

INFORMATION TECHNOLOGY DEPARTMENT MONTHLY REPORT

MAY 2020



VILLAGE OF SCHAUMBURG

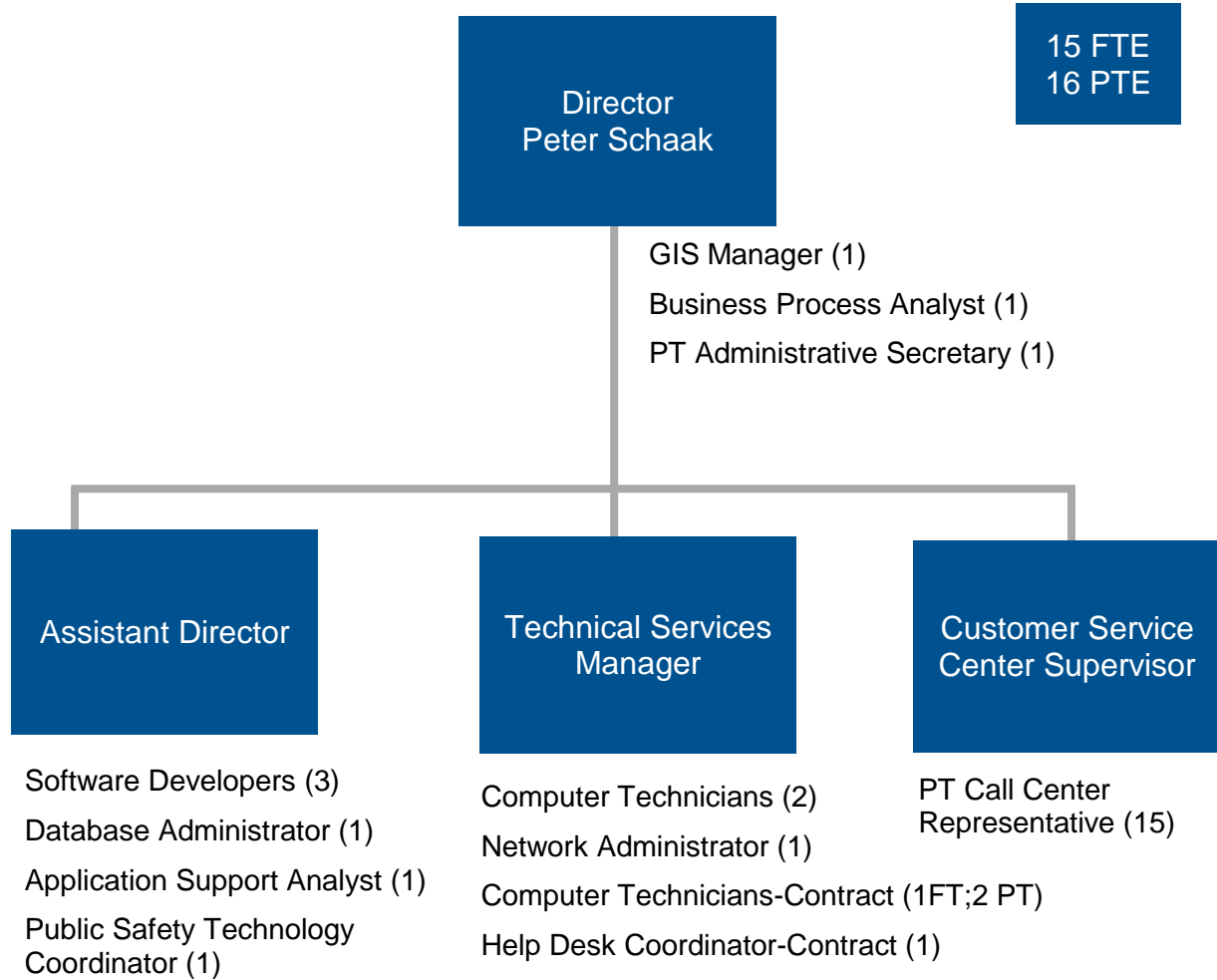
PROGRESS THROUGH THOUGHTFUL PLANNING



TABLE OF CONTENTS

Organization Chart.....	<u>1</u>
Department Overview.....	<u>2</u>
Key Activities.....	<u>2</u>
Key Performance Indicators (KPIs)	<u>3</u>
KPI 1- Customer Service Requests (CSR)	<u>3</u>
KPI 2- Network Downtime	<u>4</u>
KPI 3- Customer Call Center Abandonment Rate	<u>4</u>
KPI 4- Customer Call Center Call Resolution	<u>5</u>
KPI 5- Average Software Age	<u>6</u>

ORGANIZATION CHART





DEPARTMENT OVERVIEW

The IT Department implements and maintains a robust network security infrastructure, consolidates business operations on standardized applications, provides effective communication tools; and, enhances local area network (LAN) and mobile connectivity in the most efficient, team-oriented and fiscally responsible manner so that village residents, businesses, and visitors receive the best service possible.

