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

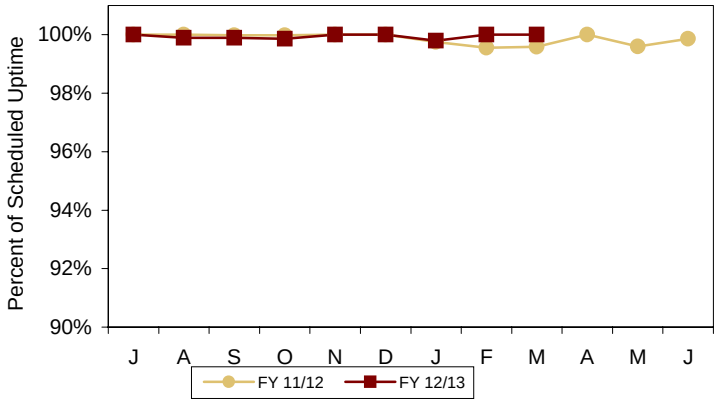
Enterprise Business Systems Availability

Target: 95% | **YTD Actual: 99.94%**

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.



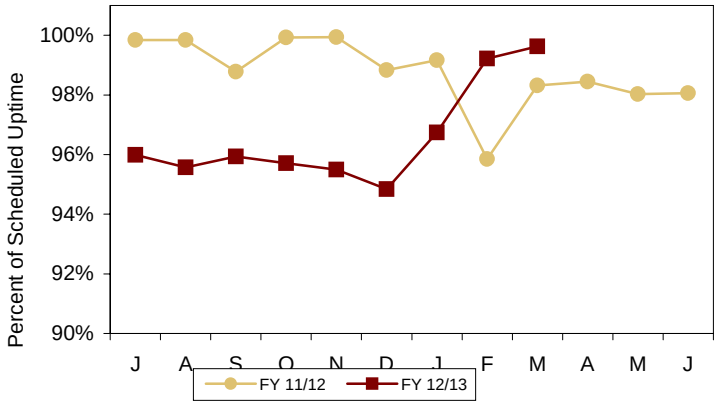
Enterprise Network Availability

Target: 95% | **YTD Actual: 96.57%**

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)



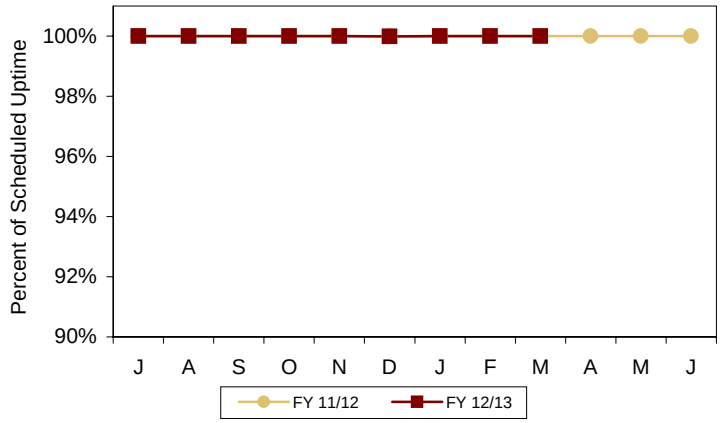
Radio Systems Availability

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.



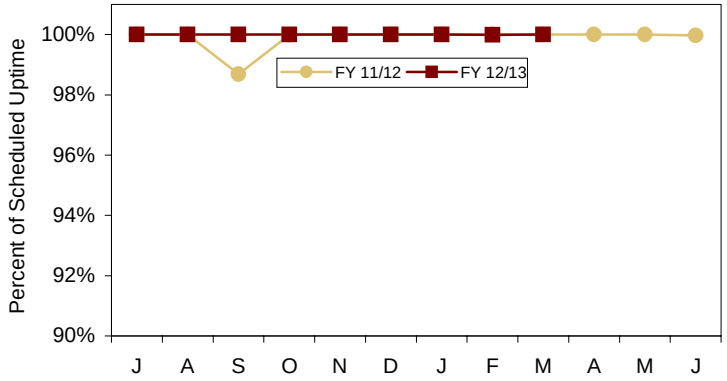
phoenix.gov Availability

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.



