



# **CITY OF NEW ORLEANS**

## **Cable & Telecommunications Committee** **Information Technology & Innovation Update**

*April 22<sup>nd</sup>, 2013*



# Agenda

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- **Recent Accomplishments**
- **Four Year Outlook**
- **ITI Review**
- **NOLA 311 Review**



ITI feels really good about the progress made recently

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- **One-Stop-Shop Launch**  
- [Nola.gov/onestop](http://Nola.gov/onestop)
- **Planning Viewer Launch**  
- [Gis.nola.gov/apps/planningviewer](http://Gis.nola.gov/apps/planningviewer)
- **Website Refresh/Migration**
- **NOLA 311 One Year Anniversary**



# Nola.gov Web Site Migration

## ***Completed!***

- Chief Administrative Office
- City Attorney's Office
- City Planning Commission
- Code Enforcement
- Community Development, Office of
- Cultural Economy
- Economic Development
- EITC (Earned Income Tax Credit)
- Finance, Department of
- Hazard Mitigation Office
- Health Department
- Historic District Landmarks Comm. (HDLC)
- Homeland Security (NOHSEP)
- Interagency Council on the Homeless
- Mayor's Office
- NOLA Ready
- NOMERS (Employees' Retirement System)
- NOPD
- Parks and Parkways, Department of
- Performance & Accountability
- Procurement, Office of (Purchasing Department)
- Property Management, Department of
- Public Works, Department of
- Real Estate & Records – Sale of City-Owned Property
- Registrar of Voters, Orleans Parish
- Revenue, Bureau of
- Safety and Permits, Department of
- Super Bowl
- Taxicab Bureau
- Vieux Carré Commission

## ***Online in next 2 weeks***

- Mosquito, Termite & Rodent Control Board
- NSA New Orleans Advisory Task Force (NOATF)
- Sanitation, Department of

## ***Online by June 1***

- Accounting, Bureau of
- Advisory Council for Citizens with Disabilities/ADA
- Civil Service Commission
- Emergency Medical Services (EMS)
- Environmental Affairs
- Fire Department (NOFD)
- Human Relations Commission
- Human Services Department
- Information Technology & Innovation
- Municipal Court
- NORDC (Recreation Development Commission) #sprint4
- Traffic Court
- Treasury, Bureau of



## Historic District Landmarks Commission

- Map
- How To Apply
- Design Guidelines
- Commission Meetings & Agendas
- HDLC Mission & Ordinances
- Commissioners & Architectural Review Committee
- Historic Landmarks
- FAQ
- Contact Us

## Historic District Landmarks Commission

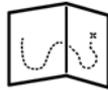
### Attention: New Orleans HDLC April Commission Meeting Rescheduled

The April 11, 2013 New Orleans Historic District Landmarks Commission Meeting has been rescheduled to Wednesday, April 10, 2013 at 1:00 p.m. in the City Council Chamber.

### About us:

The Historic District Landmarks Commission (HDLC) is the City's regulatory agency for local [Historic District Landmarks Commissions](#) outside of the [Vieux Carre](#). Established in 1976, this agency provides the staff and office space for the two Commissions, the New Orleans Historic District Landmarks Commission and the Central Business District Historic District Landmarks Commission.

The two historic district safeguard the heritage of the City by preserving and regulating [historic landmarks](#) and [historic districts](#) which reflect elements of its cultural, social, economic, political and architectural history. They preserve and enhance the quality of neighborhoods, strengthening the City's economic base, stimulating the tourist industry, improving property values, fostering economic development, and encouraging growth.



### Map

Are you in a historic district?



### How to Apply

Apply to perform work to the exterior of a building located

in a Historic District



### Guidelines

Everything you need to know about performing work to the exterior of a building located in a historic district



### Calendar & Agendas

Commission Meeting Calendar & Agendas for New Orleans & CBD Historic Districts

### Most Requested Services

- [Design Guidelines](#)
- [Download Application](#)
- Check Application Status Online
- [Current New Orleans HDLC Commission Meeting Agenda](#)
- [Current CBD HDLC Commission Meeting Agenda](#)



HDLC Mission & Ordinances



Historic Landmarks



Commissioners & Architectural Review Committee



Document Library



External Resources



Contact HDLC



**In 2018, New Orleans will celebrate its 300th anniversary by becoming a top ten fittest city in the United States.**

**Learn more about Fit NOLA**



**Health Department**

- Behavioral Health ▾
- Data and Publications
- Family Health ▾
- Frequently Asked Questions
- Health Care Access ▾
- Healthy Lifestyles
- Laws and Permits
- Programs ▾
- Violence Prevention ▾

## Health Department

### New Orleans Health Department receives Roadmaps to Health Prize from the Robert Wood Johnson Foundation

The City of New Orleans is one of six inaugural winners of the Robert Wood Johnson Foundation (RWJF) Roadmaps to Health Prize. The prize honors outstanding community partnerships across the United States which are helping residents live healthier lives. The New Orleans Health Department has received a cash prize of \$25,000 in recognition of its efforts and plans to use the funds to further the [Fit NOLA initiative](#).

- [Read the Mayor's press release](#)
- [Learn more about the prize on the RWJF site](#)

#### Watch the prize video



#### Contact Us

1300 Perdido St.  
Suite 8E18  
New Orleans, LA 70112

**(504) 658-2500**

[Dr. Karen DeSalvo](#)  
Health Commissioner

[Charlotte Parent](#)  
Deputy Director



**Health Emergency?**  
**Call 911**



## Revenue - Sales Tax

- Permits & Licenses ▾
- Businesses ▾
- Audits & Enforcement
- Sales Tax
- Contact Us

# Bureau of Revenue - Sales Tax

The Bureau of Revenue - Sales Tax provides a number of services for businesses and citizens in New Orleans. These include:

- Administer and enforce ordinances pertaining to [collection of sales, hotel-motel, parking and various other taxes](#) in accordance with the Code of the City of New Orleans
- Provide businesses the ability to obtain necessary [permits and licenses to operate a business in the City of New Orleans](#), including bed and breakfast establishments, Mardi Gras and mobile vendors, and entertainers and artists operating in Jackson Square and Pirates Alley.
- Issue [Resale Certificates](#) to allow businesses to purchase items without paying sales tax, if items will be resold in the normal course of operating business.

### Frequently Requested Services:

 <b>Register a Business</b>	 <b>Pay Sales Tax Online</b>
 <b>Apply for a Permit</b>	 <b>Obtain a Resale Certificate</b>
 <b>Become a Mardi Gras Vendor</b>	 <b>Contact Us</b>

### Contact Info

Department of Finance  
Bureau of Revenue - Sales Tax  
1300 Perdido St., RM 1W15  
New Orleans, LA 70112

**Phone:** (504) 658-1666  
**Fax:** (504) 658-1606

For full contact info, click [here](#).



