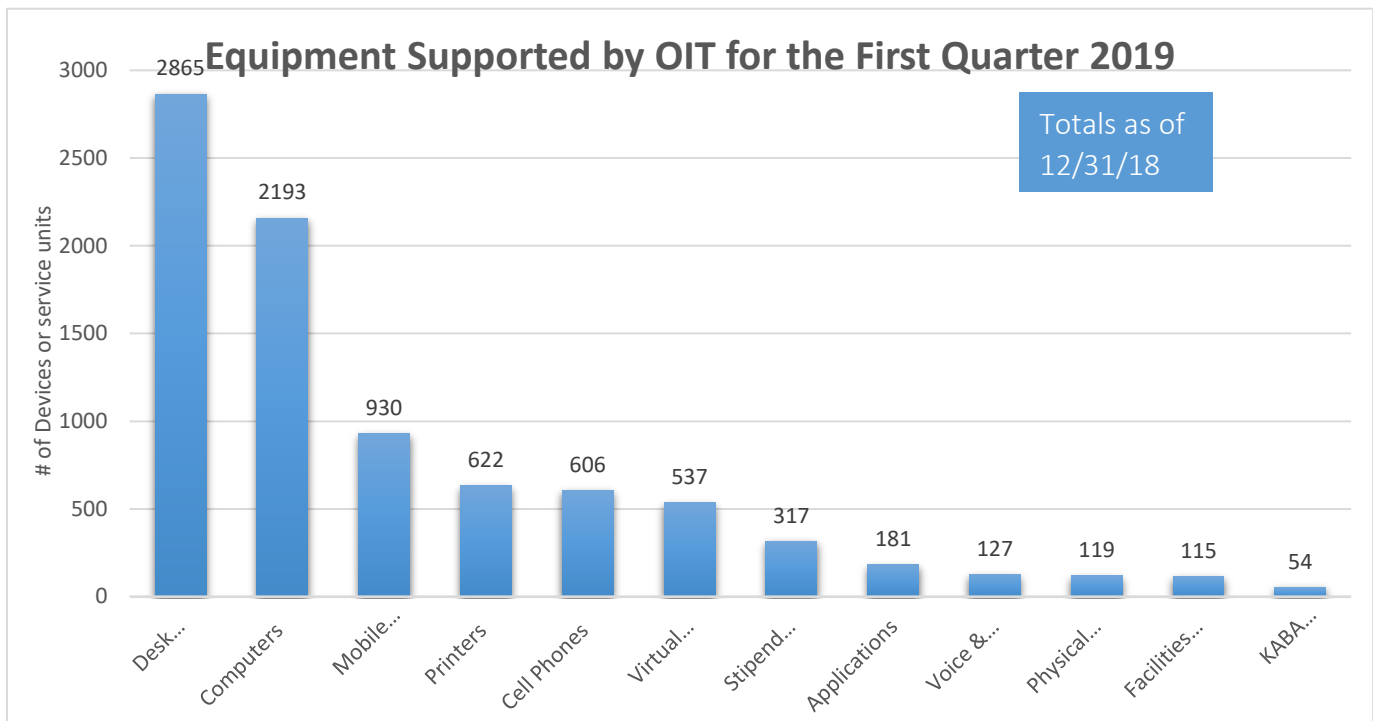
**Muniverse.net:** An internal website for MOA employees to navigate information within the MOA organization.

**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

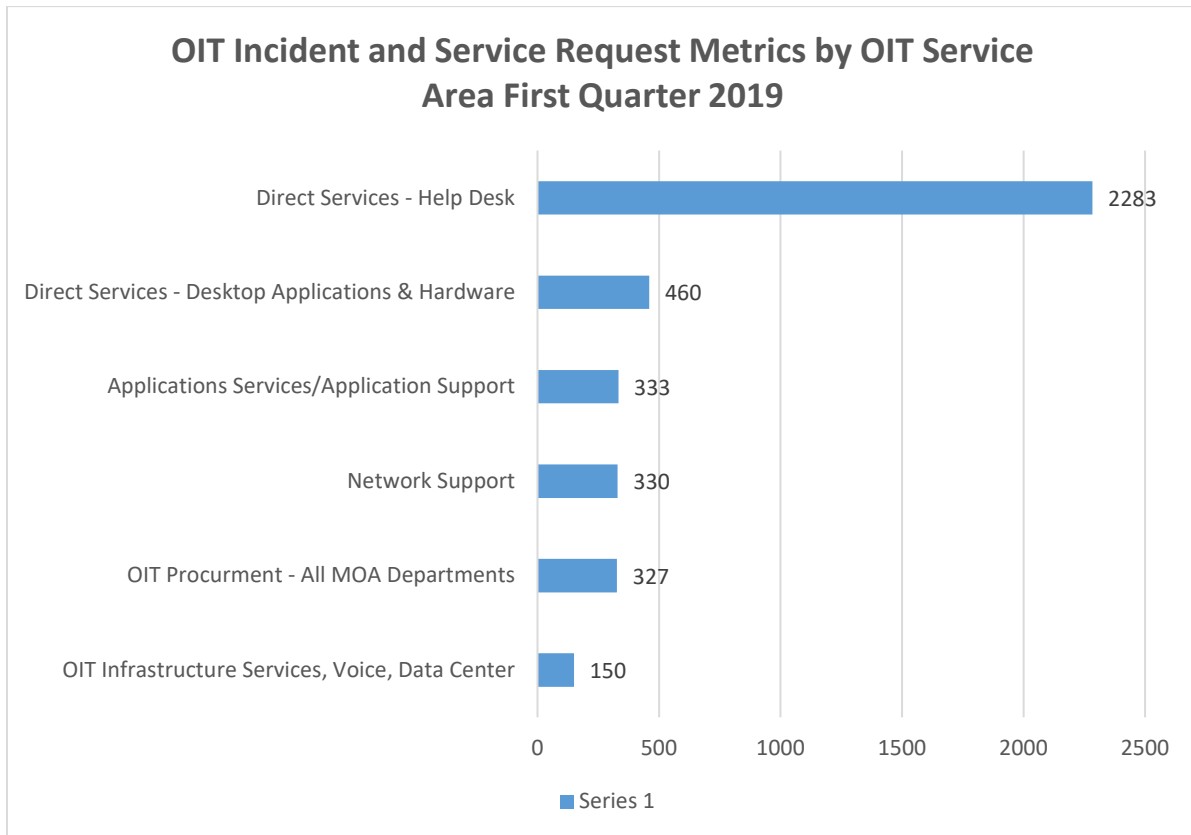
### Measure #3: OIT Equipment Supported Metrics



