

# Information Technology Services

## Mission Statement

Connecting Phoenix to Information

## Key Services

Business application services, technical services, data center services, technology security, telephony, network infrastructure, radio communications, and technology management

### Enterprise Business Systems Availability

**Target: 95%**

**YTD Actual: 99.89%**

**Goal:**

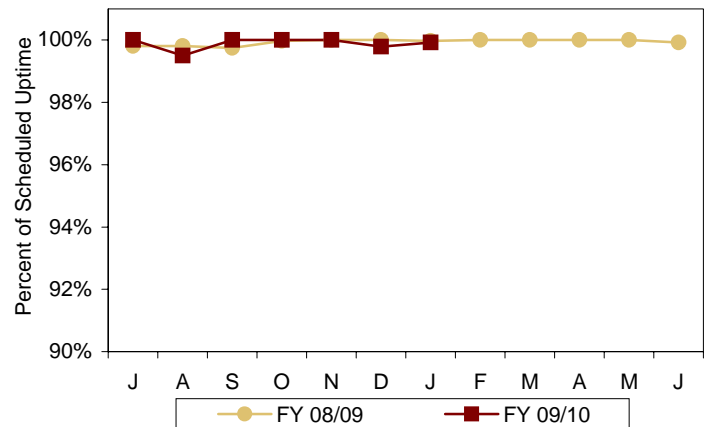
To ensure critical systems are available for staff to perform their jobs and for the public to access information

**Target:**

95% of scheduled uptime

**Significance:**

95% availability ensures city business can be conducted seamlessly, while allowing flexibility for quick responses to priority incidents. Enterprise Business Systems such as SAP, CHRIS, Water Billing/History, Cashiering for Windows, TALIS and GIS.



### Enterprise Network Availability

**Target: 95%**

**YTD Actual: 99.85%**

**Goal:**

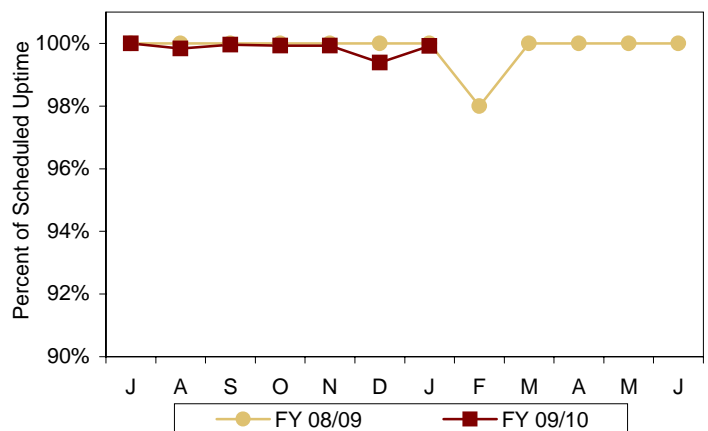
To ensure critical infrastructure is available for staff to perform their jobs and for the public to access information

**Target:**

95% of scheduled uptime

**Significance:**

95% availability ensures city business can be conducted seamlessly, while allowing flexibility for quick responses to priority incidents. Network availability was at 98% for February due to the 24th Street Water Treatment Plant being down from a power outage. It was down for 900 minutes (15 hours)



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## Radio Systems Availability

**Target: 95%**

**YTD Actual: 100.00%**

**Goal:**

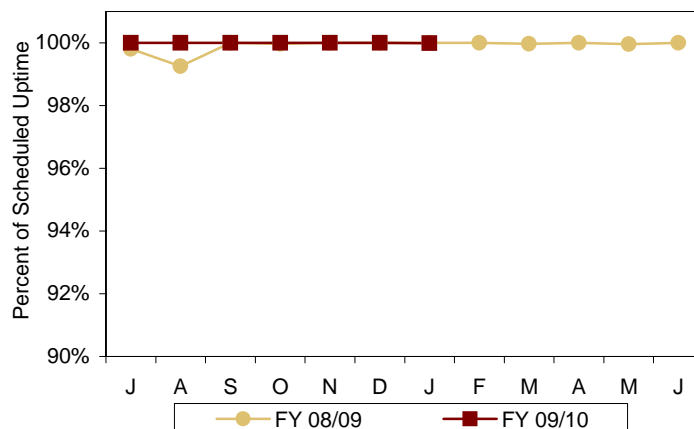
To ensure critical environments are available for staff to perform their jobs

**Target:**

95% of scheduled uptime

**Significance:**

95% availability ensures city business can be conducted seamlessly, while allowing flexibility for quick responses to priority incidents.