KEY ACTIVITIES

COVID-19 Response

Information Technology staff has been busy supporting the transition to remote work across the organization. Although the village operates robust, leading edge technology, a variety of updates and changes were required to support a significant increase in remote work. Systems and applications are performing well across functional areas. Additionally, technical support and administrative staff continue to operate on site to ensure the functional areas can continue their efforts. Operations in the 311 Center continue unchanged and uninterrupted.

Credit Card Terminal Update

Credit card terminals located at the Finance and Community Development counters, as well as the Police Department, FCC, and Nursing were updated to allow for hands-free credit card transactions. Customers can complete their payment transactions without village staff intervention.

Developers Contact Application Update

The Developers Contact application is used to document and manage developer proposals and inquiries received by the village. The application was rewritten by VOS staff to improve communications to elected officials and to allow for easy collection of feedback. The new application is expected to be launched in mid-June.

Real-Time Information Center (RIC) for Woodfield Corridor

Responses to the village's request for qualifications for engineering services have been received and reviewed. A finalist has been identified and a recommendation is being prepared for committee and board review. The consultant/engineer will be tasked with assisting in selecting the appropriate hardware, software, and installation vendor. Various configuration options are being considered, including the creation of a video monitoring center in the Public Safety building, integration with the computer-aided dispatch system to automatically connect calls for service with cameras in the vicinity of the incident, and integrated access to cameras of other key organizations such as School District 211 (Schaumburg High School) and the interior cameras at Woodfield. All of these cameras will be aggregated into one system that is viewable by officers in the public safety building and in cars on the mobile laptops.

Website Upgrade

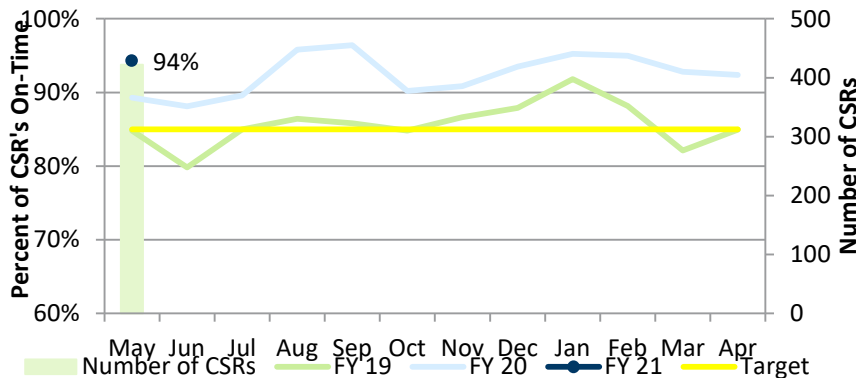
The village website was upgraded on June 1, 2020. The new site includes a revamped and updated user experience with improved navigation. Search functionality was significantly enhanced to provide more relevant responses.

KEY PERFORMANCE INDICATORS

KPI 1: Provide high quality customer service to internal customers of the IT Department.

IT receives the highest volume of internal CSR requests among all departments in the village with more than 15,000 work orders submitted each year, trailing only Engineering and Public Works in total number of requests overall. These requests include basic maintenance needs like reset passwords and software installations as well as IT Support on village applications. Efficient and effective responses to these CSR's are necessary to maintain and improve productivity for village employees.

Achieve a customer service request on-time completion rate of 85%.