### It's Tax Season

[Get the forms you need to file your business' sales tax return.](#)



CITY OF NEW ORLEANS  
**PERMITS & LICENSES**

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**PERMITS & LICENSES**

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# Agenda

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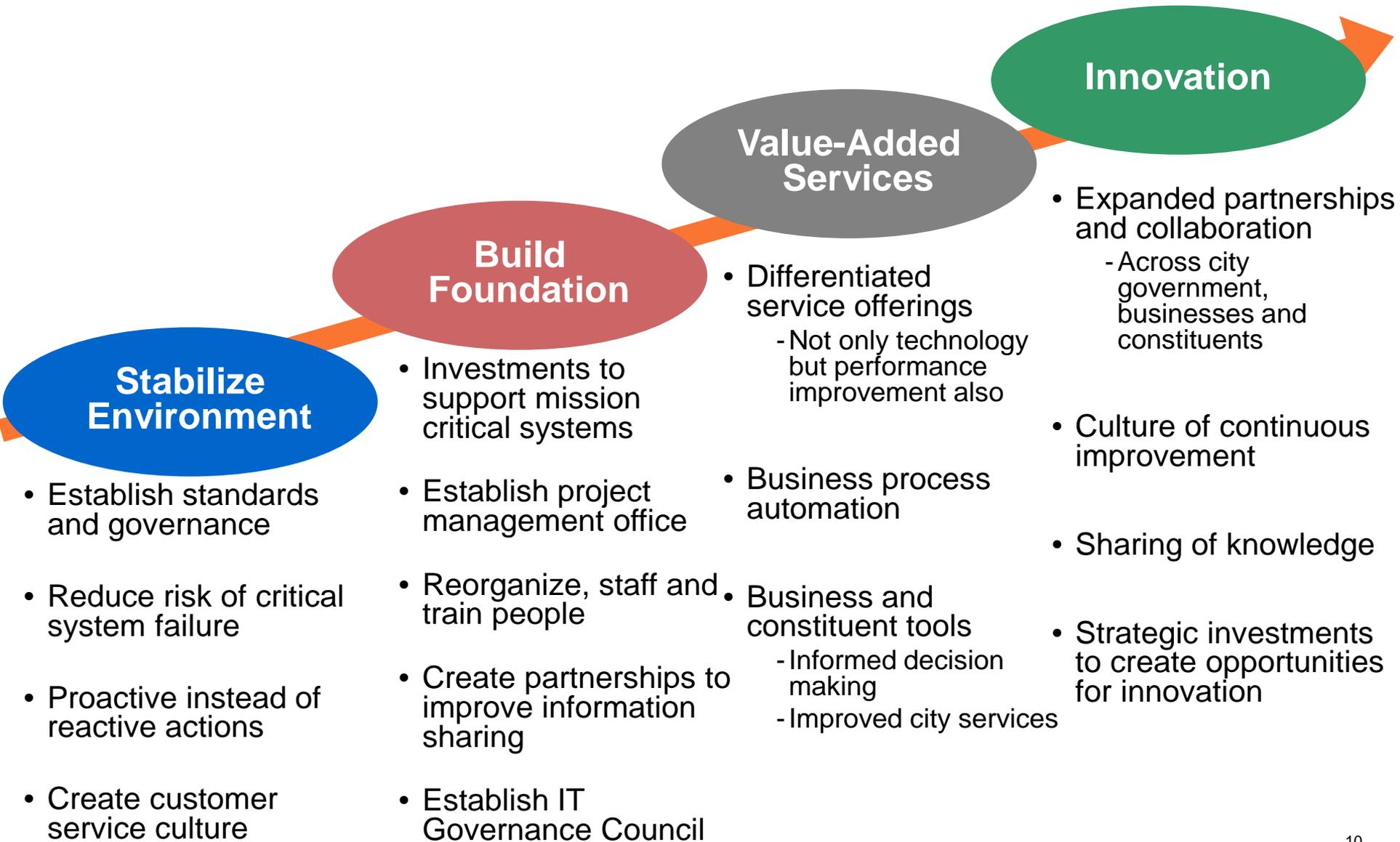
- **Recent Accomplishments**