## phoenix.gov Availability

**Target: 95%**

**YTD Actual: 100.00%**

**Goal:**

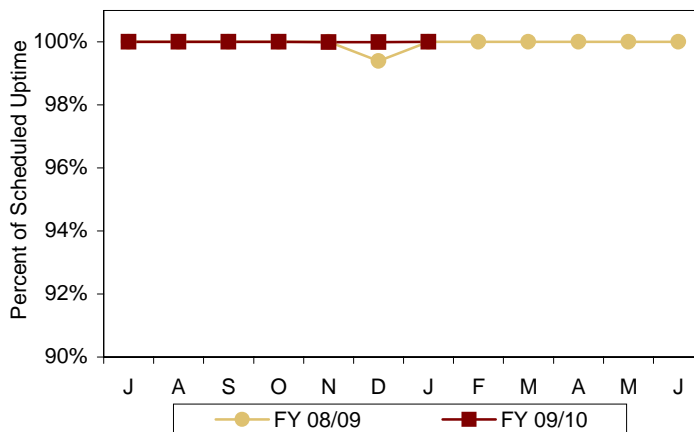
To ensure the city's Web site is available for the public to access city information and for staff to perform their jobs

**Target:**

95% of scheduled uptime

**Significance:**

95% availability ensures city business can be conducted seamlessly, while allowing flexibility for quick responses to priority incidents.



## Telephone Systems Availability

**Target: 95%**

**YTD Actual: 99.96%**

**Goal:**

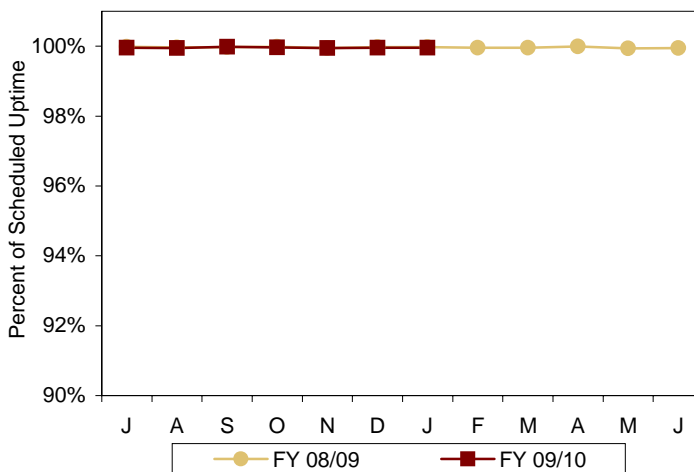
To ensure critical systems are available for staff to perform their jobs

**Target:**

95% of scheduled uptime

**Significance:**

95% availability ensures city business can be conducted seamlessly, while allowing flexibility for quick responses to priority incidents.



## E-Payment Services

**Target: 800,000**

**YTD Actual: 608,162**

**Goal:**

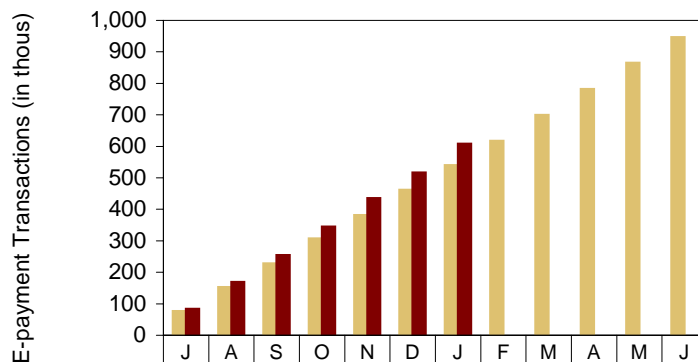
To provide public capability of paying for city services via the Internet

**Target:**

800,000 E-payments transactions processed annually

**Significance:**

Continued growth in the public's use of phoenix.gov to process E-payments verifies that Internet payment processing is of value to residents.



YTD FY 08/09	76	152	228	307	381	461	540	617	699	781	865	946
YTD FY 09/10	84	169	254	344	435	516	608					
YTD (\$ Millions)	\$12.	\$25.	\$37.	\$50.	\$62.	\$73.	\$84.					

## Wireless/Radio Communication Equipment Repairs

**Target: 90%**

**YTD Actual: 97%**

**Goal:**

To provide seamless wireless/radio communication for city staff, including Police and Fire personnel

**Target:**

4 hour repairs 90% of the time

**Significance:**

Maintenance of a 4 hour repair time for priority repairs, tracked in relation to the number of repair calls, ensures that wireless/radio communication is available for city staff to effectively perform their jobs.

