

# Monthly Performance Metrics

August 2016



Compliance Level Legend			
In Compliance	●	●	Out of Compliance
Within Tolerance	●	○	Insufficient Data

August 2016

SERVICE AVAILABILITY	Target Performance	Actual Performance	Compliance Level
Accela - Permits, Planning	99.7%	99.87%	●
Call Centers for County Departments	99.5%	99.9%	●
CJIS	99.9%	100%	●
COMPASS System (7:00 am - 6:00 pm, M-F)	99.7%	100%	●
Data Center	99.99%	100%	●
FOCUS System (7:00 am - 6:00 pm, M-F)	99.7%	100%	●
GIS Viewer	99.9%	99.9%	●
IJIS	99.9%	99.57%	●
Internet Portal	99.99%	100%	●
Intranet Portal	99.95%	100%	●
Microwave Radio	99.999%	100%	●
Property Tax/Mainframe (6:30 am - 5:00 pm, M-F)	99.7%	99.8%	●
Property Database Applications (Oracle)	99.9%	100%	●
Remote Access (VPN)	99.999%	98.5%	●
Request for Radio System Access Placed in Queue	≤1%	0%	●
Sac. Regional Radio Comms. System	100%	100%	●
Shared File Server	100%	100%	●
SharePoint	99.99%	100%	●
Stayed within Change Management Window	90%	79%	●
Unified Messaging	100%	100%	●
Virtual Environment	100%	100%	●
Voice Network	99.5%	99.9%	●
WAN	99.99%	100%	●

August 2016

CUSTOMER SERVICE STANDARDS	Target Performance	Actual Performance	Compliance Level
Average Vendor Repair Time per Maintenance Contract	90%	100%	●
Average Vendor Response Time per Maintenance Contract	99%	100%	●
COMPASS Acct Creation, Deletion, Wk Role Mod.	90% completed w/in 3 bus. days	100%	●
Incidents Resolved by the DTech Service Desk on the First Call	77%	80%	●
Responding to Priority 1 Incidents in Under 20 minutes	90%	94%	●
Speed to Answer Calls (Service Desk)	45 seconds	19 Seconds	●
TSR Completion (Telephone Service Request)	(15 days) 90%	93%	●

## August 2016 Monthly Performance Metrics - Descriptions and Compliance Explanations

\*Services are measured 24x7 excluding the 4-hour Sunday Change Management window (9 a.m. - 1 p.m.) unless stated otherwise.

**Accela - Permits, Planning**

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Description: A single, integrated case management system used to issue and track permits and business licenses and track code violations.

Metric Calculation: Data processing occurs nightly at 3:00 AM for 20 minutes and 4:30 AM for 5 minutes. System maintenance occurs during Sunday Change Management window. Outages outside windows are logged within the Accela issue tracking module and reported monthly.

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**Call Centers**

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Description: Using County's integrated enterprise-wide communication network, call center service routes incoming calls to a defined group of call agents allowing efficient use of staff and control of incoming calls. Service includes engineering, installation, modification, the ability to monitor control call flow, manage call queues, and report response statistics and agent performance.

Metric Calculation: This indicator is based on priority 1 issues that impact Call Centers availability and is calculated monthly by subtracting outage minutes from total minutes of expected availability, divided by expected availability per month. Expected network availability is number of call centers, by total minutes per month.

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**CJIS**

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Description: Contains business processes and criminal justice data to process an offender through the legal system.

Metric Calculation: The mainframe and applications that make up the CJIS system are monitored for availability

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## **COMPASS System**

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Description: COMPASS is a single, integrated system that tracks and controls all aspects of the County's financial, logistics and human resources operations. It eliminates wait-time overnight for systems to report to other systems to complete transactions and data entered is real time and available for processing.

Metric Calculation: Uptime is the number of minutes from 7 a.m. - 6 p.m., Monday - Friday divided into the number of minutes the production COMPASS system was available to the user community.

Compliance Levels: 99.7 % uptime translates to no more than 30 minutes down time for a given week.

