Technology Solutions FY2021 Performance Indicators
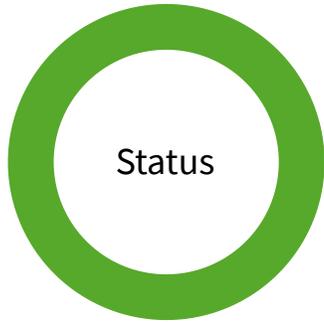
Date not set

Report Created On: Aug 25, 2021
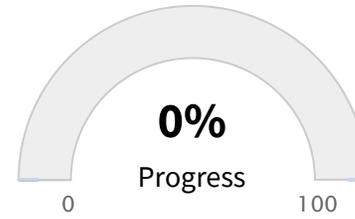
5

Goal

Overall Summary

Status

On Track

%
100.0

0%

Progress

0   100

Report Legend   No Update   Overdue   **Priority**

Goal 3.1.16 | Ongoing - Ongoing | On Track

Ensure optimal hardware performance and maintenance of technology to ensure efficient and effective network

Owner: John Gallimore

Update provided by John Gallimore on Jul 13, 2021 11:59:53

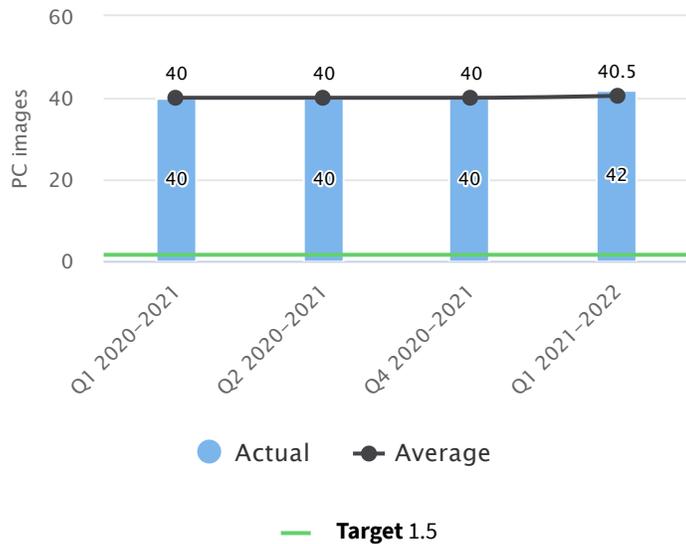Update this period: on track

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Goal 3.1.16 ❯ Metric

Personal Computer images per department

Personal Computer images per department (goal: 1.5)

Goal 3.1.16 Ensure optimal hardware performance and maintenance of technology to ensure efficient and effecti...

Owner: John Gallimore

Last Update: Jul 13, 2021 11:58:19

● Actual ━●━ Average

— **Target** 1.5

Average Personal Computer re-image time in minutes

Average PC re-image time in minutes (goal: 40 minutes or less)

Goal 3.1.16 Ensure optimal hardware performance and maintenance of technology to ensure efficient and effecti...

Owner: John Gallimore

Last Update: Jul 13, 2021 11:58:14

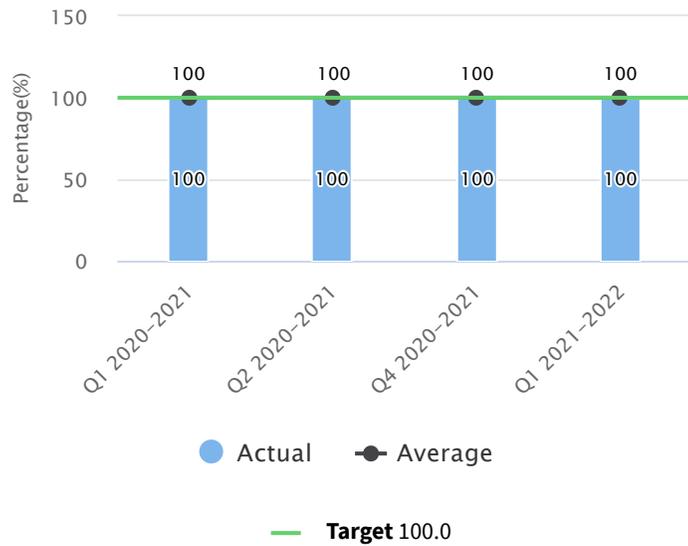● Actual ━●━ Average

— **Target** 40.0

Percentage of PC deployments tested

Percentage of PC deployments tested (goal: 100%)

Goal 3.1.16 Ensure optimal hardware performance and maintenance of technology to ensure efficient and effecti...