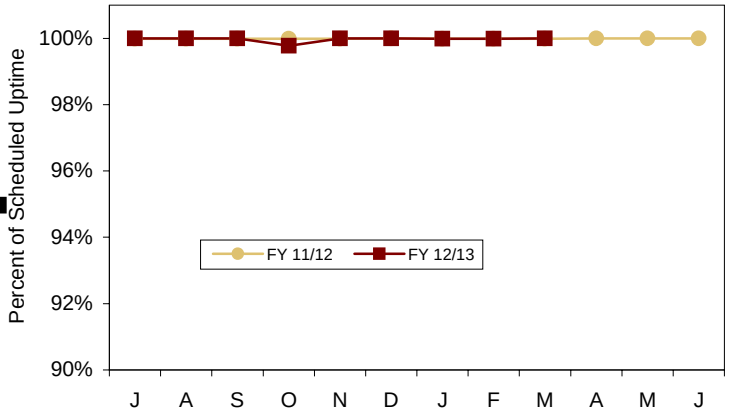
Telephone Systems Availability

Target: 95% | **YTD Actual: 99.97%**

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.



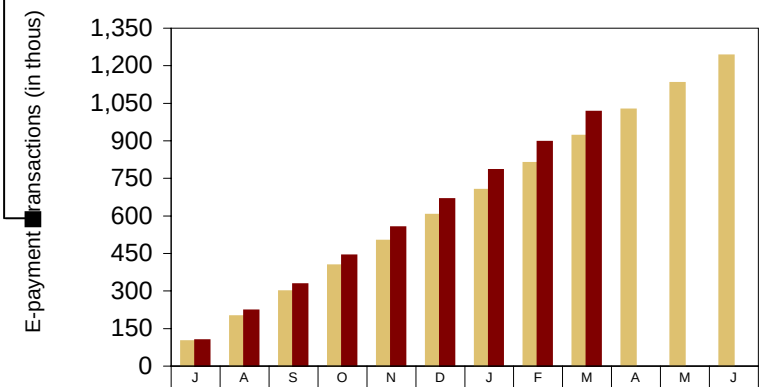
E-Payment Services

Target: 800,000 | **YTD Actual: 1,015,282**

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.

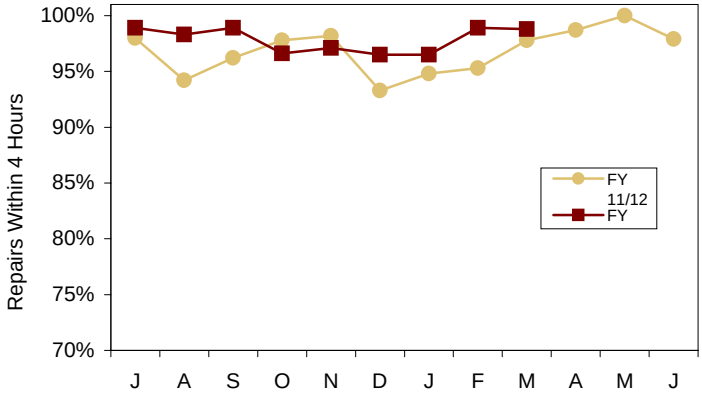


	J	A	S	O	N	D	J	F	M	A	M	J
FY 11/12	98	199	299	402	499	603	704	811	919	1,024	1,130	1,240
FY 12/13	102	222	325	441	554	666	783	895	1,015			
YTD ($ Millions)	$16.0	$34.4	$49.9	$66.8	$83.1	$98.4	$113.4	$127.7	$142.1			

Wireless/Radio Communication Equipment Repairs

Target: 90% | **YTD Actual: 98%**

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.