- **Four Year Outlook**

- **ITI Review**

- **NOLA 311 Review**

# The tactical plan has been set for some time



# Our 2011 & 2012 efforts have had to be altered due to staffing and budget cuts



**ILLUSTRATIVE**

*Desired State*

*Initial forecast of  
Stabilizing efforts was  
60%*

*Stabilizing activities will  
continue due to delayed  
hiring and budget cuts*

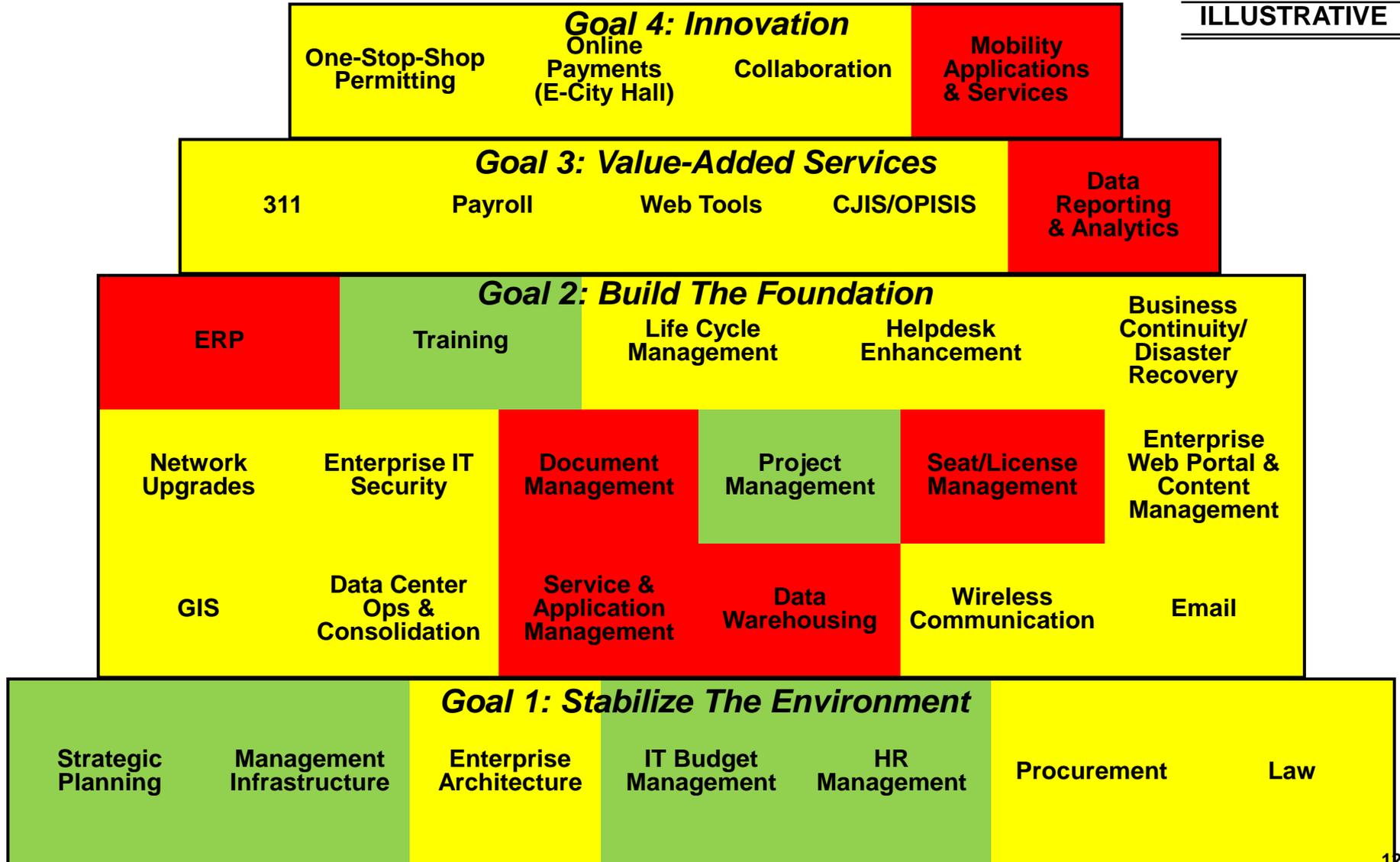
# Status of ITI Initiatives

## EOY 2011

- Fully functional being maintained
- Partial functionality/ in implementation
- Not functional



**ILLUSTRATIVE**



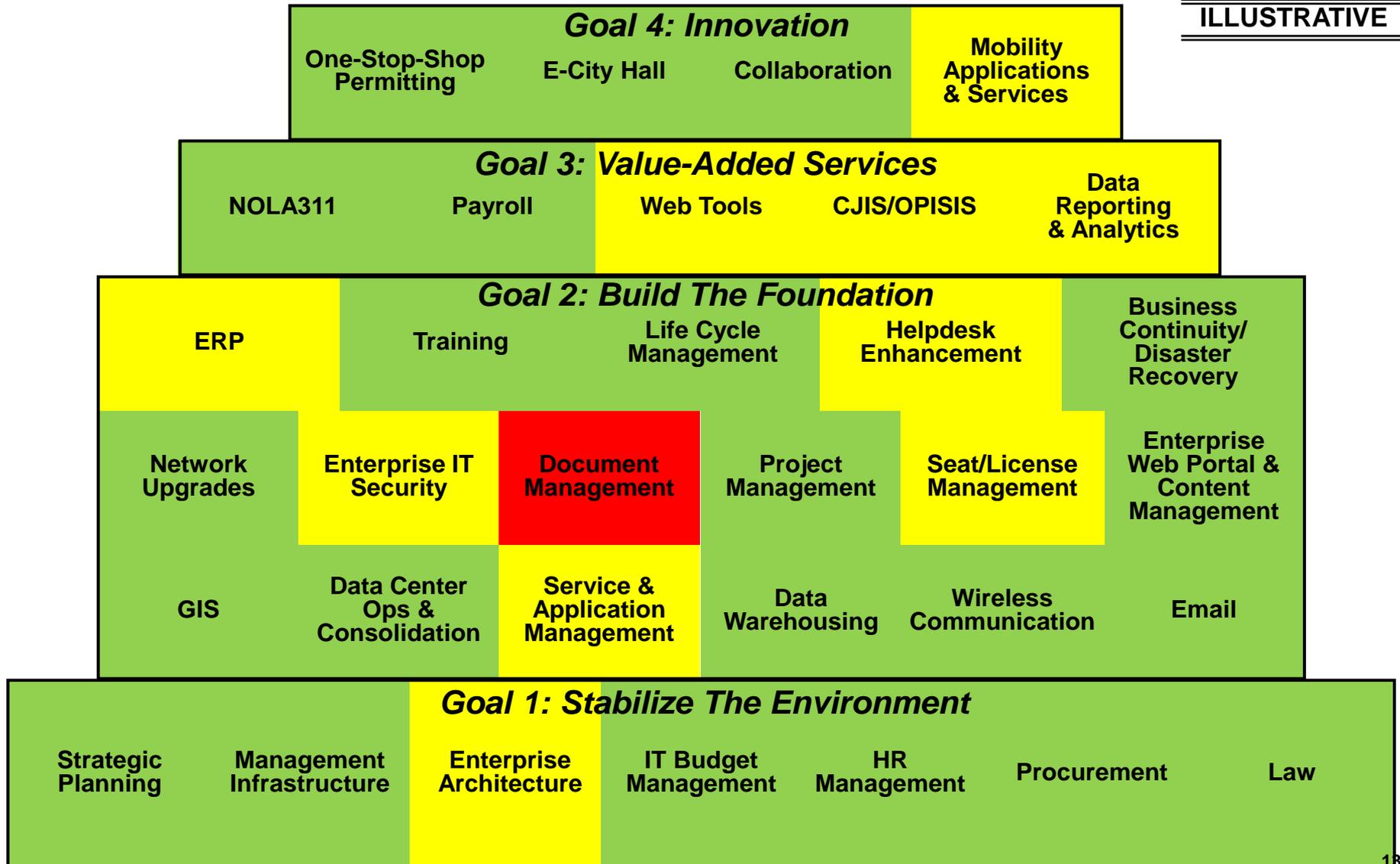
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**ILLUSTRATIVE**





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- **Recent Accomplishments**
- **Four Year Outlook**
- **ITI Review**
  - **Budget Update**
  - **Performance Update**
  - **Project Update**
- **NOLA 311 Review**

**The ITI appropriation amounts to \$13.4M across five organizational codes**

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# After a little over 3 months, ITI has spent or encumbered 38% of its 2013 appropriation

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- Spend is normal for this time of the year
- ITI continues to revise its 2013 roadmap to maximize the given budget