Owner: John Gallimore

Last Update: Jul 13, 2021 11:58:04

Goal 3.1.17 Ongoing - Ongoing   On Track

Ensure efficient and effective network

Owner: John Gallimore

Update provided by John Gallimore on Jul 13, 2021 12:00:04

Update this period: on track

Goal 3.1.17 > Metric

Network and Active Directory audits

Number of Network and Active Directory audits completed each fiscal year (goal: 4 or more)

Goal 3.1.17 Ensure efficient and effective network

Owner: John Gallimore

Last Update: Jul 13, 2021 11:58:43
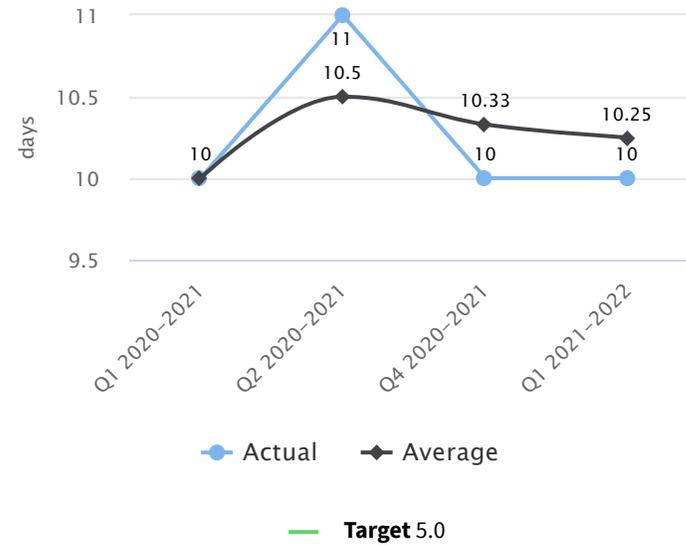

— **Target** 4.0

Days to deploy critical patches and security updates

Number of days to deploy critical patches and security updates (goal: 5 days or less) EXEMPTED Metric due to COVID-19

Goal 3.1.17 Ensure efficient and effective network

Owner: John Gallimore

Last Update: Aug 25, 2021 17:18:47

— **Target** 5.0

Comment
This metric realistically should be 10 days due to the patch release cycle of Microsoft and the required time to test, validate and apply critical patches. This metric was impacted by COVID-19 due to excessive support needs for remote workers, deploying recycled hardware and challenges related to dispersed workforce.
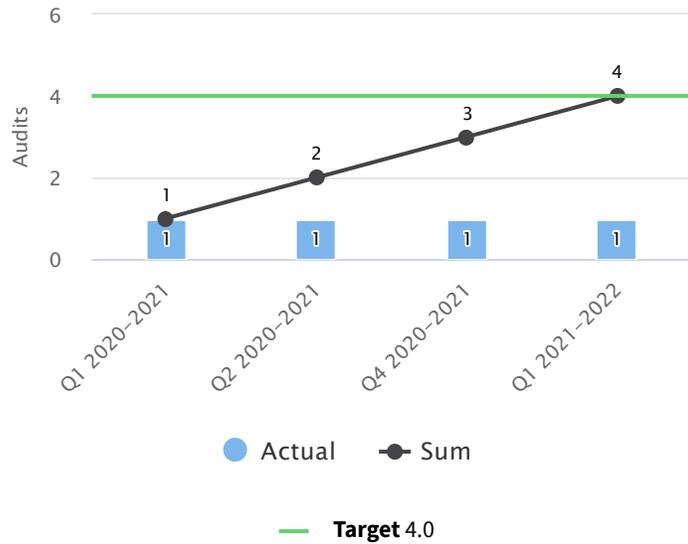
Security Door system audits completed annually

Security Door system audits completed each fiscal year (goal: 4 or more)

