

# OFFICE OF THE CHIEF TECHNOLOGY OFFICER PROPOSED FY 2025 PERFORMANCE PLAN

**APRIL 3, 2024** 



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#### 1 OFFICE OF THE CHIEF TECHNOLOGY OFFICER

*Mission*: Direct the strategy, deployment, and management of D.C. Government technology with an unwavering commitment to I.T. excellence, efficiency, and value for government, residents, businesses and visitors.

Services: The Office of the Chief Technology Officer (OCTO) is the central technology organization of the District of Columbia Government. OCTO develops, implements, and maintains the District's technology infrastructure; develops and implements major enterprise applications; establishes and oversees technology policies and standards for the District; provides technology services and support for District agencies, and develops technology solutions to improve services to residents, businesses, and visitors in all areas of District government. Combining these services into a customer-centered mission-driven organization is the responsibility of the Office of the Chief Technology Officer.

#### 2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Meet all of our commitments for ongoing maintenance activities and new projects on time and on budget

Keep existing customers and win over new customers with the combined effectiveness and value of our products and services

Increase the number of customers who are satisfied and would be willing to recommend us to others without hesitation

Secure our systems and data from all threats

Foster a people-centered work environment where staff are motivated and inspired

Create and maintain a highly efficient, transparent, and responsive District government.

## **3 PROPOSED 2025 OPERATIONS**

Operation Title	Operation Description	Type of Operation
Markall of anniance to a sala f		Para and an badeat
	or ongoing maintenance activities and new projects on	
Data Transparency and Accountability	Collects, analyzes, and publishes government data for easy consumption for both the government and general public.	Daily Service
DC Georgraphic Information Systems - GIS	Provides critical georspatial data to District government agency staff within public safety, economic development, education, transportation, city planning and operations areas.	Daily Service
DMV Application Solutions	DMV Application Solution - Provides system development, maintenance and new functional enhancements for Department of Motor Vehicles' (DMV) business applications, which support vehicle registration, driver's license/identification cards, dealer tags, residential parking permits, insurance verification, adjudication, law enforcement services with on-site and back-office services, the DMV web portal, and mobile application development.	Daily Service
Electronic Document Management - Filenet	Centralizes IT infrastructure support for the various electronic and paper records throughout the District. It provides system administration, maintenance, and application support for agencies using Filenet and Kofax applications. It is a repository for electronic content.	Daily Service
Agency Management	Responsible for critical business issues, organizational development and workforce management.	Daily Service
Keep existing customers and wi and services Application Implementation	Provide project management, application development, application implementation, technical consultations and application maintenance and support for District agencies to enhance information	and value of our produc  Daily Service
la constant de constant de contra	flow and responsiveness to residents and to make government more efficient.	
Increase the number ot custon hesitation	ners who are satisfied and would be willing to recomm	ena us to others withou
DC Network Operations Center	Provides around-the-clock monitoring of critical data, wireless and voice network components, along with server and web applications; also provide after-hours and weekend call center services that support multiple agencies.	Daily Service
DC-NET	Supplies a fiber-optic telecommunications platform	Daily Service

secure voice, video and data services.

serving as the core foundation an dprimary backbone conduit of all technology and telecommunications services used by District employees and manages

#### (continued)

Operation Title	Operation Description	Type of Operation
Information Security	Manages and maintains an information security architecture that mitigrates security vulnerabilities with the DC Government's technology infrastructure; provides a secure application and network environment for all District government agency systems.	Daily Service
Mainframe Operations	Provides reliable, secure and efficient computing environments with sufficient resource capacity to meet the inforamtion processing requirements of the mainframe applications in OCTO's data centers.	Daily Service
Data Center Facilities	Maintains the premises for OCTO's data center sites, including facilities operations and upgrade, resource allocation and access control, power management and site security.	Daily Service
Identify Management Systems	Manages the District's identity and access management systems used in support employees and District residents, provides PIV-1 (Personal Identity Verification Interoperability) solutions for DC government agencies seeking to issue and use highly security PIV-1 credentials, and operates the DC One Card (DC1C) centers that provide identity cards for citizens.	Daily Service

