City of Rochester Hills
Management Information Systems Department

August 15, 2011

City Council 2012-14 Budget Workshop

The City of Rochester Hills, Michigan

ROCHESTER
HILLS
MICHIGAN

MIS Responsibilities

- Network Infrastructure and Security

- GIS – Geographic Information Systems

- Update & Implement Technology

- City Website

MIS

- **Professional Services decreased by 47%**
  - **Pictometry**

- **Contractual Services increased by 62%**
  - **Cloud Based Backup**

- **Equipment Maintenance decreased by 62%**
  - **Network Equipment under warranty**

- **Software Maintenance decreased by 9%**
  - **Backup software**

ROCHESTER HILLS

MICHIGAN

MIS

Michigan Local Government Benchmarking Consortium

Percent overall satisfaction with the quality and reliability of service provided:

Rochester Hills - 96.4   Average - 83.7

Percent satisfaction with the timeliness for IT assistance requests:

Rochester Hills – 93.9   Average - 78.6

Percent satisfaction with the IT provider's ability to solve problems:

Rochester Hills – 96.4   Average - 85.0

Questions