

MEMORANDUM

7/21/2014

TO: Harash Segal, Director, Department of Technology Services
Patrick Lacefield, Director, Office of Public Information
Art Holmes, Director, Department of Transportation

FROM: CountyStat

SUBJECT: DTS Performance Review

The following items were identified for follow-up during the 7/16/2014 CountyStat Meeting:

1. Revise the Cable Complaint KBA to tell the caller that they will be contacted by the Cable Office within 2 days and keep the SLA at 5 days for issue resolution
Responsible parties: PIO
Other parties: CountyStat, DTS
Deadline: 8/31/2014
2. Examine the creation and rollout of a County-wide user agreement for mobile devices (this is a follow-up item from FY13 that needed to be extended)
Responsible parties: DTS
Other parties: CEX
Deadline: 6/30/2015
3. Remove the 8111 number still currently publicized online for cable complaints; replace with 311
Responsible parties: DTS
Other parties: none
Deadline: 8/31/2014
4. Develop a plan to address internet security training for DOT staff who are seldom at a desktop and how to handle unused DOT email accounts
Responsible parties: DTS
Other parties: DOT
Deadline: 9/30/2014
5. Report to the CAO on the effectiveness of the web-based internet security awareness and training (based on pre- and post-testing)
Responsible parties: DTS
Other parties: none
Deadline: 12/31/2014
6. Report to the CAO on the status of each of the current initiatives and plans related to Information Security as described on Slide 24 of the meeting presentation
Responsible parties: DTS
Other parties: none
Deadline: 12/31/2014
7. Refine the Headline Performance Measure "Average Number of Workdays to Complete Telecom Requests" to get more granular regarding specific task categories and incorporating
Responsible parties: CountyStat
Other parties: DTS
Deadline: 10/31/2014

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