#### Secure our systems and data from all threats

Applications Solutions -	Provides systems development, maintenance and	Daily Service
DMV	new functioal enhancement for Department of Motor	
	Vehicles' (DMV) business application.	D 1 C .
Human Resource Application Services	Operates the Human Capital Management technology used by all District employeement and DCHR.	Daily Service
Procurement Application Services	Supports the Office of Contracting and Procurement by maintaining and enhancing the Procurement Automated Support System (PASS) which enables purchasing, receiving of goods, and contract compliance for all District agencies; delivers a centralized workflow for the procurement function of the District government.	Daily Service
Web Maintenance	Establishes, maintains, and implements standards, guidelines, policies and procedures for maintaining DC.GOV web portal, which has over 100 District agency websits and is visited over 25 million times a year by District residents, businesses and visitors.	Daily Service
Email (citywide messaging)	Provides collaborative email services engineering, operations management and modernization for entirety of the District government; manages mobile messaging systems engineering and operations.	Daily Service
OCTO Helps	Provides around-the-clock support of desktop products and services for District agencies with certified technicians who apply industry best practices with industry-level software tools, combined with service-level agreements to provide solutions for all end-user computer needs.	Daily Service

Operation Title	Operation Description	Type of Operation
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Foster a people-centered work environment where staff are motivated and inspired

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Enterprise Cloud and	Delivers a cost-effective, highly available and scalable	Daily Service
Infrastructure Services	cloud computing platform capable of meeting the	
	District's current and future demands.	
Telecommunications	Manages a portfolio of approved vendors and	Daily Service
Governance	contract vehicles to purchase telecommunications	
	products and services, complying with procurement	
	guidelines and works with all District agencies to	
	monitor and certify telecommunications inventories.	
Strategic Investment	Provides program budget coordination and identifies	Daily Service
Services	and monitors the agency's ongoing priorities and	
	critical new capital investments.	
Digital Inclusion Initiative	Leads OCTO efforts to foster technology inclusion	Daily Service
	throughou outreach and coordination by developing	
	specialized services, public events, and engagement	
	campaigns to empower District residents and small	
	businesses to embrace an expanding digital	
	landscape.	

#### Create and maintain a highly efficient, transparent, and responsive District government.

Application Quality	implements industry best practices for independent	Daily Service				
Assurance	software and system testing for DC Government					
	agencies. The team utilizes various testing tools and					
	provides a wide range of testing services including					
	functional testing, regression testing, integration					
	testing, and performance and load testing to ensure					
	application software and systems conform to the					
	required specifications and business requirements					
	for high quality functionality and performance.					

## 4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
				<del>-</del>	
Meet all of our commitments for ongoing	maintenance a Up is Better				
Percent of IT Helpdesk Tickets resolved within 1 (one) business day	op is better	89.4%	50.8%	85%	85%
Percent of calls resolved in call center	Up is Better	58.8%	68.3%	80%	80%
on first call	op is better	30.076	00.576	00%	00 %
Percent of inquires responded to	Up is Better	97%	95.3%	92%	92%
customers within GIS's Standard Service	ор 10 <b>2</b> 0110.	,,,,,	75.575	72.0	,_,
_evel of Agreement (SLA)					
Percent of abandon rate for IT	Down is	13%	8.7%	10%	10%
Heldesk calls	Better				
Mean Non-Critical Incident Response	Down is	New in	158.3	90	90
Time in Minutes	Better	2023			
Percent of incidents/issues/tickets	Up is Better	New in	70%	80%	80%
resolved at first contact		2023			
Mean Critical Incident Response Time	Down is	New in	63	60	60
n Minutes	Better	2023			
Percent of escalated tickets	Down is	New in	37.4%	25%	25%
	Better	2023			
Percent of requests completed within	Up is Better	New in	97.1%	80%	80%
SLA timeline	II . D II	2023		0==:	0==:
Percent of system uptime (the amount of time that our machines have been	Up is Better	New in	99.5%	85%	85%
working reliably as part of your computer		2023			
network) in Solarwinds					
Percent of incidents reported via	Up is Better	New in	41%	60%	60%
self-service portal	op is better	2023	4170	0070	00 /0
Number of unplanned service	Down is	New in	431	10	10
disruptions related to planned changes	Better	2023	40.		
Percent of calls answered in 30	Up is Better	44.2%	80.3%	80%	80%
seconds via the call center	- 1				
Average time (days) to resolve DC-Net	Down is	New in	New in	New in	Not Yet
Opportunity tickets (Potential Project	Better	2024	2024	2024	Available
Requests).					
Average Time in Minutes services were	Down is	New in	New in	New in	Not Yet
unavailable due to an unplanned event	Better	2024	2024	2024	Available
or users					
Percent of desktop issue tickets	Up is Better	72%	54.7%	85%	85%
resolved within 4 (Four) hours					
/		h 11h 1. •			
Keep existing customers and win over nev	v customers with	n the combin	ea eπectivene	ess and value of	our product
and services	Ilp is Patta-	07.00/	0710/	000/	0004
Percent of routine agency web update	Up is Better	93.9%	97.1%	90%	90%
requests fulfilled within 24 hours by Web					

