

Village of Schaumburg

Information
Technology
Department Monthly
Report

October 2017

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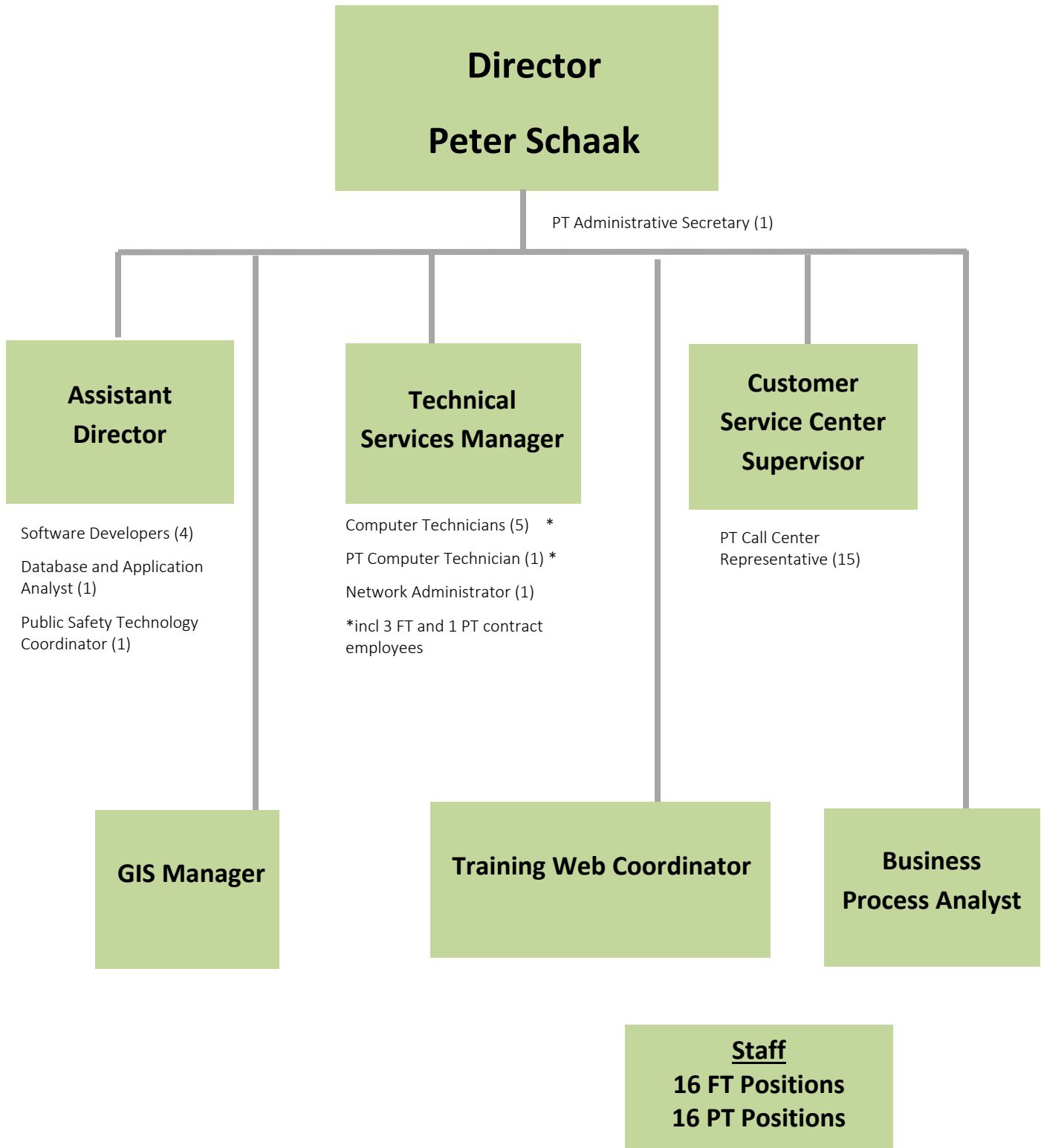
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ORGANIZATION CHART



DEPARTMENT OVERVIEW

In partnership with other Village departments, Information Technology's focus is to maintain core technologies; plan for technology evolution; promote centralized data storage and reporting; consolidate business operations on standardized applications; provide effective communication tools; and enhance 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

Enterprise Video Camera System

The Village is moving forward with the installation of a video security camera system. Cameras will monitor interior and exterior public spaces at a variety of Village facilities. System installation has begun and will continue through the end of 2017.