# Agenda

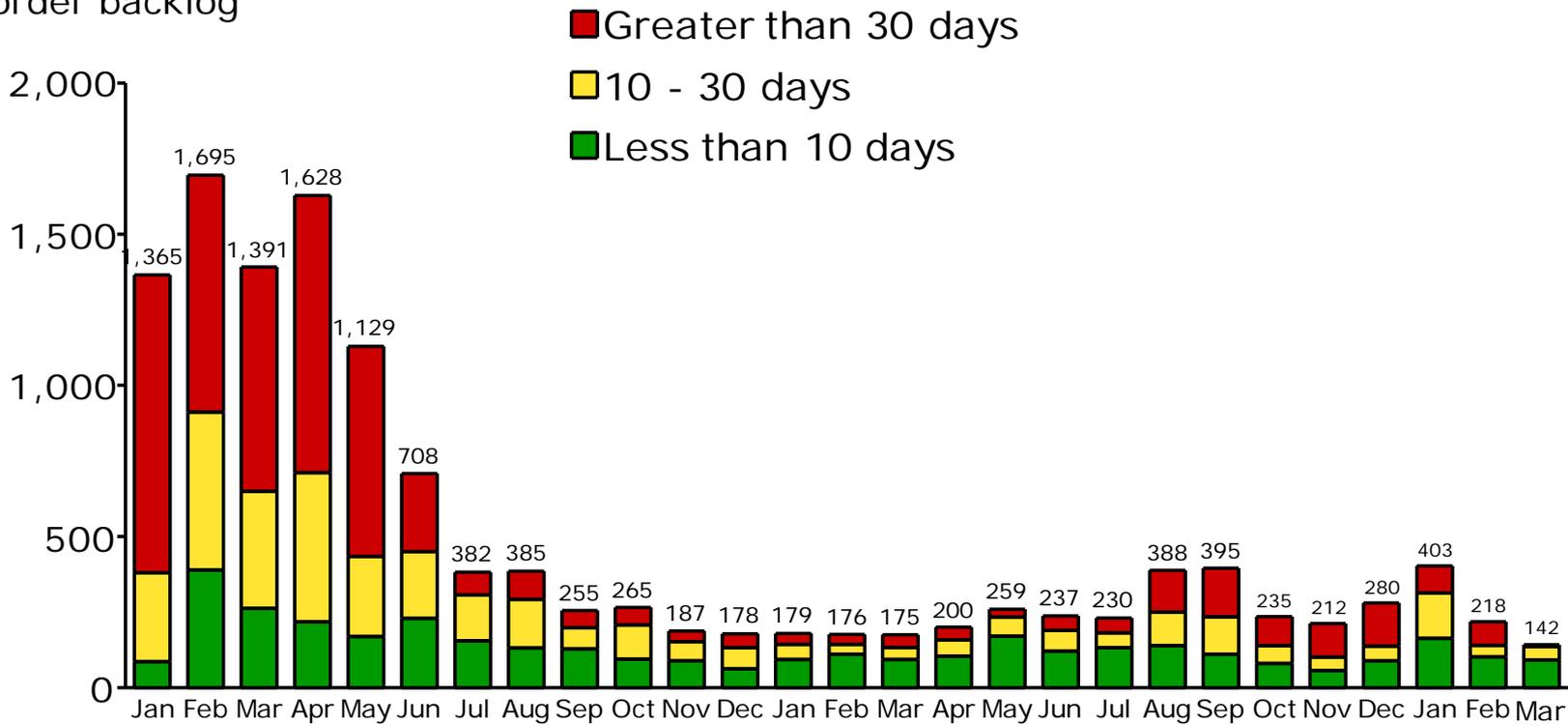
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- **Recent Accomplishments**
- **Four Year Outlook**
- **ITI Review**
  - Budget Update
  - Performance Update
  - Project Update
- **NOLA 311 Review**



# Considerable progress has been made on the helpdesk workorder backlog

Workorder backlog

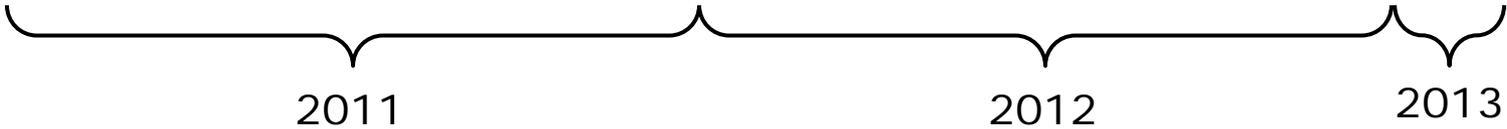


Total Closed Tickets

1.4K 1.7K 2.3K 1.7K 2.5K 2.7K 2.8K 1.9K 1.8K 1.4K 1.7K 1.4K 1.4K 1.7K 1.9K 1.6K 1.8K 1.9K 2.0K 1.3K 1.7K 2.0K 1.5K 1.3K 2.3K 2.2K 3.1K

Abandonment Rate

43% 26% 27% 25% 24% 29% 26% 23% 18% 17% 25% 21% 33% 15% 21% 21% 26% 15% 16% 14% 21% 18% 20% 14% 15% 10% 12%

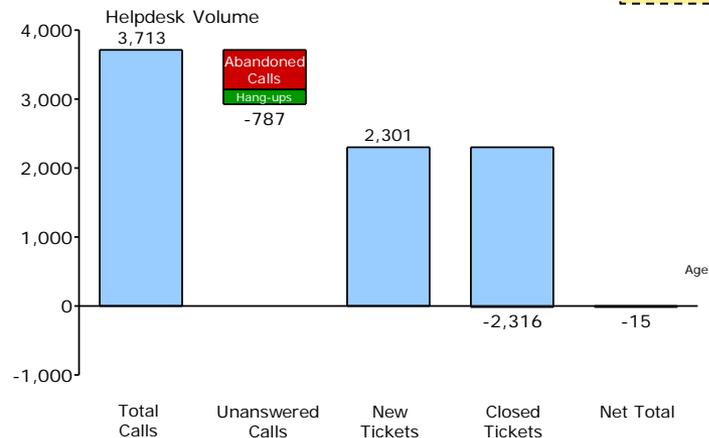


# ITI Performance Dashboard

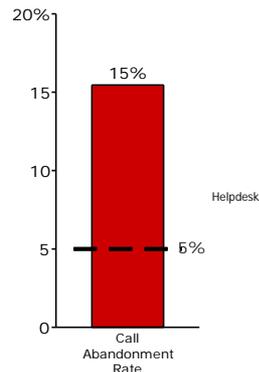
## January 2013

- - Met SLA target
- - SLA not met (within 10-20%)
- - SLA not met (everything else)

### Help Desk

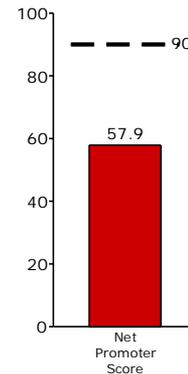


### Call Performance



Not able to collect

### Customer Service (Over 12 Months)



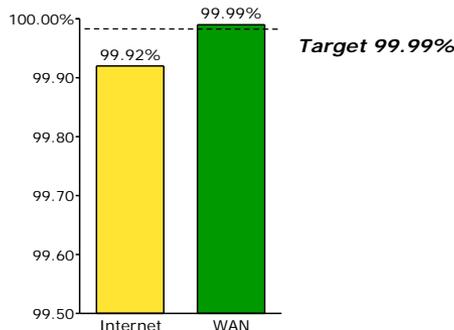
### Top 10 Issues and Requests

1. Software
2. Access and Control - Granting User Access
3. Printing/Scanning
4. Computer
5. Desk Phone
6. Mainframe
7. Systems
8. AD Create User
9. Mobile Phone
10. Voicemail

