



2017 Executive Summary



OUR MISSION

Deliver quality and cost-effective technology services to our clients in order to better serve our community

OUR VISION

Transform IT service delivery for Douglas County and the City of Omaha and be recognized as a leader in government IT management

OUR VALUES

*Commitment to Client Success
Accountability to Each Other
Value to Our Community*

EXECUTIVE SUMMARY

2017 marks another year of stellar financial performance and customer satisfaction. We also saw the lowest number of high priority instances in our history, which is a testament to the investments we have made and the steadfast support of our technical teams. We have taken tremendous strides in providing new and valuable services to our clients by adding additional staff to assist with equipment procurement and by rolling out state-of-the-art security infrastructure. Our efforts have not gone unnoticed as we were once again recognized for our leadership in government IT management. DOTComm has been in existence for 15 years. We are marking the anniversary by altering our logo and taking the time to reflect on our growth over this period of time. We are proud of our accomplishments and even more motivated to continue to live out our mission, vision and values in service to our clients and our community. Please enjoy this summary of our collective achievements and have a safe and prosperous 2018.



Derek Kruse

Derek Kruse, Chief Information Officer

70+
AGENCIES

120
LOCATIONS

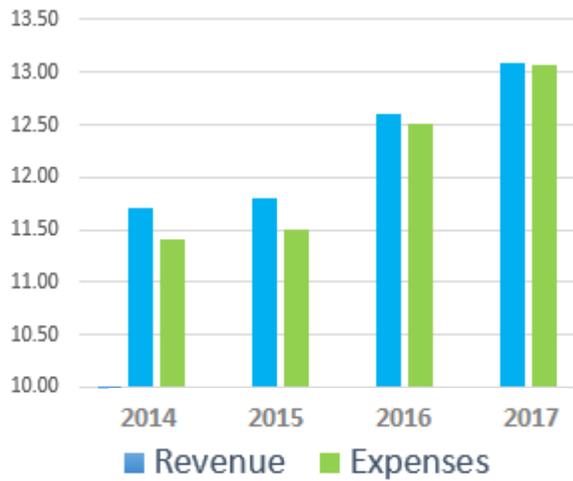
5000+
EMPLOYEES

4650+
PCs

500+
BUSINESS

FINANCIAL REVIEW

2014-2017 (In Millions)



DOTComm continues to grow and improve financially. Once again, the City and County invested in an increased budget that allowed DOTComm to make improvements to infrastructure, and to our back office functions by adding an additional headcount.

In 2017, the budget was managed to ensure a positive income statement. Our management team takes pride in controlling expenses by focusing on cost efficiency and by diligently negotiating vendor contracts.

SERVICE PERFORMANCE

SERVICE LEVEL AGREEMENT (SLA)

SLA Achievement

TARGET 90%

Of tickets resolved within set timeframe (all priorities)



Customer Satisfaction

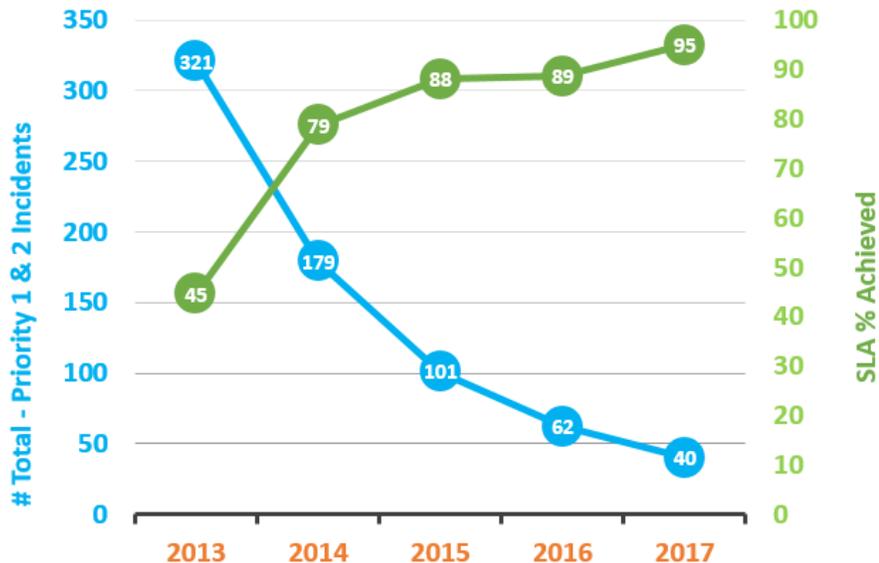
TARGET 90%

Of survey respondents very satisfied (all priorities and 30% response rate)



Total - Priority 1 & 2 Incidents by Year

SLA % Achieved - Priority 1 & 2 Incidents Met SLA by Year



RECOGNITION

For the second year in a row, the Center for Digital Government named the City of Omaha a "Top Ten City" in the Digital Cities Survey. This year we claimed 5th place for our collective achievements in technology use across the board. Additionally, we were named a 2017 "City on the Cloud Challenge" finalist by Amazon Web Services. The award recognizes DOTComm's use of technology to improve services by deploying a new patient care software for first responders. This is in line with our push to increase the number of mobile applications deployed across the all City and County departments.