WebPay Expansion

The Information Technology Department is working with the Finance Department to expand the number and type of items that can be paid for or purchased via the Village's online payment portal, WebPay. New additions include:

- Amusement Surcharge Tax
- Auto Fuel Tax
- Automobile Lease Tax
- Food & Beverage Tax
- Hotel/Motel Tax

311 Customer Service Center

The 311 Customer Service center handled 12,368 calls in October 2017. In addition, the Center processed 16 text requests and 111 live chat sessions.

311 Center Expansion

The 311 Center began taking all inbound water billing calls in September 2017. 311 Call Center Representatives are able to answer many water billing questions immediately. In the event further assistance is required, 311 representatives will create electronic customer service requests that are automatically routed to the appropriate Village of Schaumburg staff member for assistance. In addition, a new call routing process has been implemented in the Water Billing department that directs calls to an available clerk. The new processes should provide quick answers and problem resolution for our water billing customers.

Mobile Application

A new mobile application compatible with iOS and Android applications has been released. The application makes it easier to find and access information about village services and events with shortcuts to FAQs, news stories, customer service requests, and village contacts.

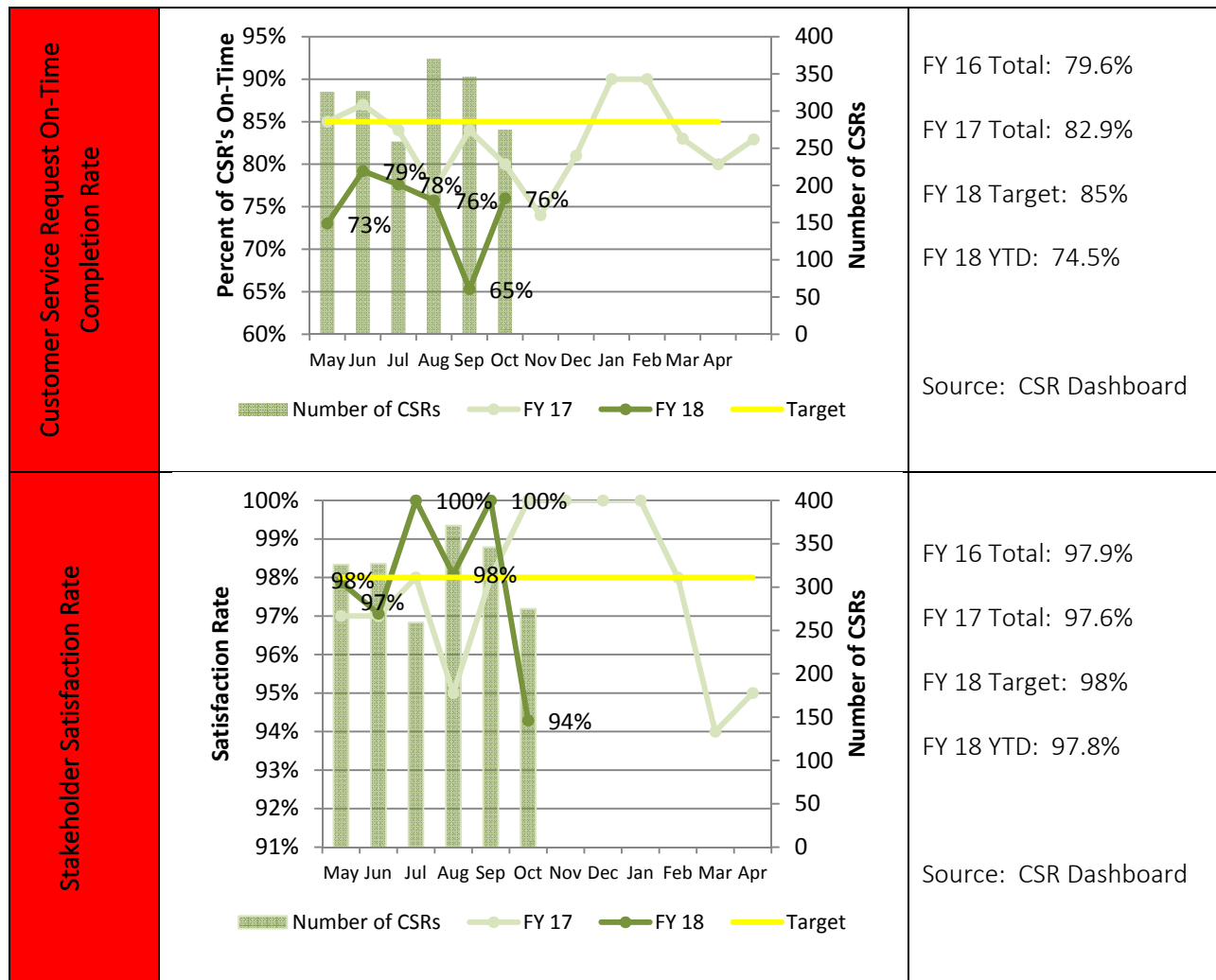
Webcasting of Village Board Meetings

Work has begun to implement and test recording and webcasting of Village Board meetings. A six-month trial will begin in January 2018. Video will be available via a link within the meeting details from Village website calendar.

KEY PERFORMANCE INDICATORS

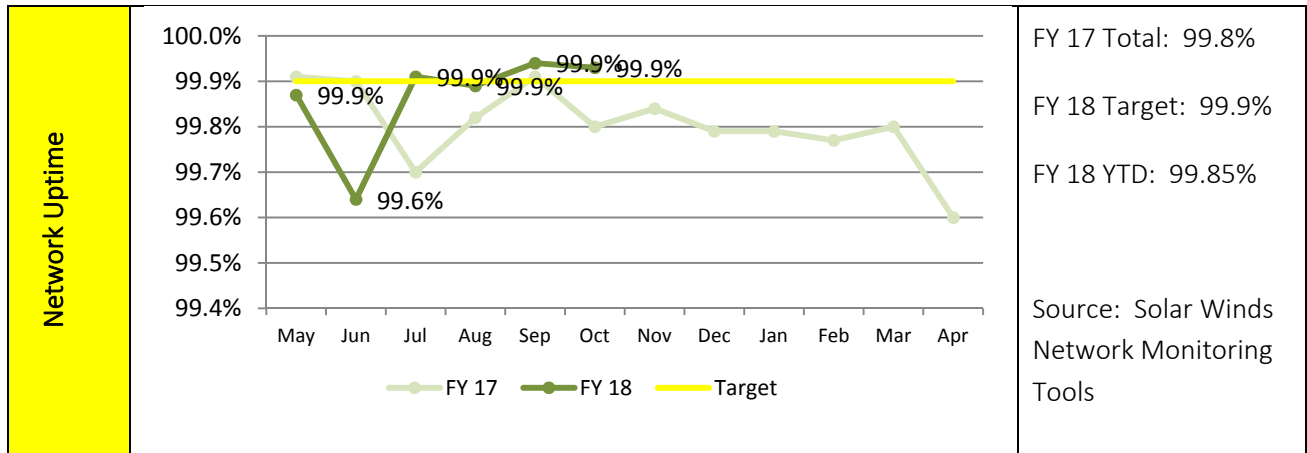
KPI 1: Customer Service Request (CSR)

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.