Maintenance

## Key Performance Indicators (continued)

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Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of Tier 1 tickets resolved within 30 minutes by the Networks Operations Center (NOC)	Up is Better	89.9%	89.9%	90%	90%
Percent of uptime for all OCTO-supported infrastructure	Up is Better	99.5%	99.7%	99%	99%
Percent of customers that are new to utilizing OCTO services	Up is Better	New in 2023	2.4%	25%	25%
Percent of returning OCTO customers	Up is Better	New in 2023	97.6%	85%	85%
Percent of tickets with no known resolution	Down is Better	New in 2023	2.2%	10%	10%
Average time (days) to resolve DC-Net	Down is	New in	New in	New in	Not Yet
Support tickets (Operational Service Requests).	Better	2024	2024	2024	Available
Percent of District agencies leveraging ECIS	Up is Better	New in 2024	New in 2024	New in 2024	Not Yet Available
Mean time (in minutes) to	Down is	New in	New in	New in	Not Yet
address/restore services (enterprise, cloud based and infrastructure) upon notification of a disaster	Better	2024	2024	2024	Available
A	D	New in	New in	New in	Not Yet
Average time (in hours) it takes for	Down is	INEW III	11011	11011111	
Average time (in hours) it takes for ECIS to procure services for clients  Increase the number of customers who a	Better	2024	2024	2024	Available
ECIS to procure services for clients  Increase the number of customers who a hesitation  Percent of tickets that are re-opened	Better  are satisfied and  Down is	2024	2024	2024	Available
ECIS to procure services for clients  Increase the number of customers who a hesitation	Better are satisfied and	2024 d would be w	2024 villing to recon	2024 nmend us to ot	Available
ECIS to procure services for clients  Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three	Better  are satisfied and  Down is  Better	2024 d would be w New in 2023	2024 rilling to recon	2024 nmend us to ot	Available
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three percent of employees completing	Better  are satisfied and  Down is  Better	d would be w	2024 villing to recon	2024 nmend us to ot	Available
ECIS to procure services for clients  Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three	Better  are satisfied and  Down is  Better	2024 d would be w New in 2023	2024 rilling to recon	2024 nmend us to ot	Available hers without
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training	Better  Down is Better  Pats  Up is Better	New in 2024	2024  rilling to recon  0.7  New in 2024	2024  nmend us to ot  O.1  New in 2024	Available hers without
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training	Better  Down is Better  Pats  Up is Better	New in 2024	2024  rilling to recon  0.7  New in 2024	2024  nmend us to ot  O.1  New in 2024	Available hers without
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environm Percent of OCTO Overall	Better  Down is Better  Pats Up is Better  ent where staff	New in 2024  New in 2023	2024  rilling to recon  0.7  New in 2024  ed and inspired	2024  nmend us to ot  O.1  New in 2024	Available hers without  0.1  100%
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environm	Better  Down is Better  Pats Up is Better  ent where staff	New in 2024  New in 2024  Are motivate New in	2024  rilling to recon  0.7  New in 2024  ed and inspired  New in	2024  nmend us to ot  O.1  New in 2024  New in	Available hers without  O.1  100%  Not Yet
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environm Percent of OCTO Overall  Performance Plans Completed	Down is Better  Down is Better  Pats  Up is Better  Up is Better  Up is Better	New in 2024  Are motivate New in 2024	2024  rilling to recon  0.7  New in 2024  ed and inspired  New in 2024	2024  nmend us to ot  O.1  New in 2024  New in 2024	Available  hers without  0.1  100%  Not Yet Available
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environm Percent of OCTO Overall Performance Plans Completed  Utilization rate for the District's free	Down is Better  Down is Better  Pats  Up is Better  Up is Better  Up is Better	New in 2024  Are motivate New in 2024	2024  rilling to recon  0.7  New in 2024  ed and inspired  New in 2024  New in	2024  nmend us to ot  O.1  New in 2024  New in 2024  New in	Available  hers without  0.1  100%  Not Yet Available Not Yet