Goal 3.1.17 Ensure efficient and effective network

Owner: John Gallimore

Last Update: Jul 13, 2021 11:59:09
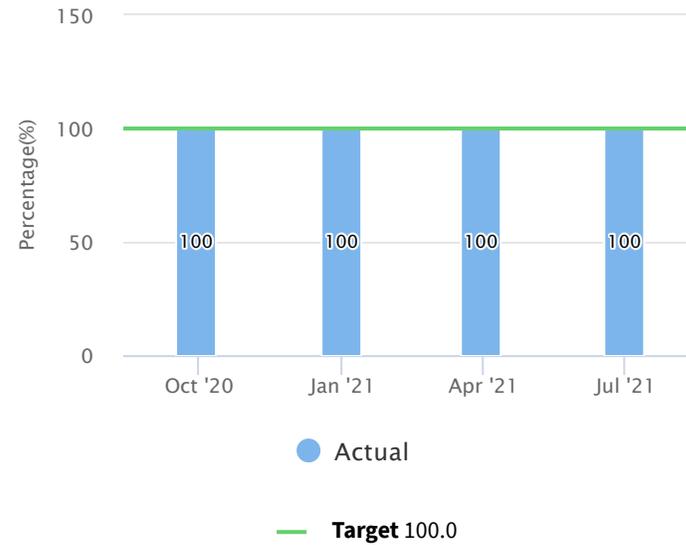

Target 4.0

Network switching upgrades to 10Gbps

Percentage of network switching upgraded to 10Gbps (Goal: 90% or higher by June 30, 2021)

Goal 3.1.17 Ensure efficient and effective network

Owner: John Gallimore

Last Update: Jul 13, 2021 11:59:29

Target 100.0

Comment
upgrades complete

Goal 3.1.18 | Ongoing - Ongoing | On Track

Improved accountability and fiscal outcomes - Technology Solutions

Owner: John Gallimore

Update provided by John Gallimore on Jul 13, 2021 12:04:34
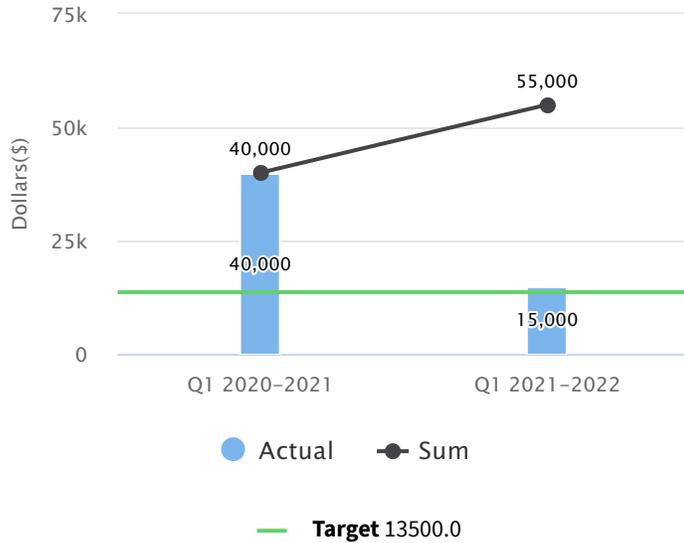
> Update this period: on track

Dollars saved through contract management and technologies

Dollars saved through contract management and new technologies (Goal: $13,500 or more)

Goal 3.1.18 Improved accountability and fiscal outcomes - Technology Solutions

Owner: John Gallimore

Last Update: Jul 13, 2021 12:01:20

Actual — Sum

— **Target** 13500.0

Comment
revised Microsoft Enterprise Agreement, adjusted licensing and saved over $40,000/yr in the 3 year program.

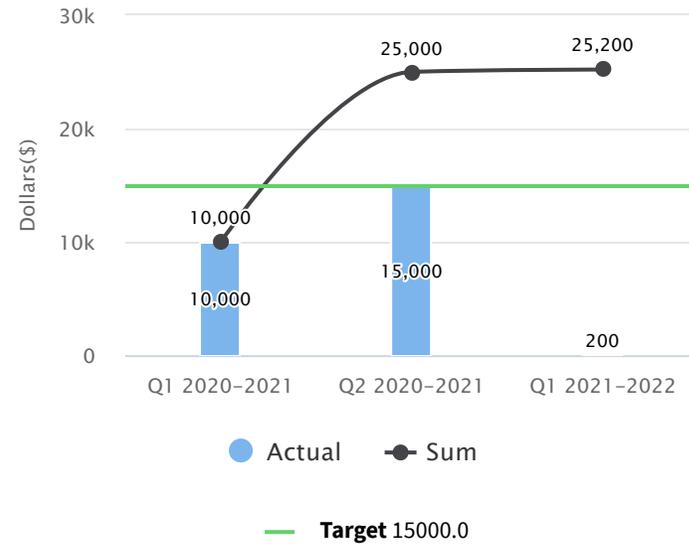updated Spectrum contract saving $400/mo over 3-yr contract term

Dollars saved through reusing and recycling hardware

Dollars saved through reusing and recycling hardware (Goal: 15,000 or more)