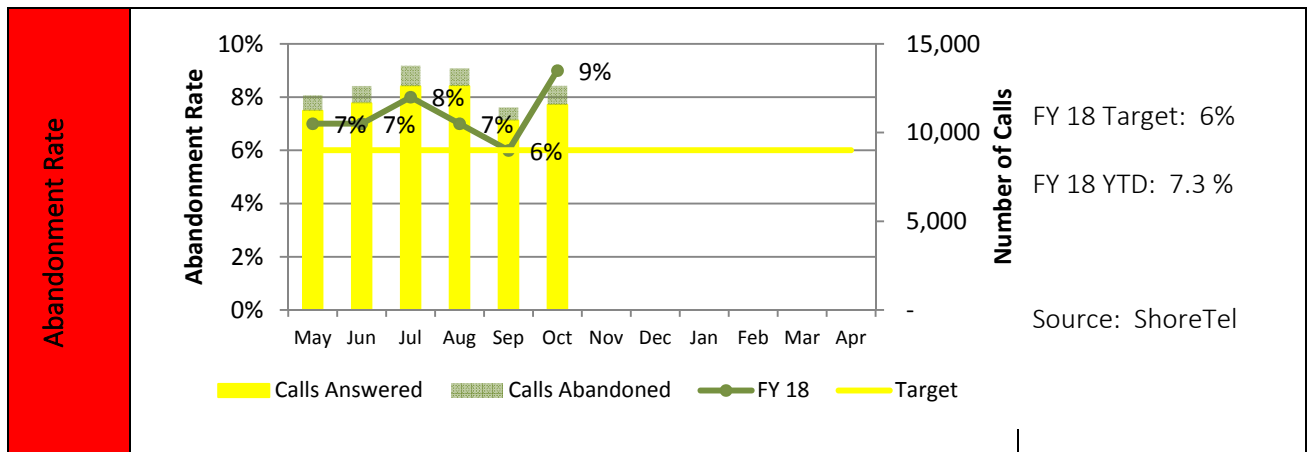
KPI 2: Network Availability

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.



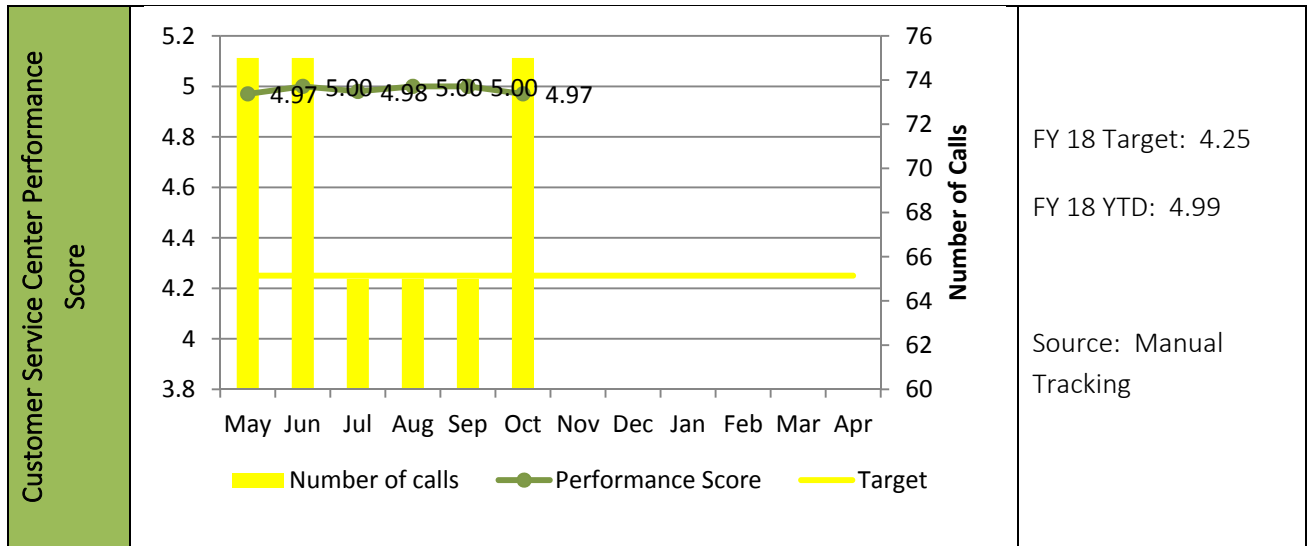
KPI 3: Customer Service Center Call Abandonment Rate

The 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.