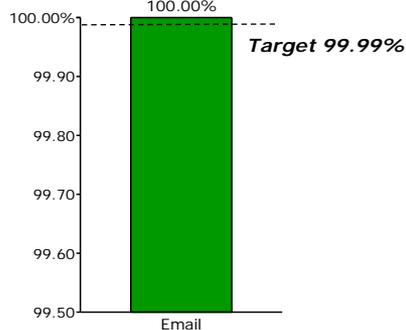
### Infrastructure

	Server Availability		Server Backup	
	Target	Actual	Target	Actual
Priority #1	99.999%	99.973%	100%	100%
Priority #2	99.95%	99.99%	100%	100%
Priority #3	99.00%	99.399%	100%	100%

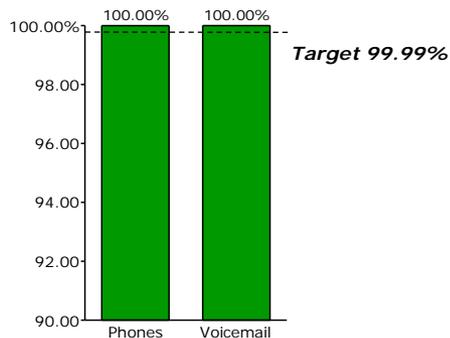
### Vendor Uptime



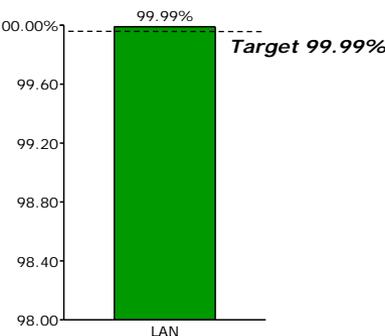
### Email Uptime



### Telecommunications Uptime



### Network LAN Uptime



### Outages (Sev 1)

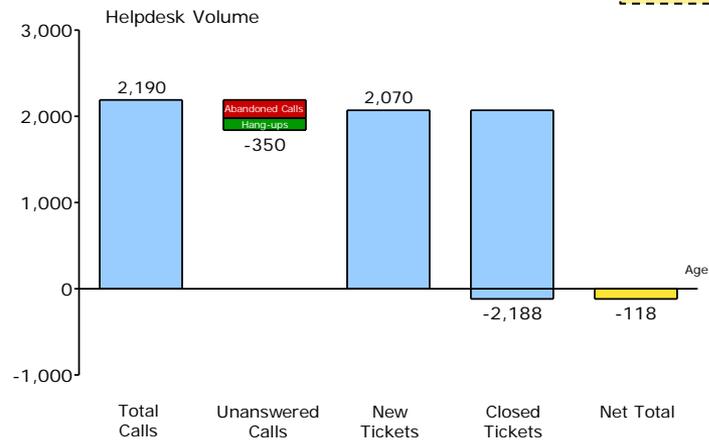
- CNORS
  - 1/18/2013: CNORS could not process payments due to virus infection on server.
- Financial Integrations
  - 1/18-29/2013: AFIN, BuySpeed and Great Plains could not communicate with each other due to an account configuration problem. New PO's could not be created because spending could not be reconciled with the general ledger.

# ITI Performance Dashboard

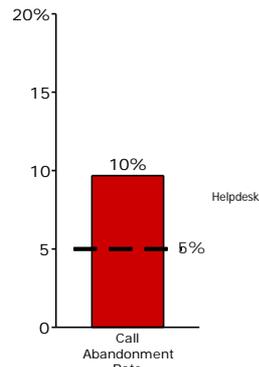
## February 2013

- - Met SLA target
- - SLA not met (within 10-20%)
- - SLA not met (everything else)

### Help Desk

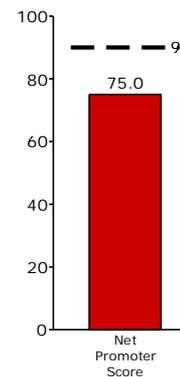


### Call Performance



Not able to collect

### Customer Service (Over 12 Months)



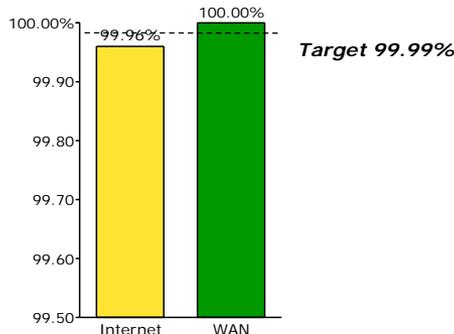
### Top 10 Issues and Requests

1. Software
2. Printing
3. Computer
4. Access and Control
5. Desk Phone
6. User Account
7. Information Request
8. Systems
9. Web
10. Network/Telecom

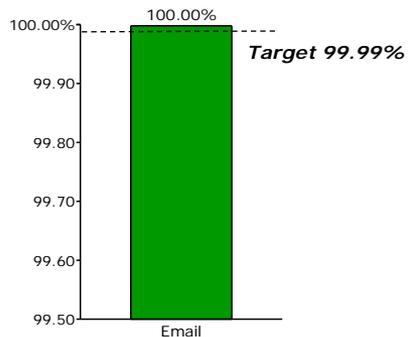
### Infrastructure

	Server Availability		Server Backup	
	Target	Actual	Target	Actual
Priority #1	99.999%	<span style="color: yellow;">●</span> 99.96%	100%	<span style="color: green;">●</span> 100%
Priority #2	99.95%	<span style="color: green;">●</span> 98.99%	100%	<span style="color: green;">●</span> 100%
Priority #3	99.00%	<span style="color: green;">●</span> 99.99%	100%	<span style="color: green;">●</span> 100%

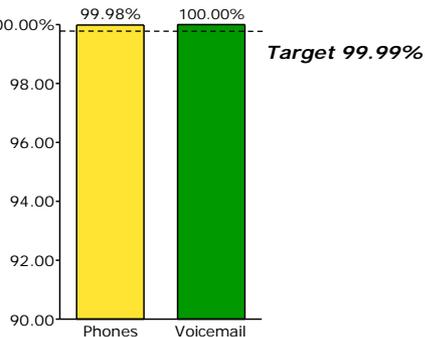
### Vendor Uptime



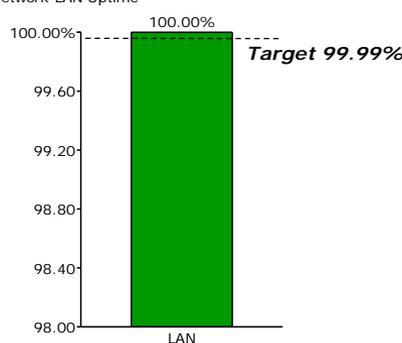
### Email Uptime



### Telecommunications Uptime



### Network LAN Uptime



### Outages (Sev 1)

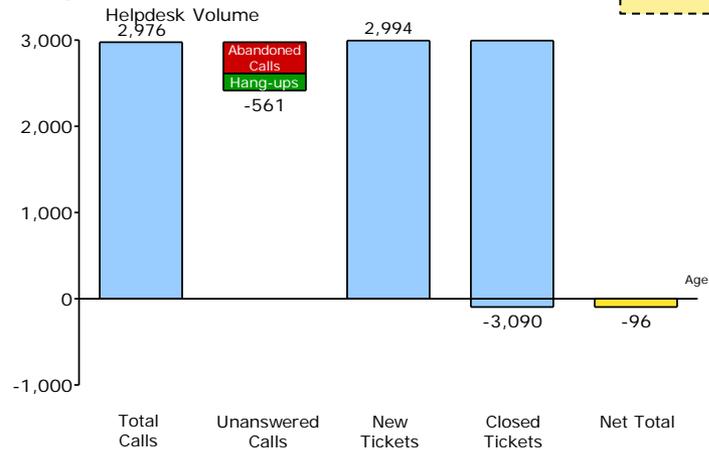
- GL Integrator
  - 2/18/2013 – 3/6/2013: The GL Integrator was unable to send financial information to Great Plains due to an expected side effect of a security patch.