Goal 3.1.18 Improved accountability and fiscal outcomes - Technology Solutions

Owner: John Gallimore

Last Update: Jul 13, 2021 12:03:53

Actual — Sum

— **Target** 15000.0

Comment
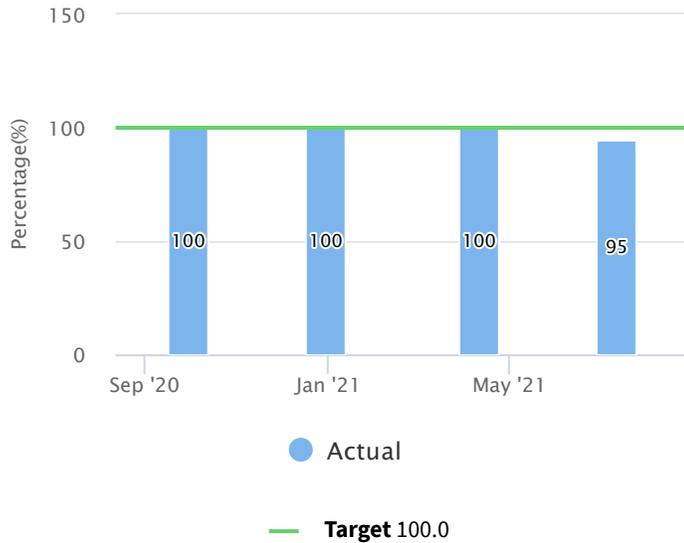re-using computers that are within 5-yr replacement cycle

Percentage of inventory tracked

Percentage of inventory tracked (Goal: 100%)

Goal 3.1.18 Improved accountability and fiscal outcomes - Technology Solutions

Owner: John Gallimore

Last Update: Aug 25, 2021 17:27:13

Target 100.0

Comment
using forms, spreadsheets and system inventory tracking

Due to staff turn-over, equipment not being properly returned by departments, having to repeatedly call, email and communicate with departments, contact remote workers, supervisors and department directors, inventory tracking was negatively impacted. In addition, some departments kept equipment even after remote workers returned to the office on a regular basis with an assumption that the equipment was now property of the department instead of only being used as temporary loaned equipment. Technology Solutions staff spent a tremendous amount of time and effort to recover equipment that was supposed to be returned when the remote work ended. The County Technology Policy requires all unused technology equipment to be returned to Technology Solutions to be tracked and managed and some departments are not returning equipment as required.
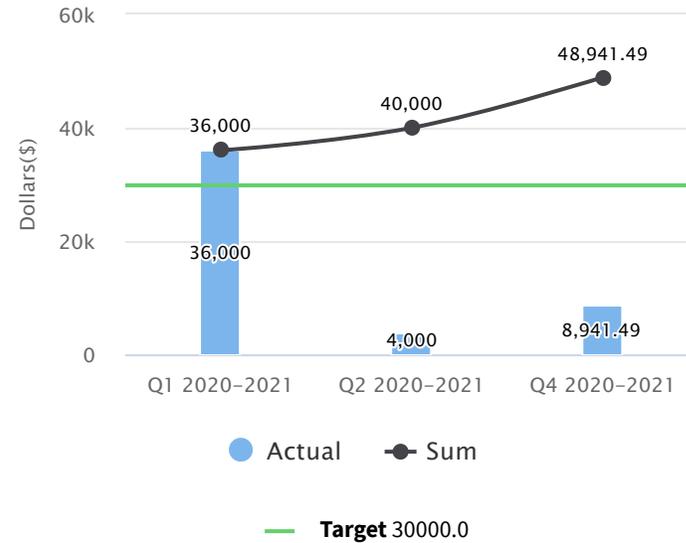
Dollars secured in grant funds

Dollars secured in grant funds (Goal: $30,000 or more)

Goal 3.1.18 Improved accountability and fiscal outcomes - Technology Solutions

Owner: John Gallimore

Last Update: Aug 25, 2021 17:32:50

Target 30000.0

Comment
PEG channel grant funds, USAC Rural Healthcare telecommunications grant; eRate funds for Library approved 5/27/2021

