

# Department of Information Technology

## FY 2017 Adopted Budget Plan: Performance Measures

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### Management and Strategic Planning

#### Goal

To provide technology management and fiscal and administrative services to County agencies in order to ensure that appropriate and cost-effective use of IT services are provided to residents of Fairfax County.

#### Objective

To sustain percent risk of unauthorized network perimeter access and incidents at 2 percent or less, while identifying and abating 99.99 percent of occurrences of unauthorized access and incidents through the network perimeter, toward a target of 100 percent.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Threats reported by each component at the perimeter per day	104,024,897	127,235,208	130,000,000 / 98,237,558	135,000,000	125,515,349
Threats requiring incident response / investigation per day	22,185,889	22,432,331	23,500,000 / 16,700,385	25,000,000	21,337,609
<b>Efficiency</b>					
Staff Year Equivalents required for daily investigations	5.0	5.0	8.0 / 8.0	8.0	8.0
<b>Service Quality</b>					
Percent of threats identified as attempted attacks and blocked	99.99%	99.99%	99.99% / 99.99%	99.99%	99.99%
<b>Outcome</b>					
Percent risk of unauthorized network perimeter access including network security breaches and inbound network worm attacks	2.00%	2.00%	2.00% / 2.00%	2.00%	2.00%

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### Application Services

#### Goal

To provide technical expertise in the implementation and support of computer applications to County agencies in order to accomplish management improvements and business process efficiencies, and to serve the residents, businesses and employees of Fairfax County.

#### Objective

As measured by the number of service encounters, continue increasing the use of GIS technology by at least 5.00 percent per year by expanding layers of data available.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Service encounters (GIS)	3,415,359	4,330,139	4,546,646 / 5,427,022	5,969,724	6,566,696
<b>Efficiency</b>					
Cost per client served (GIS)	\$0.61	\$0.42	\$0.52 / \$0.34	\$0.34	\$0.34
<b>Service Quality</b>					
Percent change in cost per client served (GIS)	(7.58%)	(31.15%)	23.81% / (19.05%)	0.00%	0.00%
<b>Outcome</b>					
Percent change in GIS service encounters	28.11%	26.78%	5.00% / 25.33%	10.00%	10.00%

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**Objective**

To increase access to information and services through E-Government platforms, collecting at least a 10.00 percent of revenue on applicable E-government platforms.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
New applications to allow residents to conduct business via E-Government platforms	13	11	10 / 13	10	13
<b>Efficiency</b>					
Staff per application (E-Gov)	0.7	0.7	0.7 / 0.7	0.7	0.7
<b>Service Quality</b>					
Percent change in constituents utilizing E-Government platforms	10%	8%	10% / 10%	8%	10%
<b>Outcome</b>					
Percent of revenue collected on applicable E-Government platforms	8.00%	9.00%	10.00% / 9.92%	10.00%	10.00%

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### Technical Support & Infrastructure Services

**Goal**

To provide the underlying technology required to assist County agencies in providing effective support to residents.

**Objective**

To maintain the number of business days to fulfill telecommunications service requests for: a) non-critical requests at a standard of 4 days; b) critical requests at a standard of next business day; and c) emergency requests the same day.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Responses to call for repairs on voice devices	2,837	4,437	2,300 / 2,308	2,300	2,500
Moves, adds or changes for voice and data	4,433	4,437	4,300 / 4,907	4,300	4,500
<b>Efficiency</b>					
Cost per call	\$110	\$110	\$110 / \$110	\$110	\$110
<b>Service Quality</b>					
Customer satisfaction with telecommunication services	95.0%	95.0%	95.0% / 95.0%	95.0%	95.0%
<b>Outcome</b>					
Business days to fulfill service requests from initial call to completion of request for: Non-critical requests	4	4	4 / 3	4	4
Business days to fulfill service requests from initial call to completion of request for: Critical requests	2	2	2 / 2	2	2
Business days to fulfill service requests from initial call to completion of request for: Emergency requests	1	1	1 / 1	1	1

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**Objective**

To close 86 percent of end-user calls to Technical Support Services within 72 hours.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
LAN/PC calls resolved within 72 hours	9,282	7,812	12,100 / 11,970	12,100	12,000
<b>Efficiency</b>					
Hours per staff member to resolve calls	1,099	1,649	1,160 / 1,240	1,160	1,240
<b>Service Quality</b>					
Percent of customers reporting satisfaction with resolution of end-user calls	91%	92%	92% / 91%	92%	92%
<b>Outcome</b>					
Percent of calls closed within 72 hours	86%	86%	86% / 83%	86%	85%

**Objective**

To achieve a resolution rate for the average first-call problem for the Technical Support Center (TSC), DIT Help Desk of 94 percent.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Customer requests for service fulfilled by Technical Support Center (TSC)	99,058	80,760	82,000 / 102,039	83,000	105,000
<b>Efficiency</b>					
Customer requests for service per TSC staff member	9,905	8,076	8,200 / 10,203	8,300	10,500
<b>Service Quality</b>					
Percent satisfaction of County employees with support from the TSC	97%	97%	97% / 95%	97%	95%
<b>Outcome</b>					
Percent of first-contact problem resolution	95%	95%	95% / 94%	95%	94%