# ITI Performance Dashboard

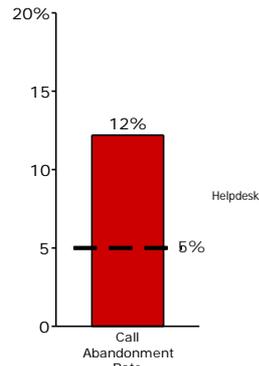
## March 2013

- - Met SLA target
- - SLA not met (within 10-20%)
- - SLA not met (everything else)

### Help Desk

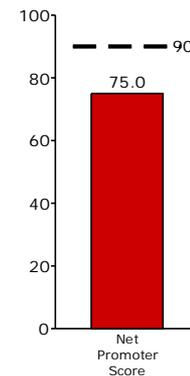


### Call Performance



Not able to collect

### Customer Service (Over 12 Months)



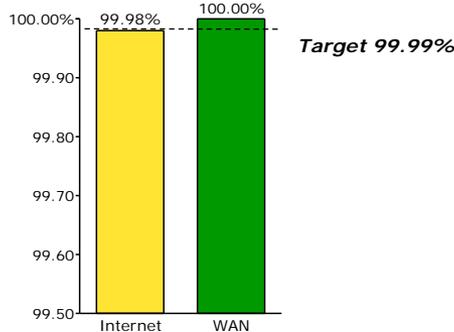
### Top 10 Issues and Requests

1. Software
2. Printing
3. Computer
4. Access and Control
5. Information Request
6. Mainframe System
7. Systems
8. User
9. Phone (Desk)
10. Web

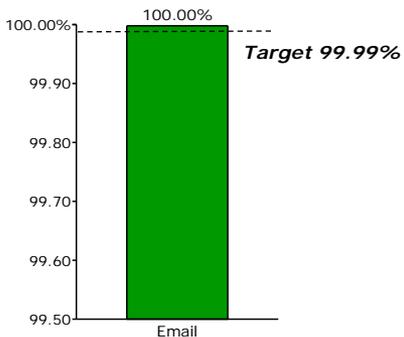
### Infrastructure

	Server Availability		Server Backup	
	Target	Actual	Target	Actual
Priority #1	99.999%	NA	100%	NA
Priority #2	99.95%	NA	100%	NA
Priority #3	99.00%	NA	100%	NA

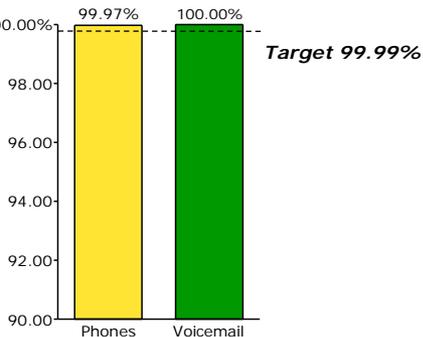
### Vendor Uptime



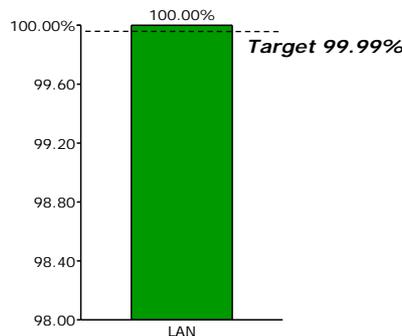
### Email Uptime



### Telecommunications Uptime



### Network LAN Uptime



### Outages (Sev 1)

- No Severity 1 outages reported

Disclaimer: Monitoring software for Server Availability and Server Backup stats was not configured correctly, therefore stats were not obtainable.



# Agenda

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- **Recent Accomplishments**
- **Four Year Outlook**
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  - **Budget Update**
  - **Performance Update**
  - **Project Update**
- **NOLA 311 Review**

# ITI Projects Dashboard

-  - On schedule & on budget
-  - Either schedule or budget has issues
-  - Off schedule or budget



Project	Description	Status	Budget	Completion Date	Comments
<b>311 Departmental On-Boarding</b>	<ul style="list-style-type: none"> <li>Re-launch of call center and CRM technology</li> </ul>		<ul style="list-style-type: none"> <li>\$1.9M 2011 &amp; 2012</li> <li>\$1.15M 2013</li> </ul>	<ul style="list-style-type: none"> <li>December 2013</li> </ul>	<ul style="list-style-type: none"> <li>Citizen Mobile App, Web Self Service, External Knowledgebase, and Lagan Maps included in 2013 plans.</li> <li>Remaining departments include: Taxi, Health, Parks and Parkways, NORDC, Mosquito Control, Safety and Permits, Finance.</li> </ul>
<b>Unified Comm. Upgrade</b>	<ul style="list-style-type: none"> <li>Upgrade of all telecommunications infrastructure</li> </ul>		<ul style="list-style-type: none"> <li>\$403k</li> </ul>	<ul style="list-style-type: none"> <li>2Q 2013</li> </ul>	<ul style="list-style-type: none"> <li>One remaining item on punch list.</li> </ul>
<b>PC Refresh</b>	<ul style="list-style-type: none"> <li>Continue PC Life Cycle Management. Upgrade memory and image on all computers</li> </ul>		<ul style="list-style-type: none"> <li>\$290k</li> </ul>	<ul style="list-style-type: none"> <li>2013</li> </ul>	<ul style="list-style-type: none"> <li>Rollout with the exception of NOPD is 80% complete</li> <li>NOPD Scheduled start 05/2013</li> </ul>
<b>Payroll</b>	<ul style="list-style-type: none"> <li>Outsource Payroll to 3<sup>rd</sup> party vendor</li> </ul>		<ul style="list-style-type: none"> <li>\$2-2.5M annually</li> </ul>	<ul style="list-style-type: none"> <li>4Q 2013</li> </ul>	<ul style="list-style-type: none"> <li>Completing business analysis phase.</li> <li>Configuration phase to begin.</li> <li>Testing, Implementation Plans under Development</li> <li>First Live Pay Check Targeted for 10/1/13</li> </ul>
<b>ERP</b>	<ul style="list-style-type: none"> <li>New HR/Financial System</li> </ul>		<ul style="list-style-type: none"> <li>\$15-30M</li> </ul>	<ul style="list-style-type: none"> <li>TBD</li> </ul>	<ul style="list-style-type: none"> <li>Release of the RFP on hold pending funding source</li> <li>Funding for project still not identified</li> <li>Considering second RFP for financing</li> </ul>
<b>Email</b>	<ul style="list-style-type: none"> <li>Outsource email to Microsoft Cloud</li> </ul>		<ul style="list-style-type: none"> <li>TBD</li> </ul>	<ul style="list-style-type: none"> <li>2013</li> </ul>	<ul style="list-style-type: none"> <li>Currently in pilot phase. Timeline for mailbox migrations and Lync (instant messaging tool) rollout will follow the PC Refresh schedule.</li> </ul>
<b>Disaster Recovery/ Business Continuity</b>	<ul style="list-style-type: none"> <li>Infrastructure to continue operations during outages/disasters</li> </ul>		<ul style="list-style-type: none"> <li>\$1.3M</li> </ul>	<ul style="list-style-type: none"> <li>2013</li> </ul>	<ul style="list-style-type: none"> <li>Infrastructure upgrade complete.</li> <li>Procuring additional hardware, software and services to facilitate application testing.</li> </ul>