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environm Percent of OCTO Overall Performance Plans Completed  Utilization rate for the District's free Wi-Fi hotspots  Percent of District with access to public Wifi system	Down is Better  Down is Better  Pats  Up is Better	New in 2024  New in 2024  Are motivate New in 2024  New in 2024  New in 2024  New in 2024  18.4%	New in 2024 18.4%	2024  nmend us to ot  O.1  New in 2024  New in 2024  New in 2024  17.5%	Available  hers without  O.1  100%  Not Yet Available Not Yet Available
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environm Percent of OCTO Overall  Performance Plans Completed  Utilization rate for the District's free Wi-Fi hotspots  Percent of District with access to	Down is Better  Down is Better  Pats  Up is Better	New in 2024  New in 2024  Are motivate New in 2024  New in 2024  New in 2024  New in 2024  18.4%	New in 2024 18.4%	2024  nmend us to ot  O.1  New in 2024  New in 2024  New in 2024  17.5%	Available  hers without  O.1  100%  Not Yet Available Not Yet Available 17.5%
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environm Percent of OCTO Overall  Performance Plans Completed  Utilization rate for the District's free Wi-Fi hotspots  Percent of District with access to public Wifi system  Create and maintain a highly efficient, training	Down is Better  Down is Better  Pats  Up is Better	New in 2024  New in 2024  Are motivate New in 2024  The motivate of the motiv	New in 2024 18.4%	2024  nmend us to ot  O.1  New in 2024  New in 2024  New in 2024  17.5%	Available  hers without  O.1  100%  Not Yet Available Not Yet Available 17.5%
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environme Percent of OCTO Overall Performance Plans Completed  Utilization rate for the District's free Wi-Fi hotspots  Percent of District with access to public Wifi system  Create and maintain a highly efficient, train Percent of new hires that are District residents	Down is Better  Down is Better  Pats  Up is Better	New in 2024	New in 2024 18.4%  istrict government of the strict government of the str	New in 2024 New in 2024 New in 2024 New in 2024 No Target Set	Available hers without O.1  100%  Not Yet Available Not Yet Available 17.5%  No Target Set
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Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environme Percent of OCTO Overall Performance Plans Completed  Utilization rate for the District's free Wi-Fi hotspots  Percent of District with access to public Wifi system  Create and maintain a highly efficient, training Percent of new hires that are District residents  Percent of employees that are District residents	Down is Better  Down is Better  Pats  Up is Better  Up is Better	New in 2024 New in 2023 New in 2023 New in 2023 New in 2023	New in 2024 18.4%  istrict government of the strict government of the str	New in 2024 New in 2024 New in 2024 17.5% No Target Set No Target Set	Available  hers without  O.1  100%  Not Yet Available Not Yet Available 17.5%  No Target Set No Target Set Set
Increase the number of customers who a hesitation  Percent of tickets that are re-opened after closure  Secure our systems and data from all three Percent of employees completing annual cybersecurity training  Foster a people-centered work environm Percent of OCTO Overall Performance Plans Completed  Utilization rate for the District's free Wi-Fi hotspots  Percent of District with access to public Wifi system  Create and maintain a highly efficient, training Percent of new hires that are District residents  Percent of employees that are District	Down is Better  Down is Better  Pats  Up is Better	New in 2024 New in 2023 New in 2023 New in 2023	New in 2024 New in 2024 New in 2024 New in 2024 18.4%  istrict governm 70% 23.8%	New in 2024 New in 2024 New in 2024 New in 2024 17.5%  No Target Set No Target	Available hers without  O.1  100%  Not Yet Available Not Yet Available 17.5%  No Target Set No Target

## Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	5%	No Target Set	No Target Set
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

