MEMORANDUM

5/7/2010

TO: Steven Emanuel, Director, Department of Technology Services
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: Department of Technology Services (DTS) Performance Review

The following items were identified for follow-up during the 5/7/2010 CountyStat meeting:

1. Revise "Internet Browse Time by Risk Class" data table to more clearly define different classes prior to posting on the web.

Responsible parties:	CountyStat
Other parties involved:	DTS
Deadline:	5/14/2010

2. Supplement "Number of minutes identified IT systems are out of service" with additional contextual information, including critical v. non-critical and planned v. unplanned.outages. Provide detail on major outages and lessons learned.

Responsible parties:	DTS
Other parties involved:	CountyStat
Deadline:	7/23/2010

3. Supplement "Average number of workdays to complete telecom requests" with additional contextual information, including the range of days to complete (minimum and maximum), and the types of requests included in this measure.

Responsible parties:	DTS
Other parties involved:	CountyStat
Deadline:	7/23/2010

4. Review DTS performance measures to determine where benchmarking with comparable jurisdictions and private industry can be done. Based on this review, develop a small set of comparable organizations and gather benchmark data.

Responsible parties:	DTS
Other parties involved:	CountyStat
Deadline:	9/3/2010

cc: Timothy Firestine, Chief Administrative Officer
      Fariba Kassiri, Assistant Chief Administrative Officer