Goal 3.1.19   Ongoing - Ongoing   On Track

Increase professional development opportunities for staff - Technology Solutions

Owner: John Gallimore

Update provided by John Gallimore on Jul 13, 2021 12:06:49

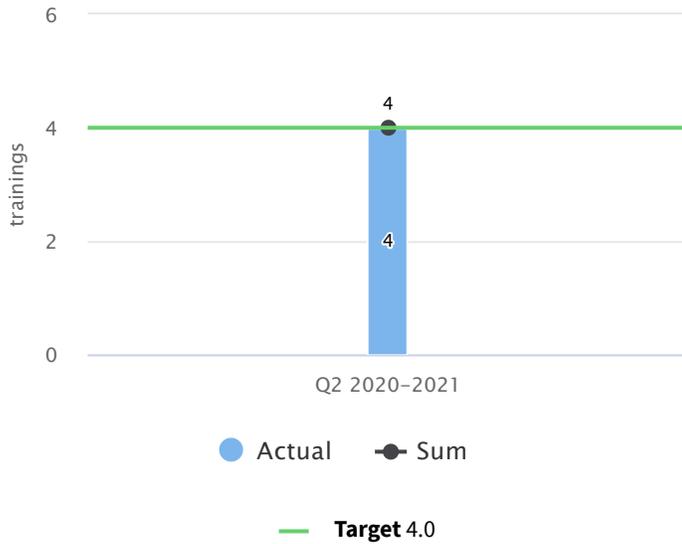Update this period: on track

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Goal 3.1.19 ❯ Metric

Microsoft Office user training programs offered

Number of Microsoft Office user training programs offered each fiscal year (Goal: 4 or more)

Goal 3.1.19 Increase professional development opportunities for staff - Technology Solutions

Owner: John Gallimore

Last Update: Jul 13, 2021 12:04:51

● Actual   ●–– Sum

––– **Target** 4.0

Comment
No trainings conducted this quarter due to challenges with staff participation
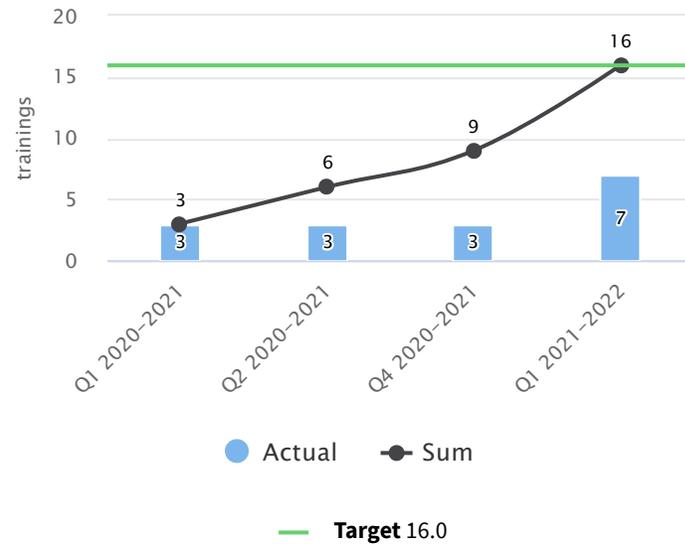
Information Technology and Cyber Security trainings

Number of Information Technology trainings offered; including cyber security training each fiscal year (Goal: 16 or more)

Goal 3.1.19 Increase professional development opportunities for staff - Technology Solutions

Owner: John Gallimore

Last Update: Jul 13, 2021 12:05:26

● Actual   ●–– Sum

––– **Target** 16.0

Comment
Information security training and phish testing.
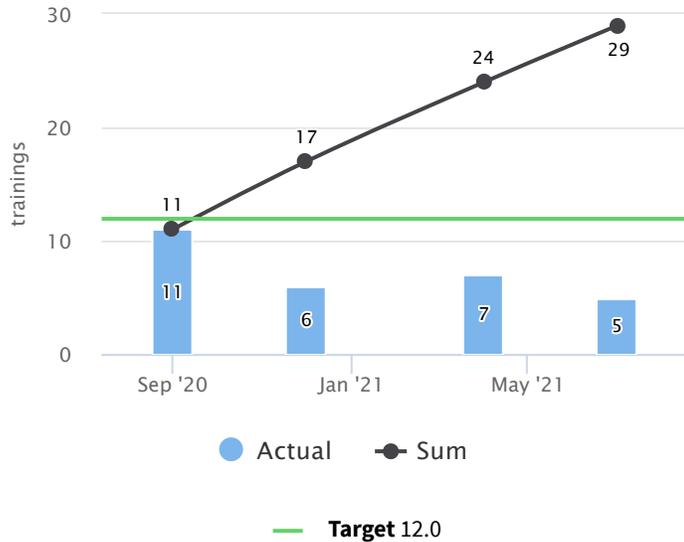Digital Phone training for new phone system

Professional development for Technology Solutions staff

Number of trainings achieved by Technology Solutions staff (Goal: 12 or greater for department)