#### Workload Measures

Number of payments processed by the DC 689,295 969,474  Department of Motor Vehicles (DMV) Destiny	Measure	FY 2022	FY 2023
Number of payments processed by the DC Department of Motor Vehicles (DMV) Destiny System  DC Georgraphic Information Systems - GIS Number of DC government employees who have taken a OCTO'S DC Geographic Information System (GIS) led classes via DC Department of Human Resources' (DCHR's) Workforce Development Administration Number of geospatial dataset downloads Oo,763  Data Transparency and Accountability Number of Business Intelligence dashboards and reporting environments developed Number of active dashboard development projects for Citywide Data Warehouse  Application Implementation Number of software applications tested Number of software development projects initiated and completed  DC Network Operations Center Number of change request managed by Change Advisory Board Number of critical data, wireless and voice network components, server and web applications being monitored by the Network Operations Center (NOC) Number of support calls received by the NOC 3,713 Support of Recategorized Tickets New in 2023 Number of Recategorized Tickets New in 2023 Number of Recategorized Tickets New in 2023 Number of public WiFi hotspots Support calls received by the NOC 3,713 Number of Pactive Tickets New in 2023 Number of Pactive Tickets New in 2023 Number of Pactive Tickets New in 2023 Number of public WiFi hotspots New in 2023 Number of application vulnerability Number of public WiFi hotspots New in 2024 Supplications Solutions - DMV Number of transactions processed by the Number of transactions processed by the Number of transactions processed by the Number of on-time delivery of releases to 4  4  4  4  105  4  4  4  4  4  4  4  4  4  4  4  4  4	Agency Management		
DC Georgraphic Information Systems - GIS   Number of DC government employees who have taken a OCTO's DC Geographic Information System (GIS) led classes via DC Department of Human Resources (DCHR's)   Workforce Development Administration Number of geospatial dataset downloads   60,763   93,137		689,295	969,474
DC Georgraphic Information Systems - GIS  Number of DC government employees who have taken a OCTO's DC Geographic Information System (GIS) led classes via DC Department of Human Resources' (DCHR's) Workforce Development Administration Number of geospatial dataset downloads Oo,763  Pata Transparency and Accountability Number of Business Intelligence dashboards and reporting environments developed Number of active dashboard development projects for Citywide Data Warehouse  Application Implementation Number of software applications tested 94 80 Number of software development projects initiated and completed  DC Network Operations Center Number of change request managed by 1,243 1,759 Change Advisory Board Number of critical data, wireless and voice network components, server and web application being monitored by the Network Operations Center (NOC) Number of support calls received by the NOC to ensure government operations and continuity Number of Incidents Number of Pactive Tickets New in 2023 393 Number of Pactive Tickets New in 2024 393 New in 2024  Applications Solutions - DMV Number of transactions processed by the 733,371 1,058,981 DMV Destiny System Number of or-time delivery of releases to 4	· · · · · · · · · · · · · · · · · · ·		
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Information System (GIS) led classes via DC Department of Human Resources' (DCHR's) Workforce Development Administration Number of geospatial dataset downloads 60,763 93,137  Data Transparency and Accountability Number of Business Intelligence dashboards and reporting environments developed Number of active dashboard development projects for Citywide Data Warehouse  Application Implementation Number of software applications tested 9,4 80 Number of software advelopment projects 4 No Applicable Incidents initiated and completed  DC Network Operations Center Number of change request managed by 1,243 1,759 Change Advisory Board Number of critical data, wireless and voice network components, server and web application being monitored by the Network Operations Center (NOC) Number of support calls received by the NOC 3,713 3,836 to ensure government operations and continuity Number of Incidents Number of Incidents Number of Active Tickets New in 2023 933 Number of Recategorized Tickets New in 2023 911  DC-NET  DC-NET Number of support calls received by the NOC 3,230 810  Information Security Number of application vulnerability Number of application vulnerability Number of application vulnerability Number of application vulnerability Number of transactions processed by the Noc 133,371 1,058,981  DMV Destiny System Number of on-time delivery of releases to 4 4	• , ,	46	465
Department of Human Resources (DCHR's) Workforce Development Administration Number of geospatial dataset downloads 60,763  Pata Transparency and Accountability Number of Business Intelligence dashboards and reporting environments developed Number of active dashboard development 96 To projects for Citywide Data Warehouse  Application Implementation Number of software applications tested 94 Number of software development projects 4 No Applicable Incidents initiated and completed  DC Network Operations Center Number of critical data, wireless and voice 89,044 Poportion being monitored by the Network Coperations Center (NOC) Number of support calls received by the NOC 3,713 Sa,836 Venin 2023 Number of Incidents Number of Incidents Number of Recategorized Tickets New in 2023 Number of Recategorized Tickets New in 2023 Number of Active Tickets Number of Experiment Projects Number of application vulnerability Number of transactions processed by the DNY Destiny System Number of ro-time delivery of releases to 4  4  12  132  132  132  132  132  80  No Applicable Incidents No Applicable Incidents No Applications 9,1759 No Applicatio	<u> </u>		
Workforce Development Administration Number of geospatial dataset downloads  60,763  93,137   Data Transparency and Accountability Number of Business Intelligence dashboards and reporting environments developed Number of active dashboard development projects for Citywide Data Warehouse  Application Implementation Number of software applications tested 94 80 Number of software applications tested 4 No Applicable Incidents initiated and completed  DC Network Operations Center Number of change request managed by 1,243 1,759 Change Advisory Board 89,044 90,075 Number of critical data, wireless and voice network components, server and web application being monitored by the Network Operations Center (NOC) Number of support calls received by the NOC to ensure government operations and continuity Number of Incidents New in 2023 3,93 Number of Active Tickets New in 2023 393 Number of Active Tickets New in 2023 911  DC-NET  Number of public WiFi hotspots 3,230 810  Information Security Number of application vulnerability New in 2024 New in 2024 assessments performed  Applications Solutions - DMV Number of transactions processed by the DMV Destiny System Number of on-time delivery of releases to 4			
Number of geospatial dataset downloads 60,763 93,137  Data Transparency and Accountability  Number of Business Intelligence dashboards and reporting environments developed Number of active dashboard development 96 75  Number of active dashboard development 96 75  Application Implementation  Number of software applications tested 94 80 No Applicable Incidents initiated and completed  DC Network Operations Center  Number of change request managed by 1,243 1,759  Change Advisory Board Number of critical data, wireless and voice network components, server and web application being monitored by the Network Operations Center (NOC) Number of support calls received by the NOC to ensure government operations and continuity Number of Incidents  Number of Incidents New in 2023 393  Number of Recategorized Tickets New in 2023 393  New in 2023 393  New in 2023 393  DC-NET  Number of public WiFi hotspots 3,230 810  Information Security  Number of application vulnerability New in 2024 New in 2024 assessments performed  Applications Solutions - DMY  Number of transactions processed by the DMY Destiny System  Number of not-time delivery of releases to 4 4	·		
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Number of Recategorized Tickets  New in 2023  911  DC-NET  Number of public WiFi hotspots  3,230  810  Information Security  Number of application vulnerability			
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Number of transactions processed by the 733,371 1,058,981  DMV Destiny System  Number of on-time delivery of releases to 4 4	assessments performed		
DMV Destiny System  Number of on-time delivery of releases to 4 4			
Number of on-time delivery of releases to 4		733,371	1,058,981
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Department of Motor Vehicles (DMV)	Number of on-time delivery of releases to	4	4
	Department of Motor Vehicles (DMV)		
Email (citywide messaging)	Email (citywide messaging)		