AWS
City on a Cloud Challenge

Amazon Web Services also recognized DOTComm for our work on the Board of Equalization process and leveraging Serverless Architecture within the Amazon S3 environment. The redesign of the BOE application improved the maintainability and scalability while reducing the overall maintenance and costs.

We are proud of these recognitions as they continue to drive innovation, implement cost competitive measures and enable citizens to interact with their government in new and exciting ways.

47,253
CLIENT
INQUIRES

24,327
TICKETS
CLOSED

48.7%
FIRST CALL
RESOLUTION

24/7
SERVICE
DESK
SUPPORT

COMMUNITY PARTNERSHIP

We continue to foster our partnership with UNO's Peter Kiewit Institute to provide opportunities for collaborative ventures/projects focused on student development. This project benefits both our clients and our community as we partner with UNO to solve real world challenges. This year the students completed a fully functional prototype for the Omaha Fire Department's 'Safety and Wellness' application to track testing and incidents. The application was incorporated into our Amazon Web Services environment and is in full production replacing the previous manual processes.



SERVICE IMPROVEMENT

In 2017, significant improvements were made to improve our security footprint. Multiple next-generation firewalls were installed throughout the enterprise. These firewalls help section off specific customer and application data to address compliance requirements. Data security is a top priority and will continue to be a focus in 2018.



The City of Omaha & Douglas County started our Voice Over IP (VoIP) migration in 2013. Currently 1,500 phones have been deployed across 50 functional areas. There are another 2,100 potential County and City phones to migrate and we have a full schedule of VoIP projects for 2018.

PROJECT STATISTICS

90
PROJECTS
OPENED

53
PROJECTS
CLOSED

36,000
PROJECTS
HOURS

58
AVERAGE
ACTIVE
MONTHLY

EMPLOYEE AND COMMUNITY INVESTMENT

DOTComm hosted a number of events for our employees in 2017. These events provide an opportunity to recognize our teams for the tremendous effort they put in throughout the year. Some of the highlights included a Storm Chasers baseball game, March Madness tournament, Chili & Soup Cook-off, holiday luncheon and a pancake breakfast.



As part of our Training and Outreach Committee, DOTComm started its first internship program in 2017. We worked with local universities via job fairs to showcase some of the services DOTComm provides to the City and County. Four eager and talented individuals were selected to be our first class of interns to kick-off this program. They were able to apply the skills they are learning in school and develop new ones. The Training and Outreach Committee is also responsible for coordinating our annual United Way campaign. For the fifth year in a row we are pleased to announce that we exceeded our previous year financial contribution and participation goals. We take great pride in this as it is one of the ways we give back to the community.

PERFORMANCE MANAGEMENT

*Stop Judging
Start Helping*

Happiness is a Choice!

*Suffering is
Completely
Optional!*

Started in 2016 and extended to all staff in 2017, DOTComm embraced an organizational philosophy of "Reality-Based Leadership". RBL, developed by Cy Wakeman, Inc. focuses on personal accountability and ditching the drama. Employees were provided tools to help examine how "emotionally expensive" we can each be and how we each can change that for ourselves. By embracing these tools and removing the drama from the workplace, we will improve productivity and bring our teamwork to high levels. The program also has a side benefit in that it transfers directly to our personal lives. In 2018, we'll continue to reinforce the Ditch the Drama philosophy and reap the benefits of a drama free workplace.

**REALITY-BASED
LEADERSHIP**

Personal Accountability



In 2017, DOTComm was honored with two awards for excellence. Our CIO, Derek Kruse, received the 2017 "Public Administrator of the Year" by the Nebraska Chapter of the American Society for Public Administration (ASPA-NE).

For a second year in a row the Center for Digital Government named the City of Omaha a "Top Ten City" in the 2017 Digital Cities Survey.



These recognitions validate our progress toward achieving our vision and energize us to continue to serve our community with excellence.

How can we get better?

Help us improve by following this link to submit feedback or suggestions.

www.dotcomm.org/survey



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