Goal 3.1.19 Increase professional development opportunities for staff - Technology Solutions

Owner: John Gallimore

Last Update: Jul 13, 2021 12:05:45

Target 12.0

Comment
technology development skills classes and new technology virtual training
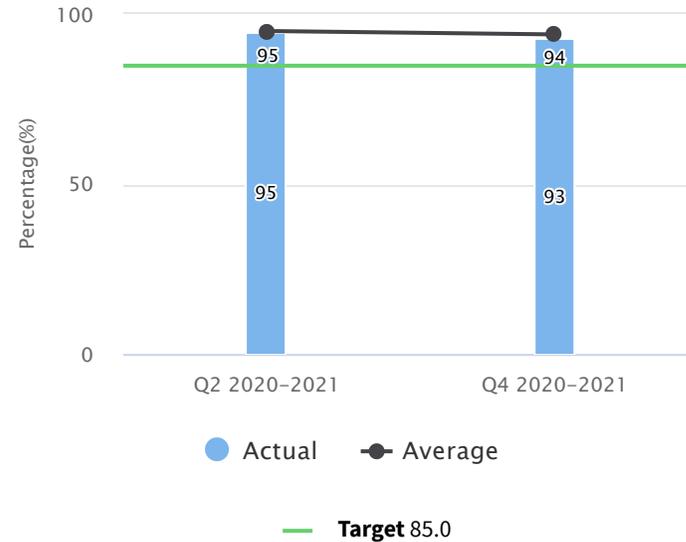
Employee satisfaction with Technology Solutions services

Percent of countywide employees who are satisfied with Technology Solutions services (Goal: 85% or greater)

Goal 3.1.19 Increase professional development opportunities for staff - Technology Solutions

Owner: John Gallimore

Last Update: Jul 13, 2021 12:05:52

Target 85.0

Comment
latest survey closed June 15, 2021

Phish prone percentage

Percentage of computer users that fail monthly phishing tests (Goal: 7% or less failure rate)

Goal 3.1.19 Increase professional development opportunities for staff - Technology Solutions

Owner: John Gallimore

Last Update: Jul 13, 2021 12:06:39

Comment
percentage varies monthly

Goal 3.1.20 | Ongoing - Ongoing | On Track

Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

Update provided by John Gallimore on Jul 13, 2021 12:12:34

Update this period: on track; several metrics completed

Public Education & Government channel content updated

Percentage of Public Education and Government (PEG) channel content reviewed /updated quarterly (Goal: 100%)

Goal 3.1.20 Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

Last Update: Jul 13, 2021 12:07:06

Actual ● Average ●—●

— **Target** 100.0
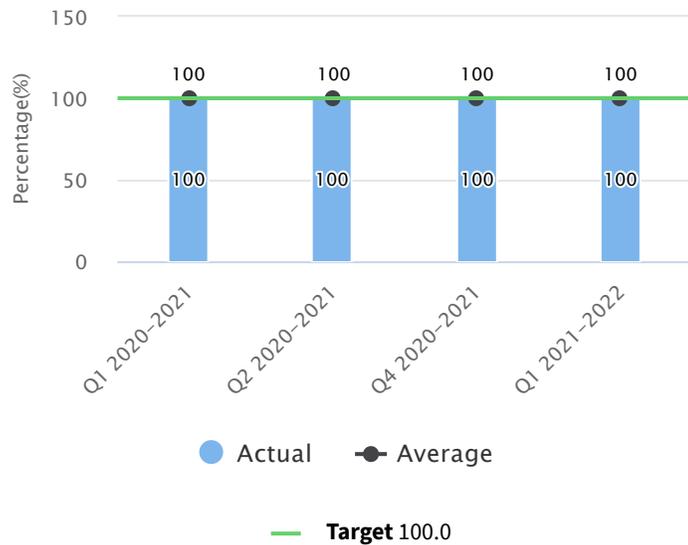
Comment
content updated when provided by departments

Computer Aided Dispatch (CAD) system update

Implement updated Computer Aided Dispatch (CAD) system by December 31, 2020
(Goal: 100%)