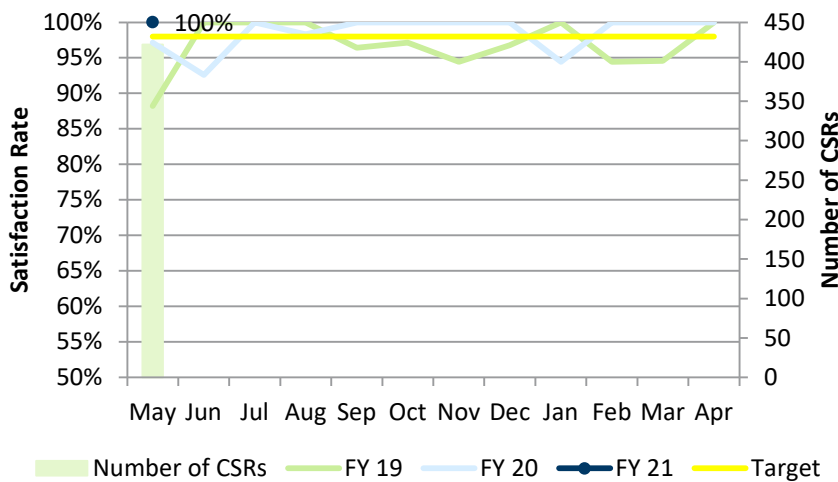
Status: **Above Target**

FY 21 YTD: 94%

FY 20 Total: 93%
 FY 19 Total: 86%
 FY 18 Total: 80.9%
 FY 17 Total: 82.9%
 FY 16 Total: 79.6%

Source: CSR Dashboard

Achieve a stakeholder satisfaction rate of 98%.



Status: **Above Target**

FY 21 YTD: 100%

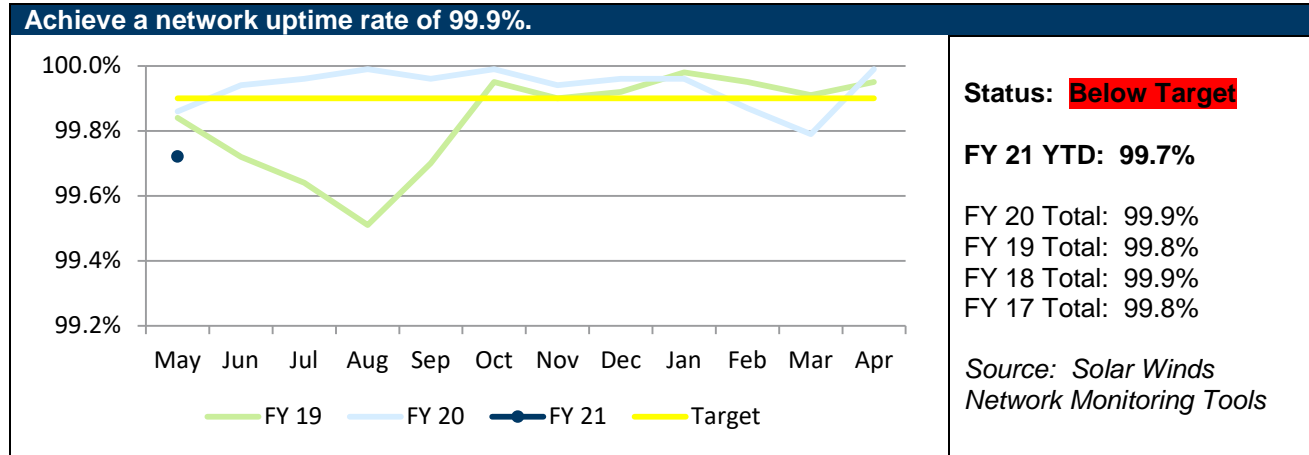
FY 20 Total: 99%
 FY 19 Total: 97%
 FY 18 Total: 92.2%
 FY 17 Total: 97.6%
 FY 16 Total: 97.9%