## Agenda

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- **Recent Accomplishments**
- **Four Year Outlook**
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- **NOLA 311 Review**



## 2013 NOLA 311 Roadmap

### Departmental Onboarding

- Safety & Permits  
-2 phases
- Mosquito & Termite
- Park & Parkways
- Health Department
- Taxicab Bureau
- Finance
- NORDC
- Registrar of Voters

### Technology Enhancements

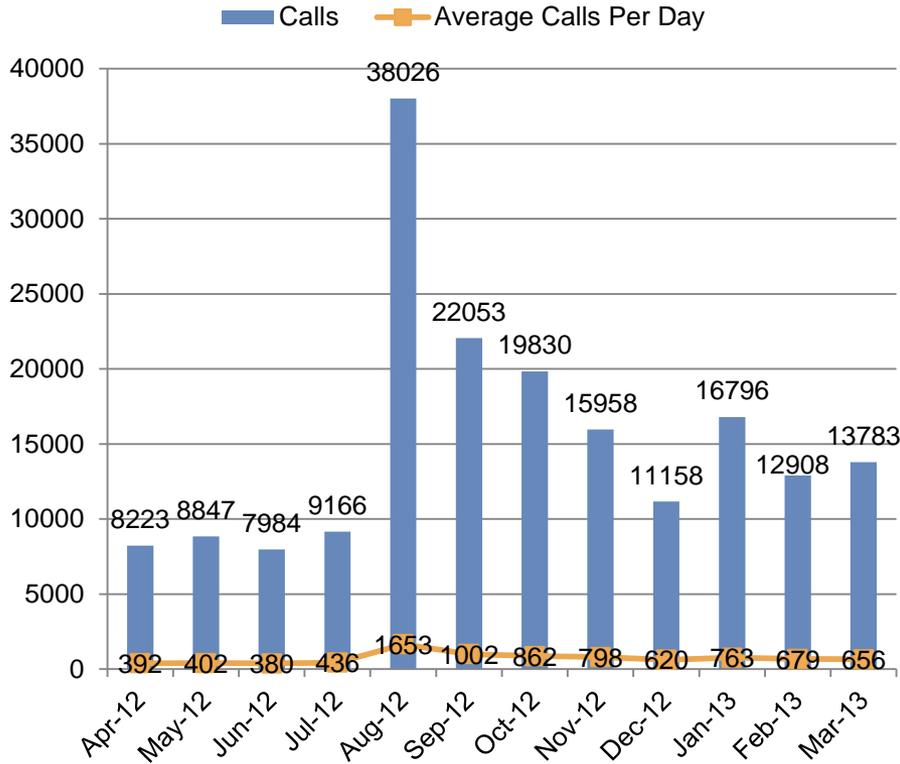
- External Knowledge Base
- Lagan Maps  
-2 phases
- Citizen Mobile
- Employee Mobile
- Optimize processes for current on-boarded departments