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

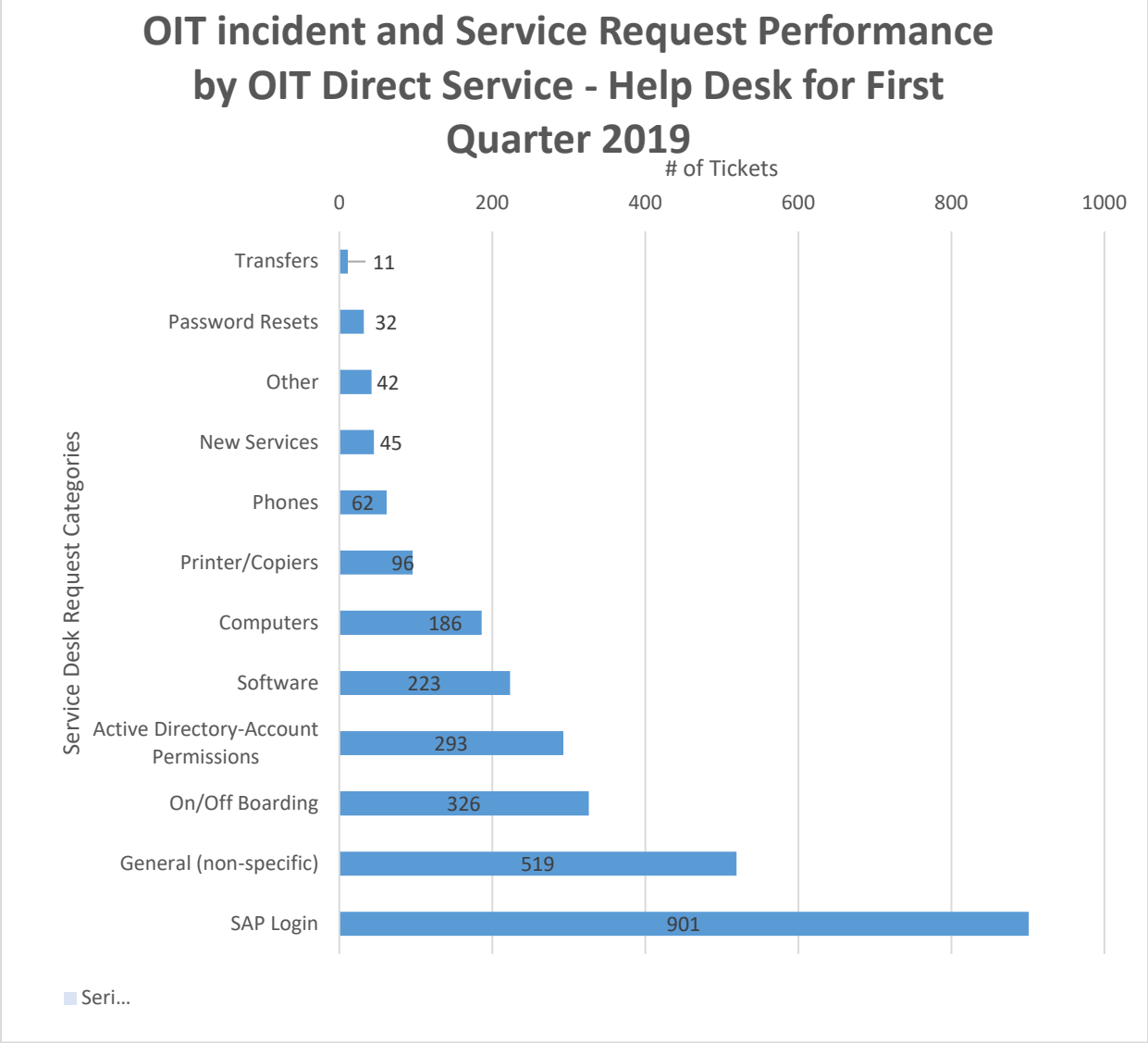
OIT has implemented an IT Service Management tool to initiate, track and report on incidents and services requests (tickets) reported to OIT. MOA employees use this tool to report technical support incidents, service requests, and OIT procurement. The graphs in this section represents key performance indicators based on ticket metrics.

