



## IT Leadership for a Connected World

2014 DOTComm Executive Summary

## EXECUTIVE SUMMARY

Persistent change is the new normal. Technologies that were unrecognizable only a few years ago, are now integrated into our daily lives. Smart phones, apps, social media, cloud: We are more connected to our technology than ever before. Conversely, we are also more reliant on it as well. In 2014, DOTComm continued to assist the City of Omaha and Douglas County in managing this new reality. We have modernized our fleet of computers, moved aggressively toward new and emerging solutions and worked tirelessly to improve our processes and procedures, while giving our users more flexibility in how they connect with DOTComm.

In a connected world, we must be more innovative and vigilant than ever to ensure we live up to our mission, vision and values. At DOTComm, we are laser-focused on leading in this new connected reality. The following pages outline our accomplishments, next steps and areas of investment (including our most precious asset: our employees). Our future depends on being able to rapidly respond to persistent change and we are committed to investing the time, resources and energy needed to ensure our community prospers in a connected world.



Derek Kruse  
Chief Information Officer

## FINANCIAL SUMMARY



## SERVICE PERFORMANCE

2014 brought our first full year of performance measurements. We exceeded our target of 90% on both Service Level Agreement (time to complete tickets) and Customer Satisfaction (survey responses from customers).

### SLA Achievement

# 94%

of tickets resolved within set time frame (all priorities)

### Customer Satisfaction

# 95%

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

**Next Steps** →

In 2015 we will build on these high marks and push for improved scores. We will also continue to benchmark our performance against industry standards and recalibrate our SLAs and measurements to drive better performance.

## KEY STATISTICS

### Who We Support

- Roughly 5,000 employees
- 70+ government entities

### What We Support

- 120 unique locations
- 4,700 desktop computers and printers
- 440 business applications
- 3.7 million mainframe transactions per month

### How We Support

- 24/7 Service Desk
- 59,000 Service Desk inquiries in 2014
- 42% First Call Resolution
- 32,000 hours spent on 129 active projects

## OUR MISSION

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

# KEY ACCOMPLISHMENTS

## Client Education



With multiple technology fairs to showcase new products and services, the presentation of innovation topics at our monthly Oversight Committee meetings and sponsoring guest speakers, DOTComm is committed to making sure our clients are up to date on the latest our connected world has to offer.

### Next Steps

- Expanded Technology Fairs
- Customer Education Events
- New Training Opportunities

## Modern Computing



We have modernized our desktop computing environment by upgrading to Windows 7 and deploying an Enterprise PC leasing program. More importantly, we now have software rights and modern deployment tools to upgrade our fleet of PCs in real time and streamline inventories, software deployment and patching.

### Next Steps

- Prepare for Windows 10
- Diligent PC Upgrades and Patching
- Application Support Improvements

## Cloud Migration



Our use of cloud infrastructure continues to expand as we take advantage of cost-effective and secure methods of hosting applications. In 2014, we started a multi-year program to migrate existing websites and applications to Amazon Web Services (AWS).

### Next Steps

- Push for Cloud Hosted Applications
- Continue to execute AWS Migration Plan

## Security



Deep dives into the health of information system security, back-up auditing and network scanning were key areas of focus in 2014. New security policies were rolled out and a guest speaker from the FBI highlighted Cyber-Security Awareness month in October.

### Next Steps

- Enforcement of Policy
- Add Headcount to Expand Scope

## New Services



DOTComm has added Self-Service as an option for clients who want to connect with DOTComm through a web portal. We have also launched our Managed Print Service (MPS) program which will help reduce printing costs across the enterprise.

### Next Steps

- Knowledge Management
- Broad Deployment of MPS

## Collaboration



New responsive web templates have been created for the City, County and DOTComm with integrated modern features. We have also pushed to utilize Facebook and other social media platforms to share information and improve collaboration.

### Next Steps

- Continued Web Site Upgrades
- Deployment of Google Collaboration Tools and Improved Education

## Improved Infrastructure



We have expanded our Wi-Fi and Voice over IP offerings to more departments and locations across the City and County and have also worked with our partners to improve these services.

### Next Steps

- More Wi-Fi and VoIP deployments
- Infrastructure Expansions (SQL, Storage, Backup, VM and Fiber)

## Business Intelligence



Building off of the Oracle R12 upgrade in 2013, we have now deployed Oracle's Hyperion budgeting solution and have improved reporting capabilities with the implementation of the EIS Reporting Tool.

### Next Steps

- Oracle Business Intelligence
- Upgrade to R12.2

## OUR VISION

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

## THE DOTComm TEAM

DOTComm is a unique blend of talented individuals who take pride in what they do. One of our core values is **Accountability to Each Other**. We continue to invest in our people and strive to provide a challenging and exciting place to work in order to better serve each other and our clients.

### Wellness

In 2014 we launched our SimplyWell program to promote and support health, safety and well-being for our employees.



### Continuous Improvement

Employees at DOTComm consistently receive training and development on new and emerging technologies to further their growth and development and to better serve our clients.



### Tooling

DOTComm is investing in new systems and tools that help automate processes, reduce cost, increase productivity and drive better performance.



### Communication

We have deployed flat-screen monitors across our building to share news, metrics and updates. We have improved our presence on social media sites and are working to modernize our intranet.



### Our Community

Our team gives back. In addition to our spirited annual United Way campaign, we support Toys for Tots, Food Drives and other local nonprofits.



### How can we get better?

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

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### OUR VALUES

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