Goal 3.1.20 Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

Last Update: Apr 13, 2021 14:30:10

Actual ●

— **Target** 100.0
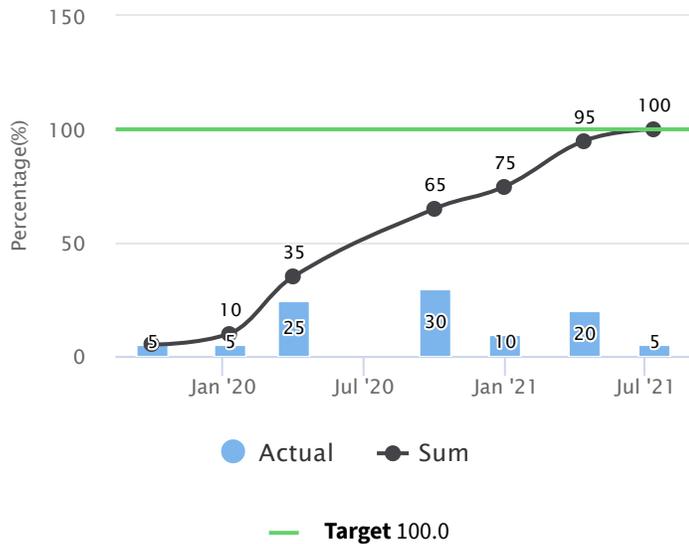
Comment
Project complete.

Disaster Recovery and Continuity plan update

Prepare disaster recovery and continuity plan by June 30, 2021 (Goal: 100%)

Goal 3.1.20 Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

Last Update: Jul 13, 2021 12:07:44

Actual ● Sum ●—

—— **Target** 100.0

Comment
project complete

Routine Helpdesk response within 8 working hours

Routine helpdesk requests responded to within 8 working hours of ticket creation (Goal: 95% of requests)

Goal 3.1.20 Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

Last Update: Jul 13, 2021 12:08:03
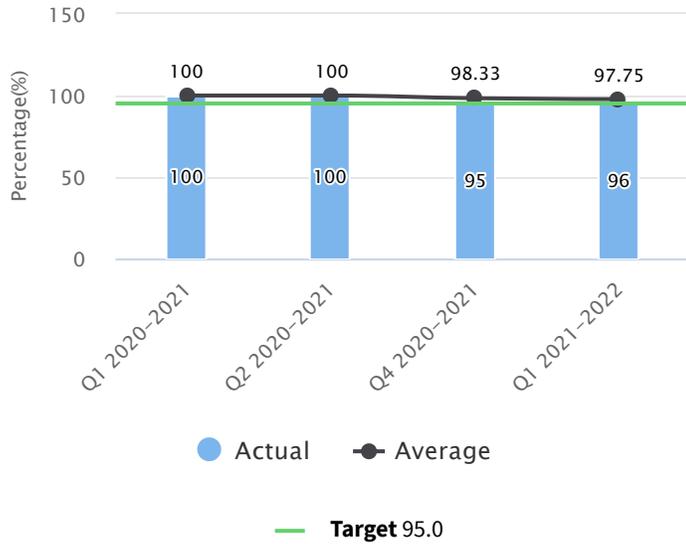

Actual ● Average ●—

—— **Target** 95.0
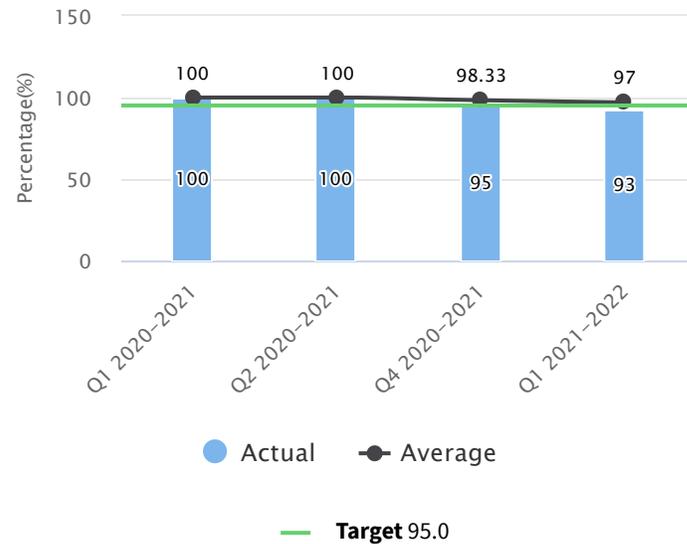
Emergency Helpdesk response within 1 hour

Emergency helpdesk requests(system outage) responded to within 1 hour of ticket creation (Goal: 95% of requests)