**4.1 Volume of Incidents and Service Requests Categorized by Major OIT Service Area for First Quarter 2019**

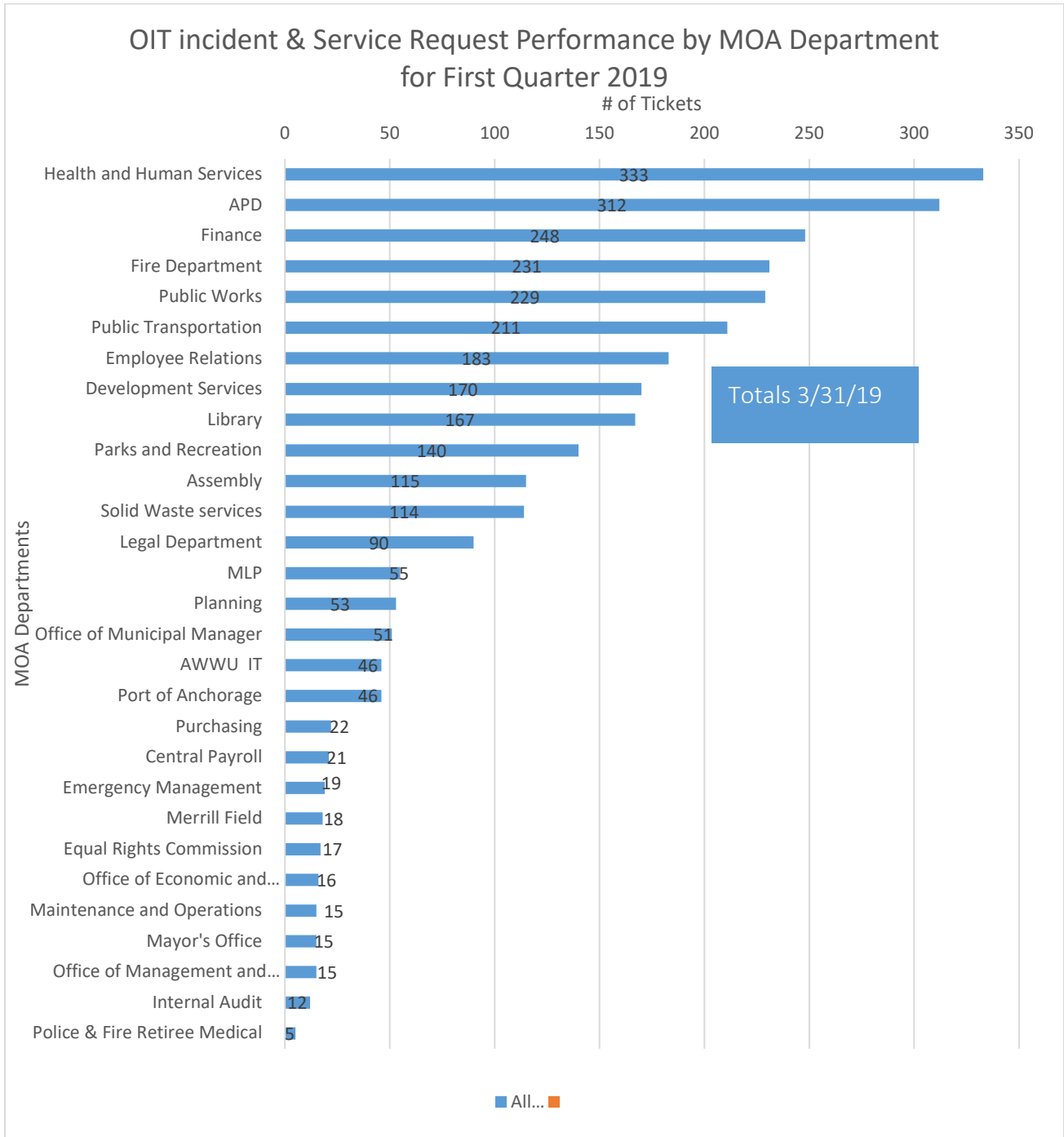


**4.2 Volume of Incidents and Service Requests Made to OIT Service Desk (Help Desk Team) for First Quarter 2019**

Totals 3/31/19



**4.3 Volume of Incidents and Service Requests Made to OIT by MOA Department for First Quarter 2019**



**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.