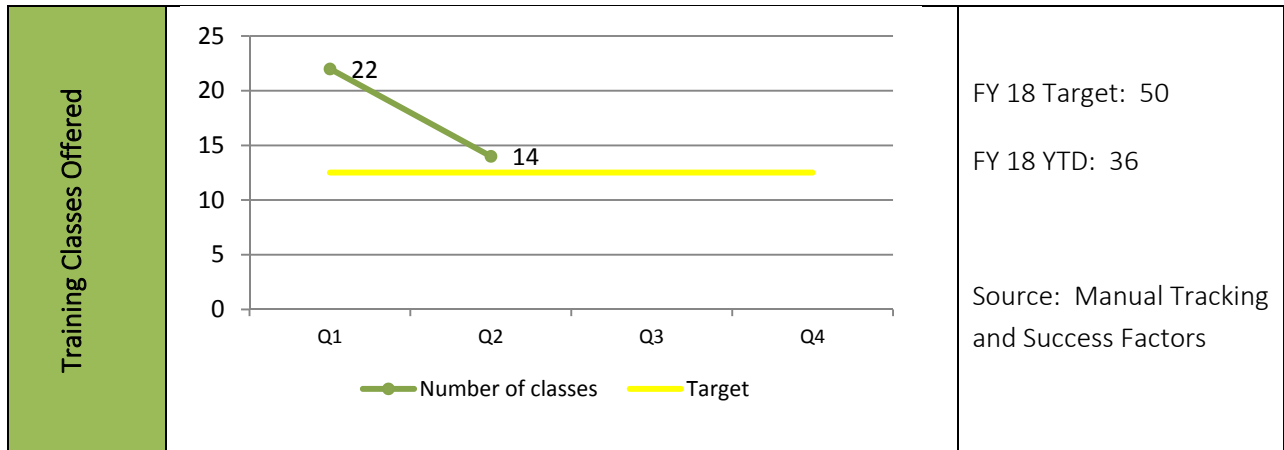
KPI 4: Customer Service Center Performance Scorecard

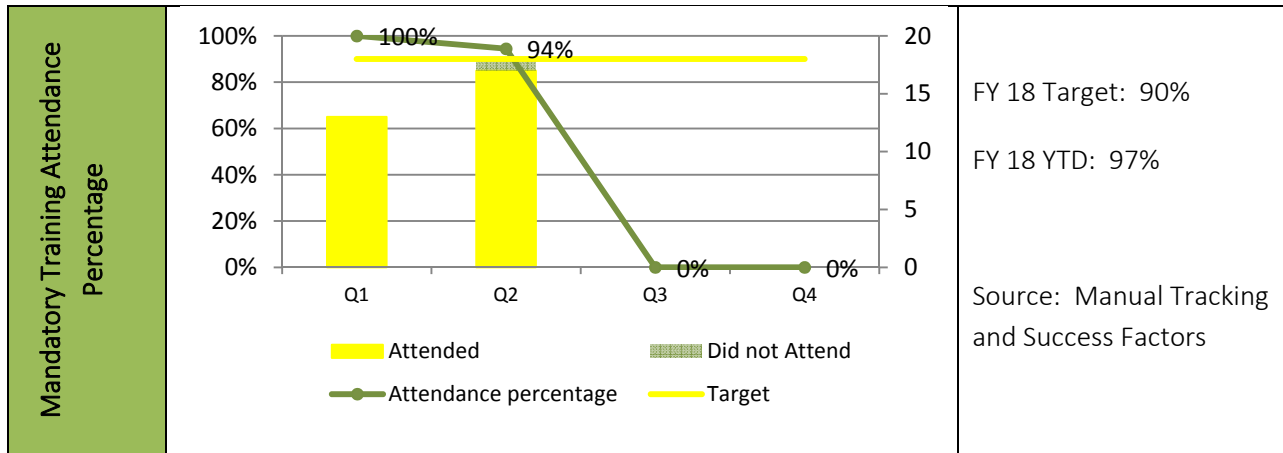
The Customer Service Center is a 24/7/365 operation which receives over 10K calls a month. In order to maintain quality of service, random call reviews are done monthly and scored 1 (negative) to 5 (positive) on a number of operator response metrics. The IT Department and Customer Service Center will select 65 calls monthly (five random calls per operator) that will go through the scoring review. The benchmark for average monthly score will be set at 4.25.



KPI 5: Training Class Offerings

The IT Department through its Training Division provides classroom training, presentations, and demonstrations on technical applications and mission critical software applications for all village end users. Keeping abreast of ever changing applications and personnel functions through proper training is critical to organizational success. Tracking the number of classes taught will ensure that the necessary training is available. The benchmark is set at 12.5 training classes provided per quarter. Attendance will also be tracked for mandatory training.





KPI 6: Village Software / Application Age

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 3 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.

