Information Technology Services
Department Management Report
June 2020

Overview

Information Technology Services (ITS) is committed to serving the employees and residents of Mecklenburg County by helping them improve their lives and community. The department provides information technology services to all County departments to support their business operations and service delivery to the public. By leveraging information technology, Mecklenburg County ITS delivers enabling solutions that enhance the departments' abilities to connect, engage and serve.

In the month of April, Information Technology Services:

- **Provided technology support in response to the County's COVID-19 needs**: In the month of April, ITS continued to provided mobile equipment and other technologies to support the ability for County staff to provide essential services remotely to adhere to the County and state stay at home orders. In the Month of April, ITS:
    - Implemented WebEx to hold the County's first virtual County Commissioner meeting, which included virtual public appearance, on April 7. All subsequent meetings have been held using WebEx technology to enable pubic and external agency viewership and participation.
    - WebEx was further implemented in the organization to meet the need for very large group meetings (between 250 and 1,000 participants) and public engagement.
    - WebEx was expanded into departmental areas such as Public Health, Public Information and Community Support Services, Code Enforcement, Human Resources, Criminal Justice Services and Park and Recreation.
    - ITS continued deploying laptops to essential staff in April. An additional 134 laptops were deployed to County staff for remote work capability.

- **Implemented DocuSign**: In response to COVID 19, ITS worked with Finance to begin implementing DocuSign, an electronic signature solution, to ensure the continuity and security of executing County documents. In the month of April, ITS completed the install of DocuSign, coordinated training for Finance staff, and the County's first 18 documents were prepared for eSignature capability using the DocuSign solution.

Key Performance Indicators

- In April, Information Technology resolved 97% of incidents (i.e., tickets that come into Information Technology through MeckSupport, a call to 2HELP, or service record entered by staff) within the agreed upon service level agreement (SLA).

Context for Key Performance Indicators

- 4,212 tickets were resolved in April

Category of Incident	Service Level Data		
	Incidents closed within SLA	Total number closed	Percent closed within SLA
Service Development	691	717	96%
Technical Services	3,330	3403	98%
IT Security Services	191	204	94%
Total	4,212	4,324	97%