Source: CSR Dashboard



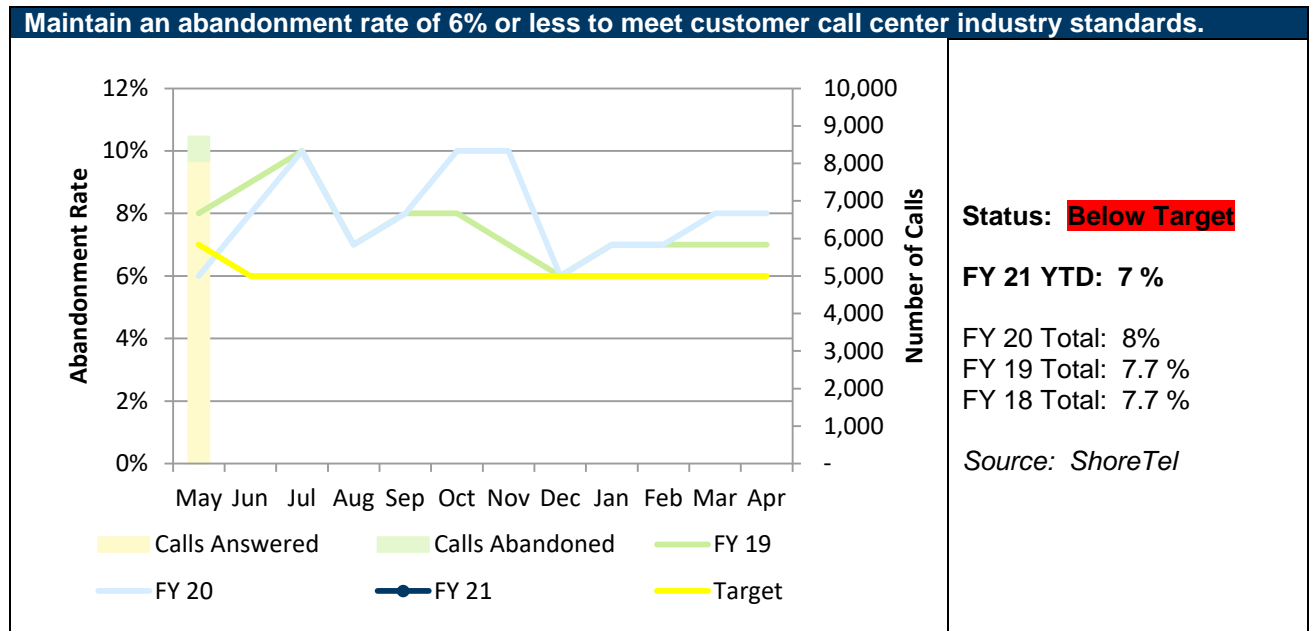
KPI 2: Ensure the infrastructure is in place to support a network with minimum downtime.

The village's network is the backbone of all applications, hardware, and services. The network is expected to support 13 locations, more than 600 village employees, 1,500 devices and over 60 applications. The IT department is expected to maintain high availability and reliability of the network at all times. Interruptions in the village's network result in delayed service delivery and decreased productivity. The benchmark is set at 99.9% which equates to approximately 43.8 minutes of downtime per month.



KPI 3: Provide efficient customer service out of the village's customer call center.

The 311 Customer Service Center provides information on village programs and events and enters service requests for a variety of issues. The rate at which callers hang up before speaking with an operator is called the abandonment rate. Call centers across most industries typically average a 10-12% abandonment rate. Historical data for our Customer Service Center has about a 6% abandonment rate.

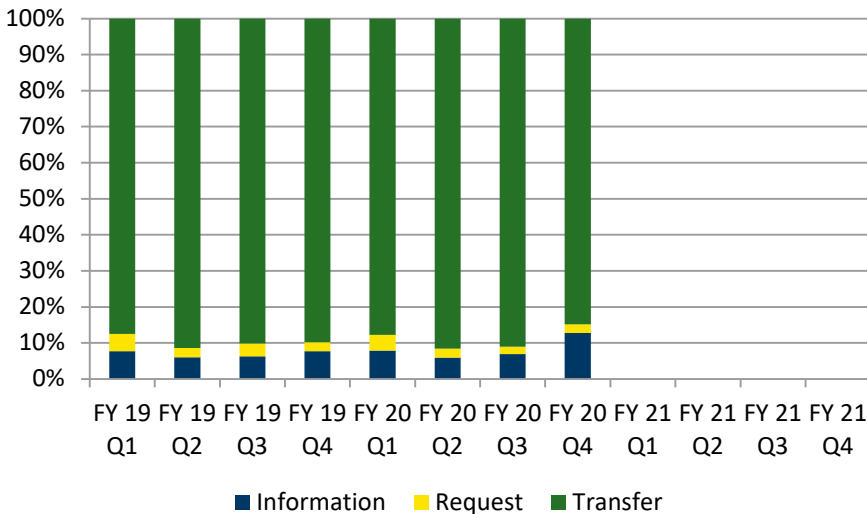




KPI 4: Reduce the percentage of calls transferred to large service departments by assuming additional responsibilities at the 311 Customer Service Center.