## Workload Measures (continued)

Measure	FY 2022	FY 2023
Number of email messages transacted to	86,000,000	84,775,000
District electronic mailboxes		
Number of email messages transacted within	601,600,000	602,375,000
Citywide messaging Infrastructure		
Human Resource Application Services		
Number of federal annuitants supported by	10,460	3,426
PeopleSoft Human Capital Management System		
Number of District residents supported by	5,556	1,494
PeopleSoft Human Capital Management System		
Number of timesheets processed by	8,201,753	11,076,396
PeopleSoft Human Capital Management System		
Number of employees supported by	113,750	39,692
PeopleSoft Human Capital Management System		
Number of transactions processed by	12,626,165	12,329,108
PeopleSoft Human Capital Management System		
OCTO Helps		
Number of IT Help Desk Calls	New in 2024	New in 2024
Number of IT Help Desk Tickets Received	New in 2024	New in 2024
Number of help desk support requests	42,736	159,744
received		
Procurement Application Services		
Number of requisitions processed by the	23,269	19,647
District Procurement System		
Number of transactions processed by the	282,192	273,152
District Procurement System		
Web Maintenance		
Number of after-hours support request of	401	276
web content and maintenance activities		
New Additional Control of the Contro		
Digital Inclusion Initiative  Number of District residents engaged at	New in 2024	Now in 2024
	New In 2024	New in 2024
Affordable Connectivity Program outreach		
events		