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## **Data Center**

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Description: County Data Center at 799 G street

Metric Calculation: The metric reflects the percentage of time that power and room cooling are available to the 799 G. Street facility to allow for the operation of electronic equipment. The timeframe that this is calculated against is 7X24, but any scheduled outages will be excluded.

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## **FOCUS**

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Description: FOCUS is the system used to handle the County's utility billing.

Metric Calculation: Uptime is the number of minutes from 7 a.m. - 6 p.m., Monday - Friday divided into the number of minutes the production FOCUS system was available to the user community. 99.7 % uptime translates to no more than 30 minutes down time for a given week.

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## GIS Viewer

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Description: GIS web viewers provide users access to property-related and infrastructure information via online mapping applications. Some viewers are specialized per individual department needs.

Metric Calculation: The GIS web viewers are monitored by SiteScope for down-time alerts. Staff logs down-time incidents and duration.

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## IJIS

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Description: Database contains replicated CJIS data formatted for Law and Justice community in their line of business applications.

Metric Calculation: The SQL database server is monitored for availability

**Non-Compliance Explanation:**

August 2 outage, started at 17:42, fixed at 20:55, date time data type problem on mainframe and entering out-of-range values and they were causing problem in tcVision replication.

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## Internet Portal (SACCOUNTY.NET)

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Description: Using the County's integrated enterprise-wide, high performance network environment, this provides links to all county agencies, departments and related entities websites and information for constituent use.

Metric Calculation: SacCounty.net is monitored for availability in five minute intervals and is based on the availability of the Internet Link (circuit) and WWW.SACCOUNTY.NET web portal.

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## **Intranet Portal**

(INSIDE.SACCOUNTY.NET)

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Description: Using the County's integrated enterprise-wide, high performance network environment, this provides links to all county agencies, departments and related entities websites and information for employees' business requirements.

Metric Calculation: Monitored and reported from an external device by ActiveXperts software

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## **Microwave Radio**

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Description: The system connects radio sites and 911 Dispatch Centers, transfers 911 answering system between Sacramento Sheriff/Police and is a regional communication link.

Metric Calculation: The system is electronically monitored for availability 24x7

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## **Property Tax**

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Description: The Property Tax System contains business processes and property tax data to generate reports and bills.

Metric Calculation: The mainframe and applications that make up the TAX system are monitored for availability 6:30 am - 5:00 pm, M-F

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## **Property Database Applications (Oracle)**

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Description: The Property Shared Database (PSD) is a property-related information repository, populated from existing departmental applications.

Metric Calculation: The Oracle database server is monitored for availability

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## **Remote Access/VPN Virtual Private Network**

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Description: Provides secure access to the County's WAN from the user's Internet browser, allowing access to computer systems and information on the Sacramento County internal network (WAN) from outside the County network.

Metric Calculation: Availability is based on checking the connection of the two Internet links and two VPN appliances.

### **Non-Compliance Explanation:**

Upgraded concentrator code and found bug. Major release upgrade required of fix. Only affected 5% of users for about a week.

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## **Request for Radio System Access Placed in Queue**

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Description: If a voice radio channel is unavailable to SRRCS user using 2-way radio, the request is placed in queue per priority for next available channel.

Metric Calculation: The system is electronically monitored for availability 24x7

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## **Sac Regional Radio Comms System (SRRCS)**

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Description: Provides governmental entities in the greater Sacramento region with voice radio services, serving city, county, state, federal and service districts.

Metric Calculation: The system is electronically monitored for availability 24x7

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## **Shared File Server**

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Description: Using the latest technology in clustered, fault tolerant replicated network disk storage technology this service provides networked file storage for County customers.

Metric Calculation: The Netapp storage devices are monitored every two minutes for response external to the devices by ActiveXperts monitoring software. Normal 9 AM -1 AM Sunday maintenance widow is excluded in the calculation of the total availability

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## **SharePoint**

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Description: SharePoint is a web tool for managing and hosting Intranet, Internet and Extranet web sites, team sites, shared calendars, discussions, custom lists, surveys, blogs, wikis and custom business process workflows.

Metric Calculation: SharePoint is monitored for availability in 10 minute intervals on both the Intranet and Internet using SiteScope

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## **Stayed within Change Management Window**

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Description: Change Management tracks and reports on changes that affect customer access to a wide range of services.