The Customer Service Center is a 24/7/365 operation which receives calls, texts and chat communications from residents, businesses, and visitor. The KPI measures the percentage of calls transferred to large departments to monitor how many calls are answered directly rather than requiring a transfer. A low abandonment rate is indicative of proper staffing levels being utilized to answer calls in a timely manner. This KPI ties to the department goal to develop a strategy to improve overall customer service by expanding the role of the 311 Customer Service Center to assume responsibility for additional inbound calls.

Percent of calls transferred to the Community Development Department

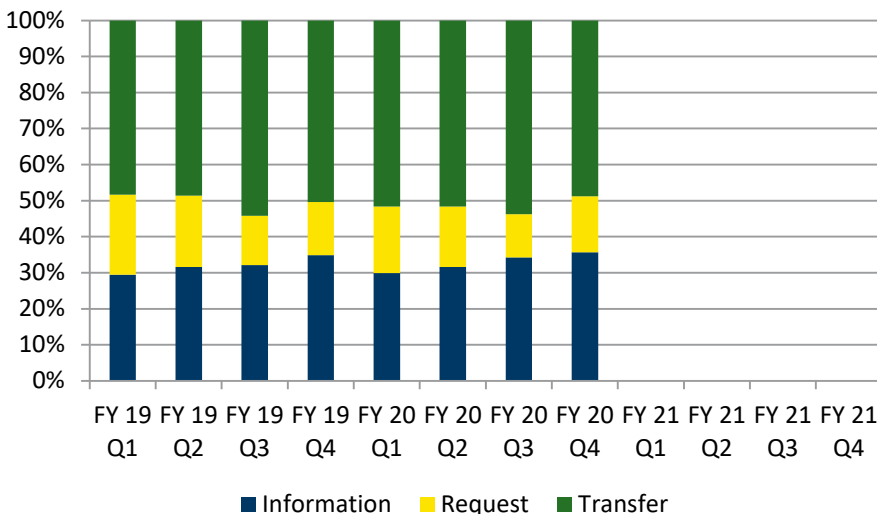


FY 21 YTD: **N/A**

FY 20 Total: 88.9%
FY 19 Total: 89.5%

Source: ShoreTel

Percent of calls transferred to the Finance Department



FY 21 YTD: **N/A**

FY 20 Total: 51.6%
FY 19 Total: 50.5%

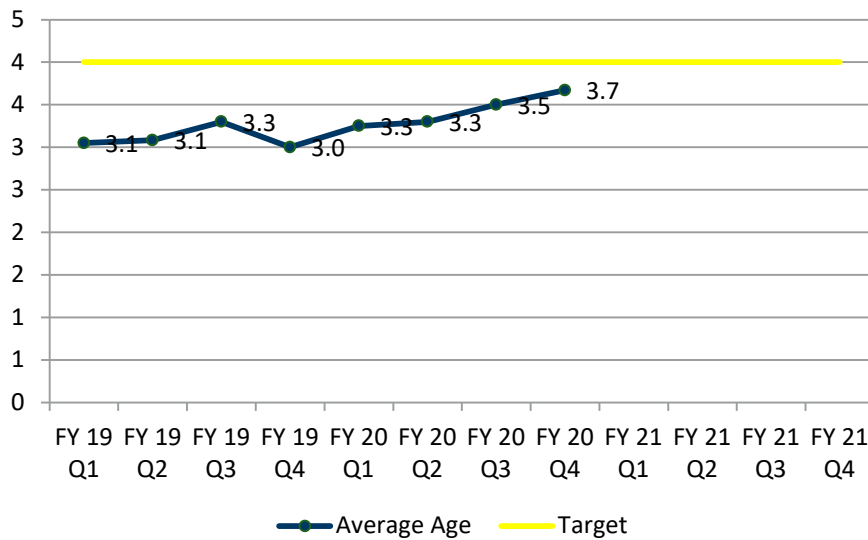
Source: ShoreTel



KPI 5: Ensure the village is adopting and updating its technology.

The IT Department is responsible for ensuring that all software used by the village is current, functioning, and updated as necessary to meet the needs of the business and newer hardware and user devices. Old or aging software can indicate up-coming upgrade bills or potential issues with software performance and compatibility. The IT Department classifies applications into three tiers based on their function and impact within the organization; with tier 1 being the highest rating. This KPI will be tracking the average age, from implementation or major upgrade, of all tier 1 & 2 applications in use.

Maintain an average software age of four years old.



Status: **On Target**

FY 21 YTD: **N/A**

FY 20 Total: 3.7 years

FY 19 Total: 3.1 years

FY 18 Total: 3.1 years

Source: *Application Inventory*