# NOLA 311 Performance

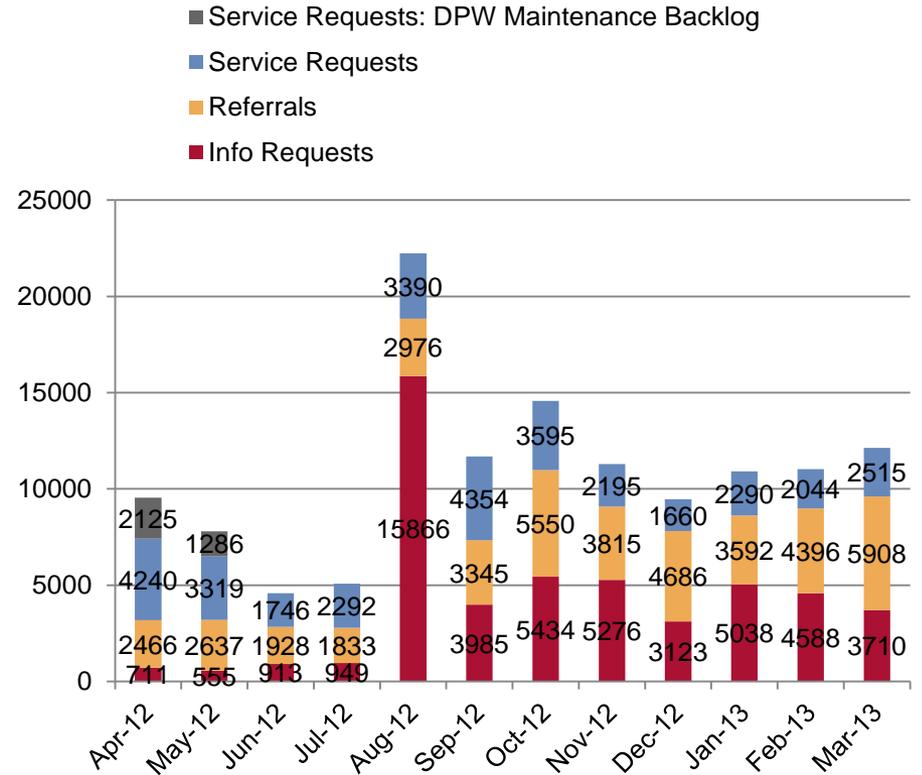


## NOLA 311

### Total Calls

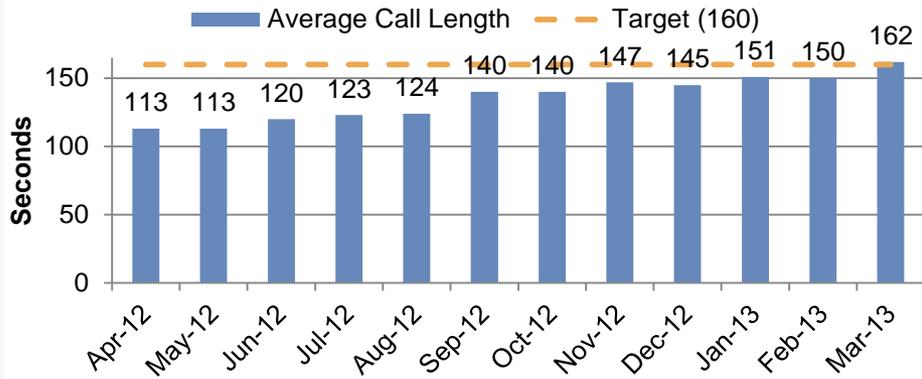


### 311 Requests

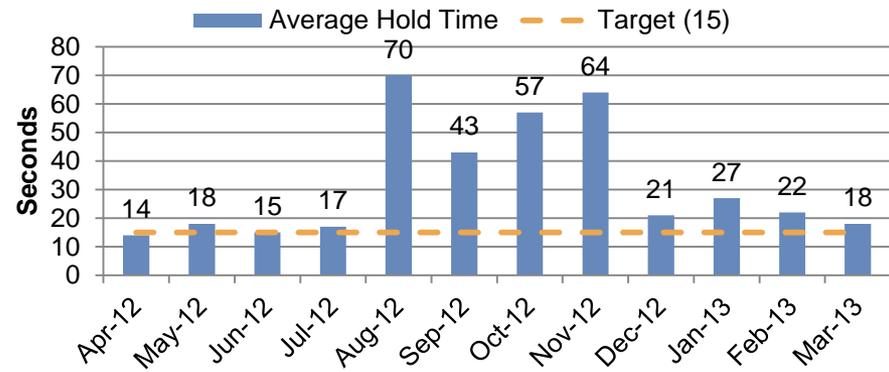


# NOLA 311

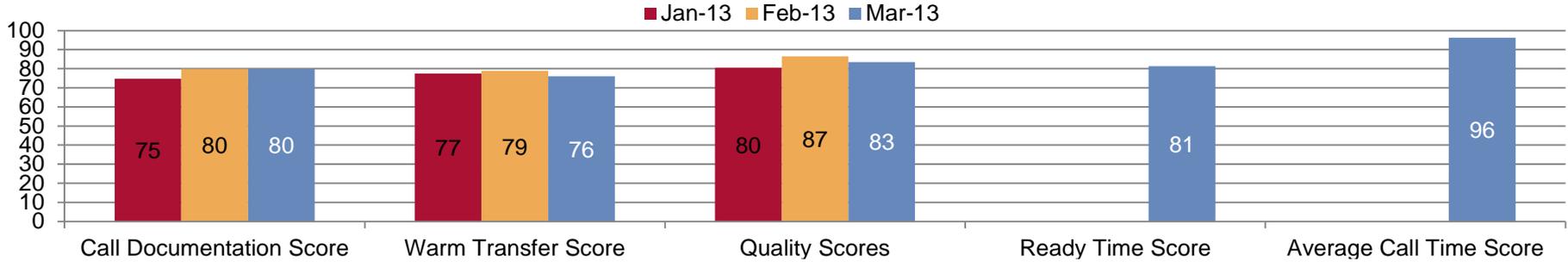
## Average Call Length



## Average Hold Time



## Average Agent Scores



## Scores by Agent (YTD Actual)



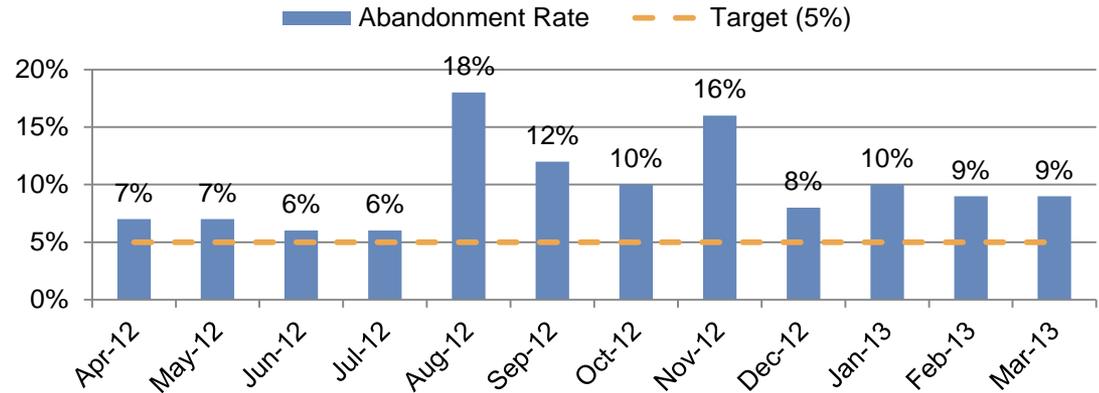
\*Note: Average Call Time and Ready Time scores only available for March.

## Key Performance Indicator: Call abandonment rate for 311

Responsible Organization: Information Technology and Innovation

2013		
YTD Actual	Annual Target	Status
9%	≤ 5%	Off Target

On Target
  Within 10% of Target
  Off Target

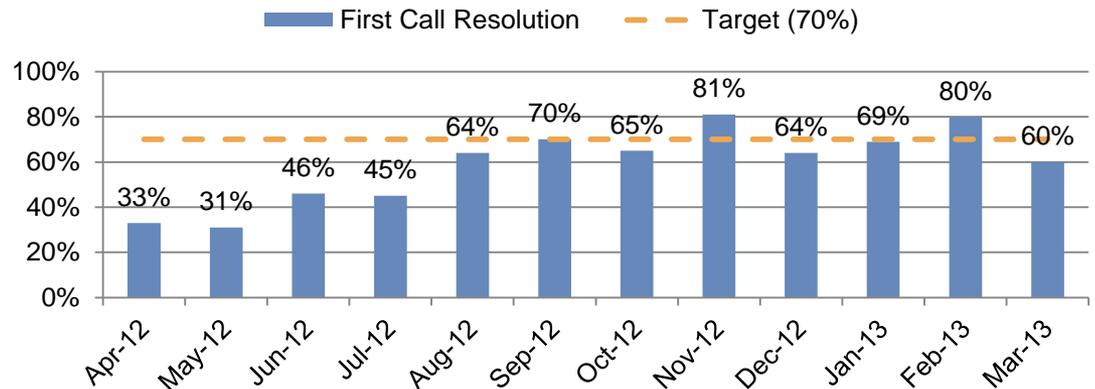


## Key Performance Indicator: Average monthly percent of 311 first call resolution

Responsible Organization: Information Technology and Innovation

2013		
YTD Actual	Annual Target	Status
69%	70%	Within 10% of Target

On Target
  Within 10% of Target
  Off Target



**Note:** First call resolution includes information requests and undocumented calls. Excludes service requests and department referrals.



# Backup

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# Financial Applications Diagram