Metric Calculation: Percentage of changes measurement completed within planned change by measuring stated start/end times of change in Applix.

**Non-Compliance Explanation:**

Change Managers missed window or mis-recorded data

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## **Unified Messaging**

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Description: eMail, calendaring, eFAXing, Unity VoiceMail, Anti-Spam/Anti-Virus, PDA Synchronization, Blackberry, User Authentication, eMail Encryption and Instant Messaging for various County departments

Metric Calculation: Each server log for each services above are reviewed manually by DTech System Administrators. Metric is calculated on the average monthly availability for the Unified Messaging suite of services.

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## **Virtual Environment**

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Description: Virtual Server monitoring of both the virtual host and virtual guests for various County departments.

Metric Calculation: VMware cluster uptime reports are generated based on the information gathered from vCenter and network monitoring tools. The data is then calculated on the average monthly availability of the host system in each virtual cluster.

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## **Voice Network**

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Description: Provides telephone, voice mail, automatic call distribution or centers, predictive dialer, etc. within the County. The service includes engineering, installation or modification and maintenance of telecommunications systems.

Metric Calculation: This indicator is based on priority 1 issues that impact voice network availability and is calculated each month by subtracting outage minutes from the total minutes of expected availability, divided by expected availability per month. Expected network availability is the number of switching nodes, by total minutes per month.

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## **Wide Area Network (WAN)**

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Description: Offers countywide IP data communications connectivity between local area networks (LAN) for accessing applications and services on County servers using routers and communication links for the connections through leased circuits, wireless links and county-owned fiber.

Metric Calculation: Take the total number of minutes the network is unavailable, divided by total network minutes available for a month.  
Calculating available minutes - Total number of ports (14,163), times total minutes a day (1,440), times total days in the month.  
Calculating unavailable minutes - Total number of ports unavailable, times total minutes unavailable.

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## **Average Vendor Repair Time per Maintenance Contract**

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Description: Countywide Service Desk manages the Countywide maintenance contract to help customers get their equipment problems repaired within contract terms and timeframes.

Metric Calculation: Based on equipment category & expected repair time for category and is a legal document. Calculates the time ticket was acknowledged and repaired by the vendor via Applix, measured against contract requirements.

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## Average Vendor Response Time per Maintenance Contract

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Description: Countywide Service Desk manages the Countywide maintenance contract to help customers get their equipment problems responded to within contract terms and timeframes.

Metric Calculation: Based on equipment category and expected vendor response time, as defined in the maintenance contract. Calculates the time ticket was created, acknowledged by vendor via Applix, measured against contract requirements.

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## COMPASS Acct Creation, Deletion, Wk Role Mod

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Description: Creation or deletion of COMPASS accounts and modification of work role access for COMPASS accounts.

Metric Calculation: Start date is at received email request from authorized requester (AR). Completed date is date AR is notified by email of completion (access may be next day). Requests requiring additional authorization, measurement begins once authorized.

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## Incidents Resolved by DTech Service Desk on First Call

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Description: Where authorized, Service Desk staff resolve a wide variety of problems on the first call (or first contact) from the customer.

Metric Calculation: Calculation based on customer permissions and systems/applications access to provide the resolution services. Example: Active Directory, CalWIN, MS Office, Mapping Drives, etc.

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### **Response to Priority 1 Incidents in Under 20 Mins**

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Description: Response to DTech Priority 1 incidents, i.e., problems that DTech responsible to resolve. Priority 1 refers to incidents affecting more than 50 customers or where an entire site is down.

Metric Calculation: Done in Applix by calculating the time the ticket was acknowledged and incident responded to.

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### **Speed to Answer Calls (Service Desk)**

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Description: Average time it takes for a Service Desk agent to answer a call.

Metric Calculation: The Cisco Management reporting system measures the average time to answer against a metric goal of 45 seconds or less.

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### **TSR Completion (Telephone Service Request)**

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Description: A process to request changes, modifications, additions, and/or deletions or telecommunications equipment and services.

Metric Calculation: Process form receipt of TSR, 90% of all TSR's with 15 days.

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