

# Fast Facts

Houston IT Services (HITS), the central information technology and telecommunications department for the City of Houston, partners with IT divisions citywide to strive as leaders in all areas of technology in the public sector. The list below chronicles some of the examples of our commitment to excellence during fiscal years 2014 - 2015 in using technology to make Government run more smoothly to support our internal customers and citizens:

## TECHNICAL SUPPORT

Client Service [help] desk, the single point of contact for technical support and/or services for all IT users, receives and processes approximately 60,000 support requests annually



Technical support for thousands of users including voice over IP (VoIP), cellular devices, critical site outages, network infrastructure build for new or existing site locations, and facilitation of new wireless service devices and warranty

Network consisting of 358 locations, supporting connectivity to the City's main data centers, Internet, and external agencies

Development and management of over 100 essential applications within the City

Support to physical and virtual servers across multiple data centers providing IT services to citizens and over 20,000 employees



Inventory management and support of over 20,000 desktops and laptops

Fast Facts

## CALL CENTER & DISPATCH



Dispatch to an average of 1,697,789 events per year

Phone system support to 20 contact centers, including 311, 911, HR Benefits, Payroll, Municipal Courts, HPD, and various other departments

Total call volume handled by Houston Emergency Center: Over 3,004,600 calls

## RADIO AND EMERGENCY SERVICES



52 radio tower sites

Over 13,000 subscriber radios dedicated to emergency services

94 HFD stations equipped with fire station alerting

Police and Fire events received averaging approximately 1,977,186 per year

21 inner-local agreements providing radio service to external agencies, including Pasadena and Bellaire, Texas

## MAIL SERVICES

Corporate mail systems handle millions of messages monthly, equated to more than two terabytes of data



Email filtering systems detected and blocked over 93% of email from hundreds of millions of messages identified as spam, junk, and phishing attempts from reaching employee mailboxes