Goal 3.1.20 Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore
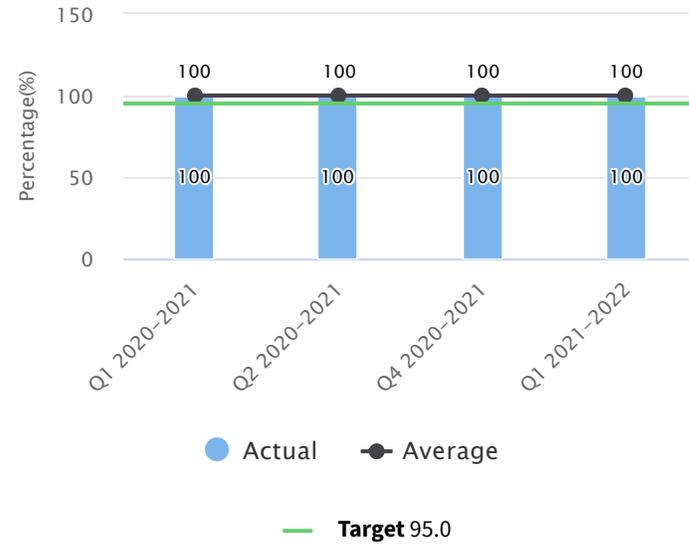
Last Update: Jul 13, 2021 12:08:20

Major system repairs response within 2 business days

Major system repairs responded to within two business days of ticket creation (Goal: 95% of requests)

Goal 3.1.20 Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

Last Update: Jul 13, 2021 12:08:46
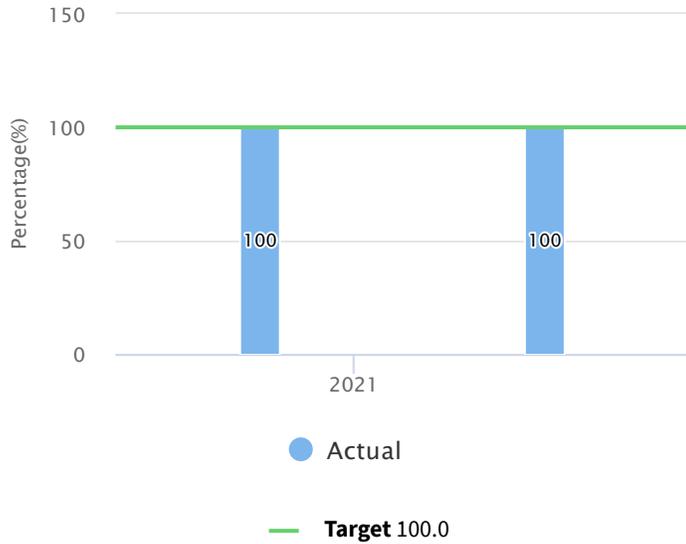

Comment
no major outages this quarter

Departments who place policies on Sharepoint

Percent of departments who are placing policies on Sharepoint (Goal: 100% of 19 departments)

Goal 3.1.20 Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

Last Update: Jul 13, 2021 12:12:01

Comment
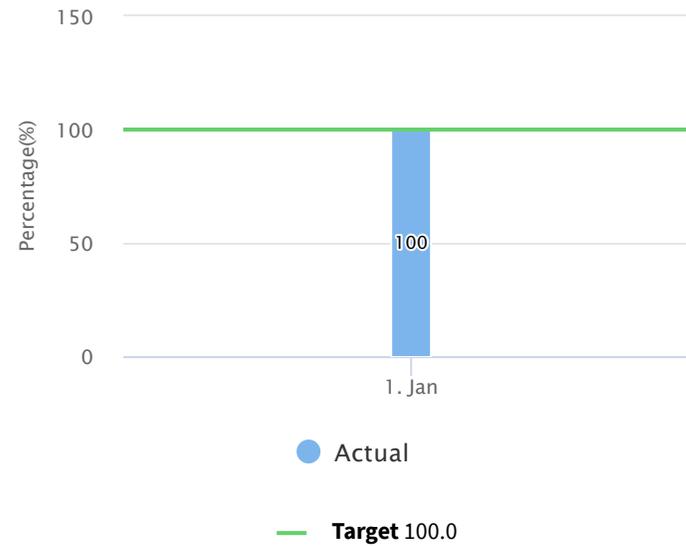118 Sharepoint sites; 29 active;

Accounts Payable automation

Automate accounts payable process by December 31, 2020 (Goal: 100%)

Goal 3.1.20 Harness technology to increase communication and outreach to engage citizens and businesses

Owner: John Gallimore

Last Update: Aug 25, 2021 17:35:24

Comment
This project was completed per the project scope. While not implemented due to COVID-19 and challenges with integrating to the Munis Financials system, all project requirements were met and this project moved to production.